



# Student Handbook



Dear Student,

Welcome to the UK! And thank you for choosing to study at Hunter Language School in Bristol. This handbook includes many details about the school and your stay to help you while in Bristol. If you have any inquiries, please talk to a member of staff on your first day at school. We hope you enjoy the experience and have a fantastic stay here in the UK!

All the best,

*The Hunter Language School Team*

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## Members of staff

- ◆ Principal
- ◆ Director of Studies
- ◆ Welfare Officer
- ◆ English Teachers
- ◆

Roland Hunter  
Tina Font  
Cristina Robledano  
Lorella, George, Jon, Emily and David





## Useful Information

Hunter Language School  
 34 Upper York Street  
 Bristol  
 BS2 8QN  
 Tel. 0117 330 4591  
[info@hunterlanguage.co.uk](mailto:info@hunterlanguage.co.uk)  
 School Emergency Number: 07964232475



@hunter\_language



@hunterlanguageschool



**In an emergency, dial 999 for the Police, Fire Service or Ambulance. 999 calls are free.**

## Lessons Time

<b>Intensive English Courses</b>	Intensive 10	Intensive 15	Intensive 20
Course Times (Monday to Friday)	11:30-13:30	11:30-15:00 (with a 30 minute break)	11:30-16:15 (with one 30 minute break and one 15 minute break)

<b>Part-Time General English &amp; Exam Courses</b>		
Mornings 09:15 to 11:15	<b>General English</b> Levels: A2 to C1	Two mornings per week, 09:15 to 11:15 <b>OR</b>
Evenings 18:00 to 20:00		Two evenings per week, 18:00 to 20:00
Saturdays 09:15 to 13:45	<b>Exam Courses</b> FCE, CAE, IELTS	Two mornings per week, 09:15 to 11:15 <b>OR</b> Two evenings per week, 18:00 to 20:00 <b>OR</b> Saturday mornings, 09:15 to 13:45

## Mission Statement

Our aim is to help you improve your English learning skills in a friendly and stimulating atmosphere by providing an extensive educational programme, and by ensuring that your needs are clearly understood and met at all times. You, the learner, are central to what we do here at HLS.

## Your classes

### Structured courses and progress

- **Lesson aims:** Teachers will explain the lesson aims at the start of each lesson so you know the direction of your lesson
- **Course Planning:** Our teachers use a lot of different resources to deliver your course and our syllabus is designed to help you improve your level of English quickly and help make you more confident. If there is anything you want to practise, learn or you don't understand, let the teacher know and they will include it in their lesson planning.
- **How we structure your course:** English courses at Hunter Language School are divided into levels of difficulty which are based on the standards of the Common European Framework. This means that the way we structure our courses is based on internationally recognised, carefully thought out descriptions of language skills that you will need for your future studies or career. Each course level will help you improve in speaking, listening, reading, writing, grammar, vocabulary and pronunciation. If you are studying on one of our exam preparation courses, the course will focus on language and skills relevant to the exam.
- **What about your specific learning needs?** Lessons are also planned based on the learning needs of the students in each class

### Attendance and punctuality

Attendance will be monitored closely and you will be expected to attend all lessons. If you are ill or are going to be late then please call us or send an email.

### Lateness

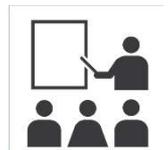
Please try and be on time for your classes. If you are more than 10 minutes late for an Intensive course your teacher will give you some written work or self study work to do. For part-time classes teachers will be less strict as we know you have tight schedules and commitments, such as your job, which might make you late for class occasionally, but please try your hardest to be on time.

### Materials you need to bring to class

- Paper to write on
- Pen(s) or pencil
- File to keep handouts in

### Class rules

- Please only speak English.  
Please don't use your mobile phones unless the teacher asks you to.
- Please be on time.
- Please be polite and kind to other students.



### Classroom activities

- **Talking with other international students:** Our teachers use a lot of pair work and group work in class. You will find you will speak a lot to other students in the class before reporting to the teacher. This increases your speaking practice and helps encourage other students
- **Correcting mistakes:** We believe that making mistakes is an essential part of learning. Our teachers are trained to correct your errors effectively. We prioritise error correction based on the language you most need to know to improve your English. So you will find the teacher does not correct all errors. Sometimes the teacher will correct language errors at the end of a speaking activity if you have been working with other students or the teacher may correct students immediately if they are speaking to the teacher directly
- **Helping you become a better learner:** Our teachers will also demonstrate ways you can improve your study skills as part of lessons. This will help you learn English more effectively both inside and outside the classroom

Individualised attention

- **A small friendly school:** Hunter Language School is a small friendly school. This means we know you by name and have a clear idea of your learning needs, and so are better able to support you in making progress. You can speak to the Welfare Officer about any personal issues you may have, or if you prefer, the Principal or Director of Studies are also available to help.
- Speak to the Director of Studies or Principal about your level or course anytime. We can make a change if you and your teacher feel it's right for you and we do a second placement test at any time.

Examinations**Cambridge Examinations and IELTS**

- If you wish to be entered for external examinations, please see the Director of Studies or Principal. They will be able to offer advice on the process and what centre you will need to go to in order to sit the examination
- Our teachers are experienced in preparing students for external English examinations and you will be carefully prepared for your examination

Entering UK Mainstream Education

- Speak to the Director of Studies or Principal about UK how to enter mainstream education, we can give you advice on the requirements and processes and guide you to find the specific information you need.

**Lessons** – if you have any problems with your lessons or feel you need to change classes, speak with your teacher before or after your class.

**Other student(s)** – if you have a problem with another student, or students, speak with your teacher before or after your class. Alternatively, speak with the Director of Studies or Principal regarding any of the above.

**Health** – if you need to see a doctor or dentist, or you need any help with health issues, please speak with the Principal, Director of Studies or Welfare Services Officer, who will be happy to book an appointment for you at the nearby clinic.

**Need to talk to someone?** – if you are worried about anything else or want to talk in private with someone, please see the Principal, Director of Studies or Welfare Officer.

**Language Exchange and Social Activities**

Join our free weekly language exchange social activities. We have activities in the school or we meet at different venues around Bristol each week, it's a great way to meet people and practise languages outside the classroom. We post the activity on social media and display them in the school, so join us on Facebook and Instagram. We hope to see you there!

**Complaints procedure**

If you feel the need to make a complaint, please follow this simple procedure:

**Step 1.** Speak to the Director of Studies or the Welfare Officer.

**Step 2.** If you are dissatisfied with their response, speak to the Principal, Roland Hunter

**Step 3.** If you would like to involve an external organisation, please contact the Citizen's Advice Bureau.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**School rules**

1. All classes are compulsory. If you do not attend, your absence will be recorded and could be reported to your agent or sponsor (and the immigration authorities). See Absence policy.
2. Please complete **all** work which is set by your teachers.
3. For Intensive courses, if you are more than 10 minutes late for a class, you will be refused entry until the next break. For part-time courses, we know you have tight schedules and commitments, such as your job, that might make you late for class occasionally, but please try your hardest to be on time.
4. Smoking is **not allowed** anywhere in the school.
5. There is a fire notice in every room. Please read it. If the fire alarm sounds you should go to the assembly

point, which is the corner of Moon Street, opposite the school. If you are in class your teacher will lead you outside, please leave your bags and other items in the classroom. You must stay with the teacher until you are dismissed.

6. Please switch off or put on silent your mobile phone during lesson times. Please try to restrict mobile phone calls to break times only.

**Thank you.**

## **Bullying**

The principles of Hunter Language School's Anti-Bullying policy are implicit in **all** our activities. We believe that all students have a right to be valued and respected and that everyone has a responsibility to ensure that others are valued and respected.

### **What is Bullying?**

Any action which hurts, threatens or undermines by word or action.

### **Policy Statement**

Hunter Language School encourages students to have understanding of and respect for the feelings and needs of all members of the school.

The school will take action if and when bullying is identified.

Students who experience any kind of bullying are to report this to a member of staff, their teacher, the Director of Studies or the Principal. Staff will report incidents of bullying to the Principal.

In the event of any bullying being reported, Hunter Language School will investigate and act according to the Abusive Behaviour Policy.

Please remember that staff are always willing to listen and help. A copy of the Abusive Behaviour Policy can also be located in the student room.

## **Fire**

If you hear the fire alarm during a lesson, your teacher will ask you to leave the room and move calmly, but quickly exit the building and take you to the fire assembly point, **the corner of Moon Street, opposite the school.**

Please stay with your teacher and your classmates to help us check that everybody has left the building. Please leave your things in the classroom.

If you hear the fire alarm ringing when it is not lesson time, go directly to the fire assembly point, the corner of Moon Street, opposite the school. Do not go to your classroom to get your things.

## **Keeping safe**

Your safety and well-being is our utmost concern during your stay with Hunter Language School. We can arrange to meet you at your point of arrival in the UK, and accompany you on the journey to Bristol where your host will welcome you. On your first day at the school you will be given information on our facilities and introduced to our staff who will look after you and help you settle in. All our students are given a welcome pack which contains important information such as a map of the city, a guide to the city and the school's a 24-hour emergency contact number and address of their host family and the school.

### **Settling in**

During the first few days expect to feel some physical symptoms such as tiredness due to long distance travel and time change. Try to get plenty of rest, fresh air and eat a balanced diet.

### **Personal Safety**

➤ When you go out, find out where you are going and let your Homestay Host know if you are staying in a homestay - tell them where you will be and when you will be back.

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- If you have a mobile phone make sure that it has sufficient charge and credit for you to make calls, in case your plans change.
- Always plan ahead – how are you going to get there. More importantly – how are you going to get back?
- Always go out with people you know and trust.
- Always use well-lit, busy roads and avoid shortcuts (especially through dark, quiet areas).
- Walk with friends and never walk alone at night – use a taxi.
- Stay alert – be aware of your surroundings.
- Never give your personal details to anyone.

### Travelling Safely

- If you are travelling alone on a bus, train or tube, always sit near other passengers.
- Plan your route and check on bus or train times before you leave. Phone numbers for this information can be found in the telephone directory or online.
- Never walk across or touch railway lines.
- Do not open train doors until the train has completely stopped.
- Only share taxis with people you know.

### **ACCOMMODATION**

If you are staying in a homestay organised by Hunter Language School, please read your “Homestay Student Guidelines” carefully.

Every effort has been made to find you the type of accommodation requested. If this has not been possible, the accommodation reserved for you is the best available at the time.

- A reasonable amount of time should be taken to settle in at the accommodation you have been allotted.
- However if you are not happy where you are living, it is a good idea to discuss the problems with us before making any sudden decision to move.
- Please visit the Welfare Officer, the Principal or the Director of Studies to discuss any problems or worries you may have. Most problems are easily sorted: changing Homestay hosts is a “last resort” option if all else fails. Please remember that you must give 1 week paid notice.
- You must tell the school if:
  - Anybody behaves in a way you feel is unacceptable.
  - Your living or sleeping conditions are not suitable.
  - You are not allowed home before a given time.
  - You feel threatened or afraid for any reason.

**Should you have any problems or you feel homesick, don't suffer alone.  
Speak to your teacher or a member of staff.**

### **Health insurance**

- All students studying in the UK for 6 months or more are entitled to receive free treatment on the NHS (National Health Service). You should register with a doctor here if you are staying this long.
- Students studying in the UK for less than 6 months are entitled to NHS treatment only if they are from a Europe Economic Area (EEA) Member State or from a country with a reciprocal health agreement.
- All non-EEA students coming for courses of less than 6 months with no reciprocal health agreement will need to obtain private health insurance to cover the period of their studies

## TRAVEL FROM AIRPORT TO YOUR HOMESTAY OR ACCOMMODATION

If you are arriving in the UK by plane there are a number of ways you can get to Bristol city centre from the airport and/ or your homestay. One of the most common is by coach, there is a service from Bristol Airport to the city centre called the Bristol Flyer [www.flyer.bristolairport.co.uk](http://www.flyer.bristolairport.co.uk), the cost is £8 for a single and £13 for a return, the time per journey is around 45 minutes to an hour.

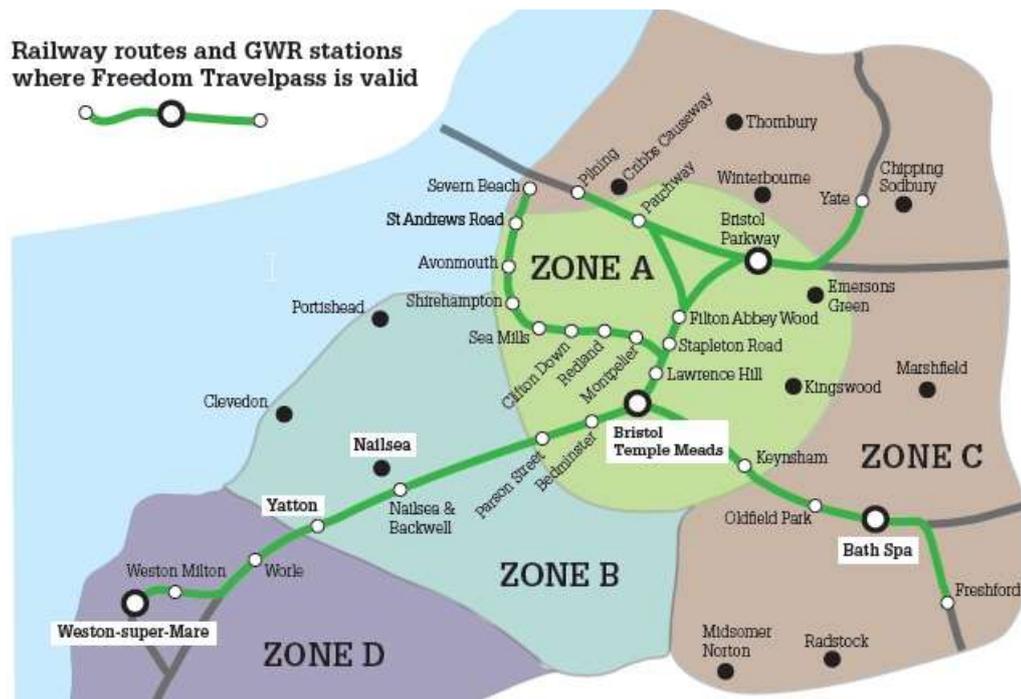
From London airports, Gatwick and Heathrow you can take a direct coach, the journey time is from 2 to 3 hours 10 minutes, the cost starts at £10.50 per journey. One of the coach companies to offer this service is National Express [www.nationalexpress.com](http://www.nationalexpress.com)

Another option is to get a connecting journey by bus or train to London city centre and then a train to Bristol Temple Meads station. Prices will vary but this will be more expensive. Please research your airport travel links in advance, some airports around the UK, such as London Stansted and Luton, do not have direct coach services to Bristol so it will be necessary to get a connecting bus service to the nearest coach or train station.

Once in Bristol there is a good bus service, you can buy a daily, weekly or monthly bus pass or pay for individual journey. Below is more information.

## COST OF BUS TRAVEL AROUND BRISTOL

Hosts will try and help you as much as possible with your stay in their home, they know you have a lot to



1- day Peak Travel Pass (any time, any day) = £6

1-week Peak Travel Pass (any time, any day) = £27

1-month Peak Travel Pass (any time, any day) = £100

## **GENERAL ADVICE ON LIVING IN THE UK**

Here is some important information you need to live in the UK:

### **Personal Safety and care of values**

- Ensure you don't leave your belongings unattended in public spaces
- Ensure you have suitable insurance for your valuables (i.e computers, mobile phones..)
- Avoid carrying your wallet or phone in your back pocket
- Don't walk alone after a night out as much as possible
- Record the emergency numbers on your phone
- Avoid dimly lit areas
- Plan your route before you leave your homestay If you are taking a taxi ensure that the vehicle is licensed by checking on the rear of the car; it should have a badge with the driver's photo and license numbering
- make sure you lock your home door
- If you are unhappy about the condition or security of your homestay inform the School's Welfare officer or the Management team.

## **UK LAW**

**Everyone in the UK has the obligation to comply with British rules and regulations**, here is a website with more information: [www.gov.uk/browse/justice/rights](http://www.gov.uk/browse/justice/rights)

## Where to go in Bristol

Bristol has just been voted the UK's best place to live in 2017 by The Sunday Times – for the third time in four years. It's also been named one of the top five most inspiring because of its bridges, balloons, boats, bikes and Banksy.

Let's find out where to go in Bristol!

- Clifton Suspension Bridge is the symbol of the city. Entrance is free and free guided tours run at 3 pm every Saturday and Sunday starting at the Clifton Toll Booth (Bristol side of the Bridge)



- Cabot Tower is a tower in Bristol, situated in a public park, where visitors can climb the spiral staircase to enjoy the panoramic views of the city of Bristol and its Harbourside.



- Cabot Circus is a shopping centre in Bristol where you can find shops, offices, a cinema, hotel and 250 apartments. If you love shopping, it's a must see!



- Bristol Aquarium is the right place for you if you want to dive into the ocean and discover the wonders of the deep! There are amazing aquatic creatures such as tropical sharks, rays, seahorses, piranhas and so many more.