



# Norwich Study Centre

## FLYING CLASSROOMS

STUDENT HANDBOOK

OVER 18

+44 (0)1603 619 091

info@flyingclassrooms.co.uk

www.flyingclassrooms.co.uk

Accredited by the



for the teaching  
of English in the UK

ENGLISHUK  
member





# Welcome to Norwich Study Centre, Flying Classrooms!

This Student Handbook provides important information about our school, and advice on travel, study and life in Norwich and the UK.







# Contents

|   |           |   |           |
|---|-----------|---|-----------|
| <b>Welcome</b>                                | <b>6</b>  |   |           |
| <b>Important Information</b>                  | <b>6</b>  |   |           |
| School opening hours                          | 6         | Teacher training for language teachers          | 21        |
| School contact details                        | 6         | Intercultural training                          | 21        |
| Emergency contact                             | 6         | Content and Language Integrated Learning (CLIL) | 21        |
| <b>Travelling to Norwich</b>                  | <b>7</b>  | English for professionals                       | 21        |
| Arriving in the UK                            | 7         | Bespoke courses                                 | 21        |
| Arriving in Norwich                           | 7         | <b>During Your Course and Classes</b>           | <b>22</b> |
| <b>Arriving on Your First Day</b>             | <b>9</b>  | Changing levels                                 | 22        |
| Finding us                                    | 9         | Textbooks and resources                         | 22        |
| Contacting us                                 | 10        | Practising your English                         | 22        |
| Registration                                  | 10        | Mobile phones                                   | 22        |
| <b>Our School Timetable</b>                   | <b>10</b> | Food and drink                                  | 22        |
| <b>Our Staff and How We Can Help</b>          | <b>11</b> | <b>Attendance and Holidays</b>                  | <b>23</b> |
| Our staff                                     | 11        | Attendance                                      | 23        |
| How we can help                               | 12        | Lateness  | 23        |
| Come and talk to us!                          | 13        | Booking holiday                                 | 23        |
| <b>The School Office</b>                      | <b>14</b> | <b>Health and Safety</b>                        | <b>24</b> |
| Student cards                                 | 14        | Behaviour                                       | 24        |
| Mobile phone SIM cards                        | 14        | Smoking   | 24        |
| Contacting us                                 | 14        | Drugs and alcohol                               | 24        |
| <b>School Facilities and Security</b>         | <b>14</b> | Theft   | 24        |
| What you can find here                        | 14        | E-safety  | 24        |
| Personal belongings and valuables             | 14        | Contact with school staff                       | 25        |
| <b>Social Activities</b>                      | <b>15</b> | Respect   | 25        |
| Learn, explore and meet new people            | 15        | <b>Complaints Procedures</b>                    | <b>26</b> |
| Social activities price list                  | 15        | Formal complaints                               | 27        |
| <b>Accommodation</b>                          | <b>16</b> | If your complaint is not resolved               | 27        |
| Feel at home                                  | 16        | <b>Useful Information</b>                       | <b>28</b> |
| <b>Our Courses and Terms</b>                  | <b>17</b> | Registering with a doctor                       | 28        |
| Our terms                                     | 17        | Registering with a dentist                      | 29        |
| General English (15 hours per week)           | 17        | In school                                       | 29        |
| General English Intensive (21 hours per week) | 18        | Outside school                                  | 29        |
| The CEFR: A global standard                   | 19        | Banks and money                                 | 30        |
| Exam preparation                              | 20        | Post office                                     | 30        |
|   |           | Library   | 30        |
|   |           | Insurance                                       | 30        |
|   |           | Legal issues                                    | 31        |



|                                    |           |
|------------------------------------|-----------|
| Police                             | 31        |
| Age restrictions and related sales | 31        |
| Motoring offences                  | 31        |
| <b>What To Do in an Emergency</b>  | <b>32</b> |
| Fire and evacuation procedures     | 32        |
| <b>Students Under 18</b>           | <b>33</b> |
| Parents and guardians              | 33        |
| Providing consent                  | 33        |
| Student cards                      | 33        |
| Before and after lessons           | 33        |
| Attendance                         | 33        |





## Welcome

Welcome to Norwich Study Centre, Flying Classrooms!

This handbook provides information about studying at Norwich Study Centre (NSC). It also offers help and advice about living in Norwich and the UK. You will find information about:

1. Travelling to Norwich
2. Our staff and school
3. Living and studying in Norwich and the UK
4. What to do in an emergency

We welcome many students to our school, of a wide range of ages. They come from many different countries, with different levels of English and they have a variety of aims. Whatever you hope to achieve, we can help you succeed.

Our teaching might be different from the teaching at other schools you have attended. In our classes, we aim to help our students to communicate in English. We try to give you lots of opportunities to speak and work together to practise what you learn here.

Our teachers care about your goals. We also know that learning English can be hard sometimes. We will help you to manage the challenges that you may face during your studies. We will build your confidence and independence, giving you the support you need to achieve your goals.

I wish you a very happy, rewarding and productive time with us at Norwich Study Centre!

Kumi Wiedmann  
School Director

## Important Information

### School opening hours

Monday to Friday  
09:00 – 16:00

### School contact details

Norwich Study Centre,  
Flying Classrooms

5 Tombland  
Norwich

Norfolk

NR3 1HE

United Kingdom



+44 (0)1603 619 091



info@flyingclassrooms.co.uk



www.flyingclassrooms.co.uk

### Emergency contact



+44 (0)7800 907 804



## Travelling to Norwich

### Arriving in the UK

Many of our students fly to the UK. There are a number of airports that you might use, including Norwich Airport, Stansted Airport, Gatwick Airport and Heathrow Airport. (See below for details.)

When you book your flight, please tell us when you will arrive in Norwich. (See below for more information about travelling to Norwich, or contact us for help or advice.)

If you are staying with a homestay host, we will contact them with your arrival time.

| Airport          | Flights To/From            |
|------------------|----------------------------|
| Norwich Airport  | Schipol Airport, Amsterdam |
| Stansted Airport | Europe                     |
| Gatwick Airport  | International              |
| Heathrow Airport | International              |

### Arriving in Norwich

#### Travelling to Norwich by taxi

We can organise a taxi to collect you from Heathrow, Gatwick, Stansted or Norwich airports.

Please contact us to book a taxi.

| Airport          | Time       | Price (pay on booking) |
|------------------|------------|------------------------|
| Norwich Airport  | 20 minutes | £20.00 (one way)       |
| Stansted Airport | 1-2 hours  | £150.00 (one way)      |
| Heathrow Airport | 2-3 hours  | £210.00 (one way)      |
| Gatwick Airport  | 2-3 hours  | £230.00 (one way)      |





## Travelling to Norwich by coach

Coaches to Norwich travel from Heathrow, Gatwick, Stansted and Norwich airports.

For travel from Heathrow, Gatwick or Stansted, you can book online or by phone with **National Express**. (See below for details.)

| Airport / Journey | Time      |
|-------------------|-----------|
| Stansted Airport  | 2-3 hours |
| Gatwick Airport   | 4-5 hours |
| Heathrow Airport  | 5-6 hours |

### National Express (coaches)

☎ +44 (0)8456 007 245  
✉ [www.nationalexpress.com](http://www.nationalexpress.com)

## Travelling to Norwich by train

Trains travel between London Liverpool Street Station and Norwich Station every 30 minutes during the day. The journey takes less than two hours. Trains run from Stansted Airport to Norwich every 60 minutes and take less than 90 minutes. For more information, and to book tickets, contact **National Rail Enquiries**.

### National Rail Enquiries (trains)

☎ +44 (0)8457 484 950  
✉ [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## Arriving with your homestay host

If you are staying with a homestay host, we can organise a taxi to transport you from the airport/station to your accommodation. Contact us for more information.





# Arriving on Your First Day

## Finding us

Our address is **5 Tombland, Norwich, NR3 1HE.**

Reception opening hours are: **09:00 - 16:00 (Monday - Friday)**

You can find us opposite Norwich Cathedral. See the map below for more information. If you are staying with a homestay host, they will help you travel to the school.



## Contacting us

You can contact us by email and by phone:

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

 **+44 (0)1603 619091** during opening hours  
**+44 (0)7800 907804** for **emergencies**

## Registration

On your first day, come to the school office (on the 1st floor) at 09:00. We will provide you with important information, answer any questions you may have and explain the plan for your first day with us.

## Our School Timetable

| Monday                              | Tuesday                             | Wednesday                           | Thursday                            | Friday        |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---------------|
| 9:30 - 11:00                        | 9:30 - 11:00                        | 9:30 - 11:00                        | 9:30 - 11:00                        | 9:30 - 11:00  |
| Morning Break - 30 minutes          |                                     |                                     |                                     |               |
| 11:30 - 13:00                       | 11:30 - 13:00                       | 11:30 - 13:00                       | 11:30 - 13:00                       | 11:30 - 13:00 |
| Lunch Break - 1 hour                |                                     |                                     |                                     |               |
| 14:00 - 15:30<br>(Afternoon course) | 14:00 - 15:30<br>(Afternoon course) | 14:00 - 15:30<br>(Afternoon course) | 14:00 - 15:30<br>(Afternoon course) |               |

Note: Each class is 90 minutes long.



## Our Staff and How We Can Help






### Our staff

| Director                        |                                |
|---------------------------------|--------------------------------|
| Kumi Wiedmann                   |                                |
| Teaching Staff                  |                                |
| Director of Studies             | Roni Snell                     |
| Senior Teacher                  | Andy Payne                     |
| Teacher                         | Emma Elliott                   |
| Teacher                         | Emma Woolfenden                |
| Teacher                         | Manuel Gonzalez Garcia de Blas |
| Teacher                         | Jack Griggs-Smith              |
| Teacher                         | Renee Gray                     |
| Teacher                         | Sandra Bryson                  |
| Student Support Staff           |                                |
| Student Officer                 | Emily & Holly                  |
| Accommodation + Student Officer | Holly Burley                   |
| Marketing + Student Officer     | Emily Sims                     |
| Safeguarding Officer            | Holly Burley                   |
| Social Activities               |                                |
| Social Activities Coordinator   | Emily Sims                     |
| Caretaking                      |                                |
| Maintenance                     | Matt Dickerson                 |
| Cleaning                        | Blair Mercer                   |

## How we can help

| For...  | See...  |   |
|---|---|---|
| General help and information                                    | <br>Emily  | <br>Holly  |
| Questions about payments  | <br>Emily  | <br>Holly  |
| Questions or complaints about facilities                        | <br>Emily | <br>Holly |
| Questions or complaints about accommodation                     |   | <br>Holly |
| Exams classes and booking exams                                 |   | <br>Andy  |
| Questions or complaints about your course, teaching or teachers |   | <br>Andy  |



| For...   | See...  |  |
|--|---|--|
| Advice on learning and useful academic resources | <br>Roni  |  |
| Information on social activities                 | <br>Emily  | <br>Holly |
| Safeguarding and welfare (under 18s)             | <br>Holly | <br>Kumi |

### Come and talk to us!

If you are unhappy, or if you are having any difficulties inside or outside school, and you need to talk to someone for support, come and talk to us **at any time**.

## The School Office

### Student cards

On your first day, we will give you a student card with the school's contact details and emergency contact number. If you lose your student card, please come to the school office as soon as possible to get a new one.

### Mobile phone SIM cards

Free UK mobile SIM cards are available from the school office. Please visit the school office to find out more.

### Contacting us

Please tell the office as soon as possible if you change your email, telephone number or address.

## School Facilities and Security

### What you can find here

At Norwich Study Centre, our school facilities include:

1. A student common room, where you can relax and enjoy free refreshments like coffee and tea, while you make new friends
2. A shared study space and library
3. An outdoor area with tables, seats and table tennis

### Personal belongings and valuables

Please keep any valuables with you at all times. Do not leave your possessions unattended in the classrooms between lessons, or anywhere else in the school.





## Social Activities

### Learn, explore and meet new people

The school provides a wide range of social activities throughout the year.

**Please note that students under 18 must have consent from a parent/guardian to join social activities.**

### Social activities price list

Note: Prices are approximate, based on a minimum of 10 students joining.

| Activity                                  | Price per student |
|---|-------------------|
| London, full day with guide               | £60               |
| Cambridge, full day with guide            | £45               |
| Beach/seaside resort, half day            | £20               |
| Boat trip on the Norfolk Broads, half day | £25               |
| Sainsbury Centre for the Visual Arts      | £5                |
| Norwich Quiz Tour                         | £5                |
| Traditional English cream tea             | £10               |
| Ghost Walk                                | £10               |
| Norwich Cathedral                         | £5                |
| Norwich Castle Museum                     | £10               |
| Roller-skating                            | £10               |
| Srangers Hall Museum                      | £10               |
| Cinema                                    | £10               |
| Bowling                                   | £10               |
| Sports in the park                        | £5                |
| Laser Tag                                 | £10               |
| Escape Room                               | £20               |
| Student party                             | £5                |



\*Substitute activities available in situations where planned activities can't go ahead



## Accommodation

### Feel at home

Staying with a homestay host is the perfect opportunity to experience the British way of life. It is also one of the best ways to improve your English skills outside the classroom. Your homestay host will do their very best to make you feel at home.





## Our Courses and Terms

### Our terms

We have 4 terms each year. See below for our 2021 term dates. (Please note we are closed during bank holidays.)

| Term        | Start                 | End                      | Bank holidays                           |
|-------------|-----------------------|--------------------------|---|
| Winter term | Monday 4th January    | to Friday 26th March     |   |
| Spring term | Monday 29th March     | to Friday 25th June      | 2nd April, 5th April, 3rd May, 31st May |
| Summer term | Monday 28th June      | to Friday 24th September | 30th August                             |
| Autumn term | Monday 27th September | to Friday 17th December  |   |

In the middle of each term you will take a progress test. After the test, you will have a meeting with your teacher. During the meeting you can talk about your progress. Your teacher will give you advice, and will answer any questions you may have about your class or your learning plan.

### General English (15 hours per week)

Our General English Standard course focuses on developing skills in the four core areas of reading, writing, speaking and listening. Using a practical approach based on the CEFR levels for language ability, our General English classes enable you to develop the confidence and skills you need to use English effectively in different situations. Whatever stage you are at in your language learning journey, our experienced teachers can help you progress to the next level and achieve your language learning goals.

We offer General English classes at six levels:

- Beginners (A1)
- Elementary (A2)
- Pre-intermediate (B1)
- Intermediate (B1+)
- Upper-intermediate (B2)
- Advanced (C1)

## General English Plus Course (21 hours per week)

Students taking a General English Plus course attend morning and afternoon classes. (See [Our School Timetable](#) for details.) These classes focus on skills, providing further listening and speaking practice.

In the afternoons, choose from:

- **SKILLS & CULTURE**

You will practise using language in real-life situations, sharing opinions and ideas and discussing information to improve your speaking and listening skills for life.

- **BRIDGE TO IELTS**

This course offers an introduction to our IELTS Exam Preparation course for students with an English level of A2/B1 who are hoping to achieve a score of 4 or above in the IELTS exam. You will gain an understanding of the framework of the IELTS exam and will begin to develop the skills you need to join the IELTS Exam Preparation course.

- **CULTURAL ACTIVITIES**

Explore the medieval city of Norwich and cover different areas of British culture including food, art, history and more. Take part in outside activities to put your English skills into practice. The minimum level for this course is B1+.

- **ENGLISH FOR WORK**

This course is practical and focuses on developing communication skills and language needed to work effectively in an English-speaking environment. The minimum level for this course is B1+.

## The CEFR: A global standard

Our courses are based on the Common European Framework of Reference for Languages (CEFR). The CEFR is a global standard for learning, teaching and assessment. By designing our courses with the CEFR, we can help you move step by step towards your learning goals, building your skills and knowledge of English.

See below for an outline of the levels used in the CEFR.

| Level      | You can...   |
|------------|--|
| <b>A1</b>  | <ul style="list-style-type: none"> <li>Understand and use familiar everyday expressions with help</li> <li>Introduce yourself and answer questions about personal details, e.g. where you live</li> <li>Interact in a simple way with help, speaking slowly</li> </ul>   |
| <b>A2</b>  | <ul style="list-style-type: none"> <li>Understand and use familiar everyday expressions and very basic phrases to satisfy simple needs</li> <li>Introduce yourself and others, and answer questions about people you know and things you have</li> </ul>   |
| <b>B1</b>  | <ul style="list-style-type: none"> <li>Understand sentences and common expressions relating to basic personal information, activities, geography etc.</li> <li>Communicate in simple and routine tasks</li> <li>Describe your background, immediate environment and needs in simple terms</li> </ul>   |
| <b>B1+</b> | <ul style="list-style-type: none"> <li>Understand the main points of spoken or written discourse on familiar matters regularly encountered in work, school, leisure etc.</li> <li>Deal with most situations likely to arise when travelling in an English-speaking area</li> <li>Produce simple connected text on topics which are familiar or of personal interest</li> <li>Describe events, experiences, dreams etc. and briefly give reasons and explanations for opinions and plans</li> </ul>             |
| <b>B2</b>  | <ul style="list-style-type: none"> <li>Understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in your field or specialism</li> <li>Interact with a degree of fluency and spontaneity that makes regular interaction with native speakers possible without strain</li> <li>Produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topic issue, giving the advantages and disadvantages of various viewpoints</li> </ul> |
| <b>C1</b>  | <ul style="list-style-type: none"> <li>Understand a wide range of demanding, longer texts, and recognise implicit meaning</li> <li>Express yourself fluently and spontaneously without much obvious difficulty</li> <li>Use language flexibly and effectively for social, academic and professional purposes</li> <li>Produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices</li> </ul>                         |



## Exam preparation

We offer IELTS, Cambridge English and Occupational English Test (OET) Exam Preparation courses. These exams can be taken at the following levels:

| Exam/Qualification                           | Minimum level |
|--|---------------|
| Cambridge Preliminary English Test (PET)     | B1+           |
| Cambridge First Certificate in English (FCE) | B2            |
| Cambridge Advanced English (CAE)             | C1            |
| IELTS  | B1+           |
| OET  | B1+           |

If you have any questions about your exam, you can speak to your teacher or to our Director of Studies at school.

- **Taking the IELTS Exam**

The nearest IELTS exam test centre is in Cambridge, which you can reach by train or car. The exam fee is between £170 and £195, depending on the location and test that you choose.

- **Taking the Cambridge Exam**

The nearest Cambridge exam test centre is in Norwich at the Norwich Institute for Language Education (NILE). The exam fee is between £130 and £170, depending on which exam you take.

- **Taking the OET Exam**

The nearest OET test centre is Cambridge or Chelmsford- you can reach either by train or car. The exam fee is around £320.

## **Teacher training for language teachers**

Our teacher training course is designed for both experienced language teachers who want to enhance their skills, and for new teachers looking to improve their pedagogic knowledge and develop teaching techniques that they can use in the classroom to help students with their grammar, vocabulary and pronunciation. Minimum level: B2

## **Intercultural training**

Our Intercultural Training course is designed to help professional people develop their understanding of the meaning, value and significance of cultural diversity in relation to their professional practice. In addition to developing English language skills, participants will gain a deeper understanding of culture and intercultural communication and develop the skills they need to work or do business in a global and multicultural environment. Minimum level: B1+

## **Content and Language Integrated Learning (CLIL)**

This course is designed for primary and secondary teachers who want to develop their specific English language knowledge in their own field or subject, and develop key practical skills for effectively using English in their classrooms. Minimum level: B1+

## **English for professionals**

This course will develop your professional skills and improve your business perspectives in English, enabling you to take the next step in your chosen career or profession. Through a variety of engaging tasks and activities, you will gain confidence in making presentations, taking part in international meetings, intercultural networking, and much more. Minimum level: B1+

## **Bespoke courses**

Alongside our established courses, we also offer bespoke courses tailor-made to you as an individual or to your group. We can work closely with you to design a programme to meet your specific needs so that your time studying face-to-face or online with us is as valuable as possible.

## During Your Course and Classes

### Changing levels

Students can change levels but only if the Director of Studies agrees. Your teachers may recommend a change of levels after a progress test, but if you would like to change your level at any other time, please speak to the Director of Studies. Before any change is approved, you will be invited to discuss your progress with the Director of Studies and your teachers.

### Textbooks and resources

All students are required to have a course textbook, which can be purchased from the office. You may be required to buy more than one book, depending on your course and the length of your stay. Your teachers will also provide you with supplementary worksheets and other materials.

Our Study Centre is available for all students at no extra cost. It is designed to provide an area where you can study in your own time and at your own pace, with access to a wide range of resources.

We offer many different resources, including:

- A wide selection of course textbooks
- A range of examination, self-study and practice materials
- A variety of listening materials
- A graded readers' library
- A range of specially designed task sheets
- A collection of learning DVDs
- A suite of language learning software
- Details of websites for language learning and general information
- Access to BBC World News

### Practising your English

It is very important that you speak English in your classes, but you should also try to continue speaking English elsewhere. **Please use English as much as possible, we ask all our students to use English at all times while at the school.**

### Mobile phones

Do not use your mobile phones in class. Switch them off during lessons, unless your teacher asks you to use it.

### Food and drink

You may take bottled water into class. No other food or drink is allowed in the classroom.



## Attendance and Holidays

### Attendance

It is important to attend all your classes, and to arrive on time. **If you are absent, you must inform the office.** You can contact the school office by phone or email.

If you are taking one-to-one lessons and you need to cancel a class due to illness, you must inform the school the day before or before 09:00 on the day of the class.

If you are absent from school for two days in one week and you do not contact us, we will try to get in touch with you by phone or email. If we are not able to reach you, we will contact the person identified as your emergency contact.

All students must attend at least 80% of their lessons in order to receive a certificate of attendance. If your attendance falls below 80%, you will be asked to attend a meeting with the Director of Studies. If your attendance does not improve, you will be given a spoken warning. If it still does not improve, you will be given a written warning. If, after both warnings, you do not start attending regularly, you will be given a final warning and asked to meet again with the Director of Studies, and you may be expelled from the school without a refund.

### Lateness

Please arrive at your class on time. If you are more than fifteen minutes late, you may be asked to wait until the break. If you are having problems travelling to school, please try to contact us. This helps the teachers plan effectively. If you are **always** late for your lessons, the Director of Studies will speak to you.

### Booking holiday

Missed classes cannot be recovered, and the start and end dates of your course will be decided at the time of registration. You may request one week's holiday if you book at least one week in advance. If you want to book a holiday, you must fill in the holiday booking form. Holidays must be for a full week from Monday to Friday. You can take a maximum of 2 weeks holiday per term.



## Health and Safety

### Behaviour

It is very important that all students and staff feel comfortable and safe at the school. Please be aware of individual and cultural differences when communicating with others. If you are made to feel uncomfortable by anyone in the school, please speak to a member of staff in the school office immediately.

### Smoking

Please do not smoke anywhere in the school. This includes electronic cigarettes. Smoking is illegal in any public building in the UK.

### Drugs and alcohol

No drugs or alcohol are allowed in the school and students must never be under the influence of drugs or alcohol in class. Please be aware of UK drug laws so you do not break the law during your stay.

#### UK drugs information



[www.gov.uk/  
penalties-drug-possession-dealing](http://www.gov.uk/penalties-drug-possession-dealing)

### Theft

Do not take items that do not belong to you without permission, even if you plan to return them later.

### E-safety

We have WiFi and computers available to all of our students. However, any incorrect use of the internet, such as bullying or fraud, is not allowed and will be treated very seriously. It is also not allowed to access any pornographic material when using the internet at the school.

## Abusive Behaviour

**We will not tolerate abusive behaviour towards students or members of staff.** This includes:

- Violence towards students, staff or visitors (including aggressive behaviour which does or does not cause physical injury)
- Threatening behaviour (including the possession of weapons, even if they are hidden)
- Harassment (negative behaviour towards other people which is unwanted, rude, worrying or stressful)
- Damaging, or attempting to damage, school property or the personal property of students or staff
- Rudeness to staff or other students
- Anti-social behaviour (including being drunk and noisy)
- Bullying of any kind (including cyberbullying)
- Unwanted physical contact or inappropriate attention

## Contact with school staff

Students should not have any private contact with staff and teachers. This includes exchanging personal email addresses, phone numbers and social media contact details.

## Respect

All members of our school community (students, teachers and all other members of staff) are valued and respected as individuals. Please treat others with respect at all times.





# Complaints Procedures

**If you need to make a complaint...**

## **1 Tell your teacher or a member of the office staff**

They will organise a meeting so that you can explain the problem in private and they can understand the situation.

## **3 Your complaint will be investigated**

We will work hard to make sure that your complaint is investigated without any extra discomfort for you.

## **5 We will keep records relating to your complaint**

We will record all meetings, decisions or actions.

## **7 You may speak to the Director of Studies or the Director at any time**

We promise to solve any problems as quickly as possible.

## **2 The Complaint Form will go to the Director of Studies or the Director**

They will attempt to solve the problem. All complaints will be dealt with privately.

## **4 A plan of action will be created within two days**

The Director of Studies or Director will share this with you as soon as possible.

## **6 You will be updated by the Director of Studies or the Director**

You will be told about any developments relating to your complaint.

## Formal complaints

If you are not happy with the response from the Director/Director of Studies, you can use our formal complaints procedure:

- Collect a Complaint Form from the school office and complete it
- Submit the form to the school office
- We will investigate your complaint and you will receive written confirmation of the complaint and any actions taken

## If your complaint is not resolved

If you have a serious complaint, and you are not satisfied that your complaint can be resolved by the school, you can contact the British Council or English UK.

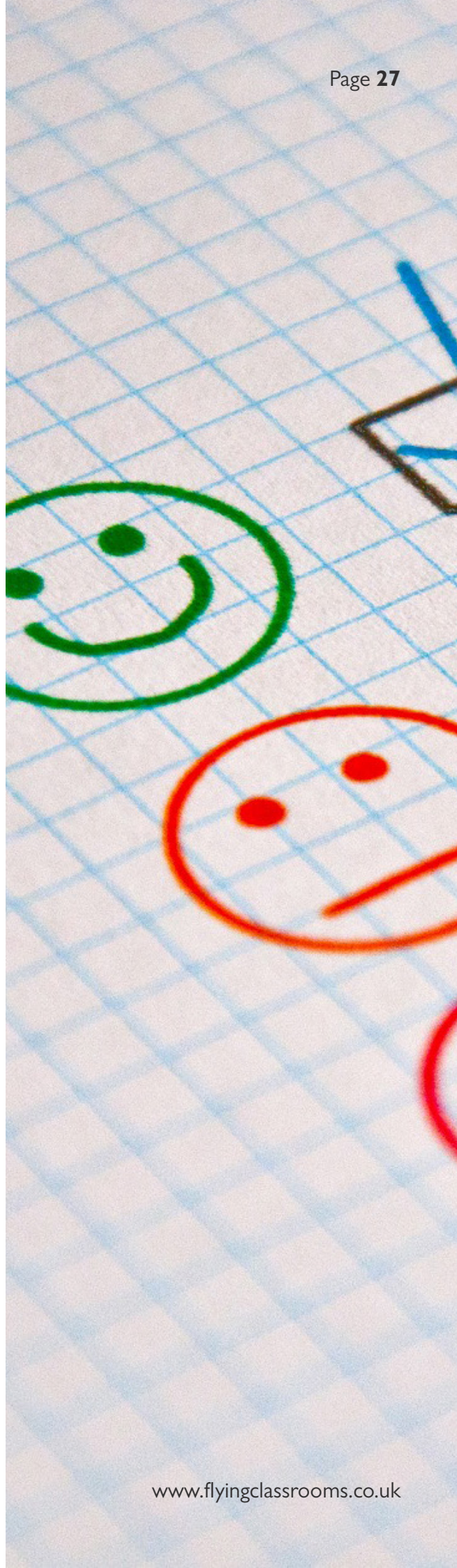
### British Council Accreditation Unit

☎ +44 (0)2076 087 960  
✉ [accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)  
[www.britishcouncil.org/education](http://www.britishcouncil.org/education)  
🌐 [accreditation/information-studentsagents/student-complaints](http://accreditation/information-studentsagents/student-complaints)  
Bridgewater House  
📍 58 Whiteworth Street  
Manchester  
M1 6BB

### English UK

✉ [info@englishuk.com](mailto:info@englishuk.com)  
🌐 [www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure](http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure)  
219 St John Street  
📍 London  
EC1V 4LY

We regularly review policies, procedures and complaints at our Quality Assurance meetings, attended by the Director, the Director of Studies and the Senior Teacher.



## Useful Information

### Registering with a doctor


You should register with a doctor if you are staying in the UK for more than 6 months. After you have registered, you will be able to book appointments with the doctor.

For information about where to register, please come to the school office and speak to a member of staff.

If you are staying with a homestay host, you can use your family's doctor as a guest. Please ask your homestay host for more details.

Free NHS healthcare is given to European students that have a Global Health Insurance Card (GHIC). For more information about the GHIC, please visit the NHS website.

#### NHS (for GHIC)

 <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>

Students on a short term study visa have to pay for NHS healthcare, so you should get personal medical or travel insurance. There are some treatments that are free to all, but for more information please come to the school office and speak to a member of staff.

If you have not registered with a doctor and need to see someone quickly, you can go to the Walk-In Centre at Rouen House. You do not need an appointment, but you may have to wait before a doctor can see you.

#### NHS Walk-In Centre (08:00 to 20:00)

 +44 (0)1603 677 500  
 Norwich Practices Health Centre  
Rouen House  
Rouen Road  
Norwich  
NRI IRB





## Registering with a dentist

You should register with a dentist if you are staying in the UK for more than 6 months. You should do this after you have registered with a doctor.

People usually pay for dental care in the UK, but an NHS dentist costs less. You can find a list of NHS dentists on the NHS website.

### NHS (Dentist Locations)



[www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist)

Some dentists may say they have no room to take new patients. If this is the case, try another dentist.

You can also register with a private dentist (which costs more than an NHS dentist).

For more information, please come to the school office and speak to a member of staff.

If you have not registered with a dentist and need to see someone quickly, you can go to the Siskin Centre and Norwich Community Hospital.

### The Siskin Centre



+44 (0)1603 272 350

The Siskin Centre  
Norwich Community Hospital



Bowthorpe Road  
Norwich  
NR2 3TU

## Medical Emergencies

### In school

We have members of staff who are trained in first aid:

- Emily & Holly (student officers)

**Tell a member of staff immediately if you or someone else requires first aid.**

### Outside school

**If there is a medical emergency outside school, you must go to 'Accident and Emergency' at Norfolk and Norwich University Hospital, or call 999 if you require an ambulance.**

Norfolk and Norwich  
University Hospital  
Colney Lane  
Norwich  
NR4 7UY  
01603 286286



**999 (emergencies only)**

**Please do not call 999 or go to Accident and Emergency unless it is an emergency.**

## Banks and money

As it can be difficult for visiting students to open a full UK bank account, we recommend using Monzo, an online UK bank account provider that focuses on services for foreign and international students. Students can sign up to receive a UK sort code and account number, contactless card, and banking app in under two minutes online. For more information, or if you need to open a full UK bank account, please come and speak with us in the school office.

### Monzo



<https://monzo.com/>

## Post office

The nearest Post Office locations to the school can be found at WH Smith on St Stephens Street, or at Roys on Magdalen Street.

### Post Office (Roys)



+44 (0)1603 667 113



[www.postoffice.co.uk](http://www.postoffice.co.uk)  
77-78 Magdalen Street



Norwich  
NR1 1AA

### Post Office (WH Smith)



+44 (0)3456 112 970



[www.postoffice.co.uk](http://www.postoffice.co.uk)  
31/33 St Stephens Street



Norwich  
NR1 3QP

## Library

Library is open everyday. You can borrow books, use computers and study there for free.

### Norfolk and Norwich Millennium Library



+44 (0)1603 774 777



<https://theforumnorwich.co.uk/visit-us/norfolk-norwich-millennium-library>



The Forum  
Millennium Plain  
Norwich  
NR2 1AW

## Insurance

We advise all students to arrange medical, personal and travel insurance. Endsleigh Insurance Services is a commonly used company and can arrange insurance for you.

### Endsleigh Insurance Services



+44 (0)3332 341 556



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

## Legal issues

For legal advice you can go to the Citizens Advice Bureau. You can find the nearest one to where you live by checking the Citizens Advice website.

### Citizens Advice Bureau



+44 (0)3444 111 444



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

## Police

If you need the police and it is not an emergency, the nearest police station to the school is Bethel Street Police Station.

### Bethel Street Police Station (09:00 to 18:00)



Bethel Street Police Station  
Bethel Steet  
Norwich  
Norfolk  
NR2 1NN

## Age restrictions and related sales

There are limitations to what you can purchase in the UK:

- **Alcohol, tobacco and cigarettes:** You must be over the age of eighteen (18) to buy tobacco or cigarettes, to buy alcoholic drinks or to drink them on licensed premises (pubs, bars etc.). If you look under 25 years old, your age will be checked, so be prepared and bring a form of photo ID (passport, driving licence etc.).
- **Drugs:** The penalty for illegal drug use depends on the type of drug and the quantity found in somebody's possession. For more information, please see the UK Government's website.

### UK drugs information



[www.gov.uk/  
penalties-drug-possession-dealing](http://www.gov.uk/penalties-drug-possession-dealing)

## Motoring offences

Foreign drivers are expected to know and to follow the British Highway Code. The most serious driving offences include driving after consuming alcohol, reckless driving and driving without insurance. Please remember that in the UK you must drive on the left hand side of the road. For more information about the British Highway Code, please see the UK Government's website.

### The Highway Code



[www.gov.uk/the-highway-code](http://www.gov.uk/the-highway-code)



# What To Do in an Emergency

## Fire and evacuation procedures

The building is equipped with fire alarms which are carefully maintained and tested every month. There is a fire drill every term, or approximately every 12 weeks.

**The school operates a no smoking policy throughout its buildings and shared spaces.**



**If you hear the fire alarm, do not panic!**



**If you are in class...**



**If you are not in class...**



**Follow your teacher to the fire assembly point. Do not stop to collect any personal belongings.**



**Follow the green fire exit signs. Do not stop to collect any personal belongings.**



**2 Wait quietly at the fire assembly point. The staff and Fire Marshall will check everybody is present. Do not enter the building again until you are told it is safe to do so.**

## Students Under 18

### Parents and guardians

The safety and well-being of students under 18 is very important to us. The following information relates to our safeguarding policy. Please read it carefully with your child before booking. It outlines how we work with parents and guardians to ensure the safety and well-being of students under 18.

### Providing consent

Parents and guardians must sign a consent form to enable their child to join classes. This form confirms that they understand any risks involved, and that they believe Norwich Study Centre's safety measures are sufficient.

### Student cards

Students will be given a wristband with the school's emergency telephone number and address on their first day.

### Before and after lessons

A special attendance register is kept at the school office for students under 18. **Each day, students under 18 must sign in when they arrive, and sign out when they leave.** When classes have finished, they are welcome to stay at the school during opening hours and use the computers and books.

### Attendance

**If a student is going to be absent, they or their parent or guardian must notify the school as soon as possible.** If the student notifies the school that they will be absent, we will contact their parent or guardian to confirm.

If a student has not arrived at school within 15 minutes of the beginning of their lesson, we will call their parent or guardian immediately.

Please read our parental consent form for students under 18.





## NORWICH STUDY CENTRE FLYING CLASSROOMS



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



01603 619091



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



[flyingclassrooms](https://www.facebook.com/flyingclassrooms)



[@FClassrooms](https://twitter.com/FClassrooms)



[norwichstudycentre](https://www.instagram.com/norwichstudycentre)



[norwichstudycentre](https://www.youtube.com/norwichstudycentre)

