



# Norwich Study Centre

## FLYING CLASSROOMS

STUDENT HANDBOOK  
for under 18s

+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.



# Learning Engaging Creating Together





# Contents

<b>Welcome</b>	<b>6</b>	English with A level/International Baccalaureate Pre-Sessional	20
<b>Important Information</b>	<b>6</b>	Exam preparation	20
School opening hours	6	Taking the IELTS exam	20
School contact details	6	Taking the Cambridge exam	20
Emergency contact	6		
<b>Travelling to Norwich</b>	<b>7</b>	<b>During Your Course and Classes</b>	<b>21</b>
Arriving in the UK	7	Changing levels	21
Arriving in Norwich	7	Textbooks and resources	21
<b>Arriving on Your First Day</b>	<b>9</b>	Mobile phones	21
Finding us	9	Food and drink	21
Contacting us	10	<b>School Rules</b>	<b>22</b>
Registration	10	Attendance	22
<b>School Timetable</b>	<b>10</b>	Lateness	22
<b>How We Can Help You</b>	<b>11</b>	Booking holiday	22
Our staff	11	Curfew	22
How we can help	12	<b>Health and Safety</b>	<b>23</b>
Come and talk to us!	13	Good manners	23
<b>The School Office</b>	<b>14</b>	Smoking	23
Student cards	14	Drugs and alcohol	23
Mobile phone SIM cards	14	Theft	23
Contacting us	14	E-safety	23
<b>School Facilities and Security</b>	<b>14</b>	Contact with school staff	24
What you can find here	14	<b>Complaints Procedures</b>	<b>25</b>
Personal belongings and valuables	14	If your complaint is not resolved	26
<b>Social Activities</b>	<b>15</b>	<b>Useful Information</b>	<b>27</b>
Learn, explore and meet new fellow students	15	Medical treatment in the UK	27
Social activities	15	Registering with a dentist	28
Social activities price list	15	In school	28
<b>Accommodation</b>	<b>16</b>	Outside school	28
Feel at home	16	Banks and money	29
<b>Our Courses and Terms</b>	<b>17</b>	Post office	29
Our terms	17	Library	29
The CEFR: A global standard	18	Insurance	29
General English (15 hours per week)	19	Police	30
General English Plus course (21 hours per week)	19	<b>Critical Incident Emergency Plan</b>	<b>31</b>
		Fire and evacuation procedures	31
		Critical Emergency	31



<b>Students Under 18</b>	<b>32</b>
Parents and guardians	32
Providing consent	32
Student cards	32
Before and after lessons	32
Attendance	32
16 and 17-year-olds	32





# Welcome

Welcome to Norwich Study Centre!

Dear Student,

This handbook gives you all the information you need about being a student at Norwich Study Centre and living in Norwich.

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

You will find lots of opportunities to speak and work together to practise what you learn here.

We 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 Thursday  
09:00 – 17:00

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

### Emergency contact

 +44 (0)7800 907 804



## Travelling to Norwich

### Arriving in the UK

When you book your flight, please tell us when you will arrive in the UK and 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.

Minimum age for students to travel to UK unaccompanied is 15.

Airport	Flights To/From
Norwich Airport	Europe
Stansted Airport	International
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	£160.00 (one way)
Heathrow Airport	2-3 hours	£230.00 (one way)
Gatwick Airport	2-3 hours	£240.00 (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
Heathrow Airport	4-5 hours
Gatwick 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 online.

#### Trainline.com

☎ +44 (0)333 202 2222  
🌐 [www.thetrainline.com/](http://www.thetrainline.com/)

### 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.





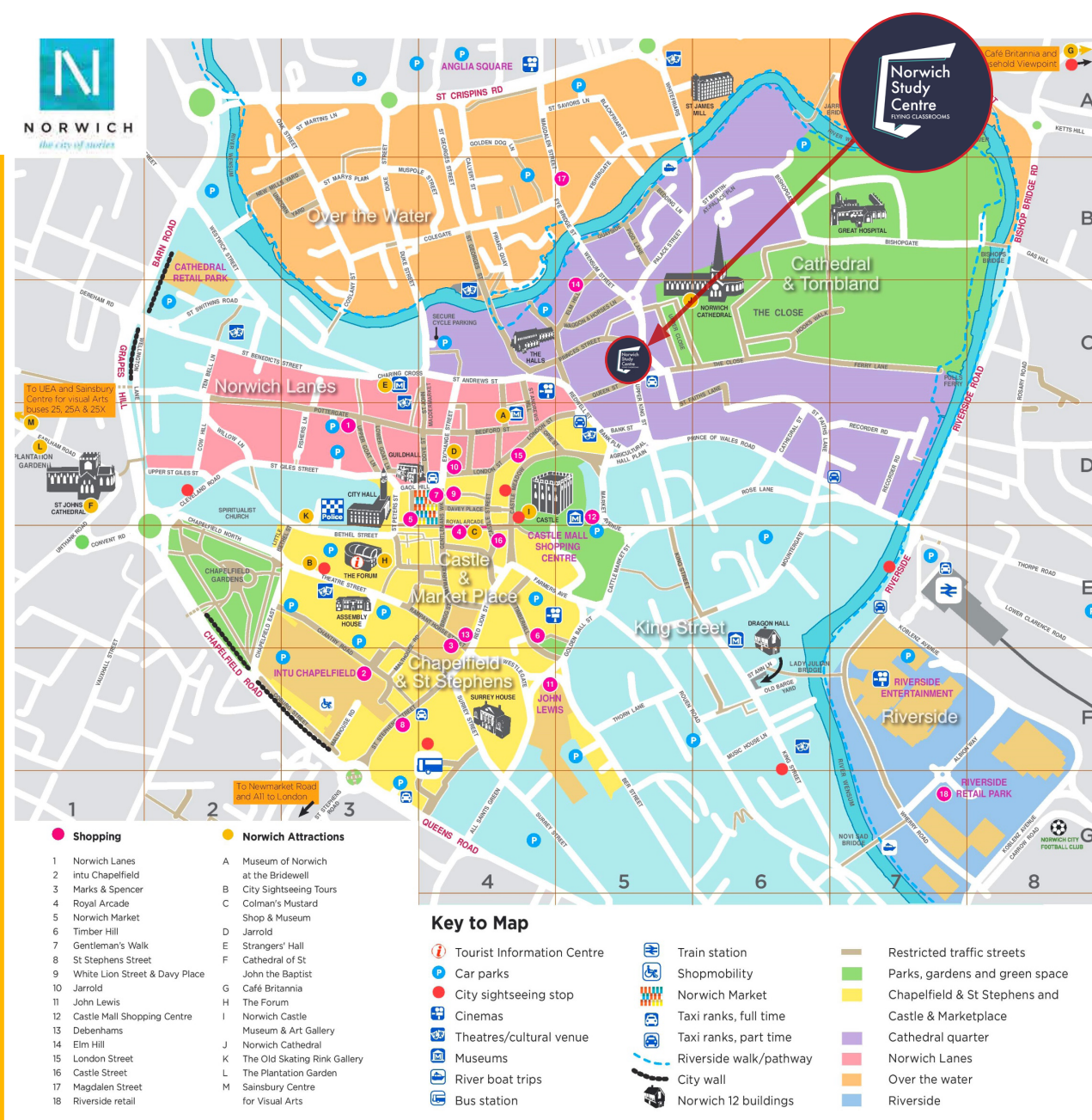
# Arriving on Your First Day

## Finding us

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

Reception opening hours are: 09:00 - 17:00 (Monday - Thursday)  
09:00 - 16:00 (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 on the first day.



## 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 09:15. We will provide you with useful 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 (Afternoon course)	14:00 - 15:30 (Afternoon course)	14:00 - 15:30 (Afternoon course)	14:00 - 15:30 (Afternoon course)	

Note: Each class is 90 minutes long.












## Our Staff and How We Can Help








### Our staff

Director	
Kumi Wiedmann	
Teaching Staff	
Senior Teacher	Emma Elliott
Senior Teacher	Jack Griggs-Smith
Teacher	Tom Messenger
Teacher	Emma Harris
Teacher	George Bell
Teacher	Joy Martin
Teacher	Hannah Barrah
Student Support Staff	
Office Manager	Kumi Wiedmann
Senior Student Officer	Emily Sims
Student Officer	Julie Ho
Safeguarding Officer	Kumi Wiedmann/Emily Sims
Social Activities	
Social Activities Coordinator	Emily Sims
Caretaking	
Maintenance	Matt Dickerson

How we can help

For...	See...	
General help and information	 Kumi	 Emily
Questions about payments	 Emily	 Julie
Questions or complaints about facilities	 Kumi	
Questions or complaints about accommodation	 Emily	
Exams classes and booking exams	 Jack	 Emma E
Questions or complaints about your course, teaching or teachers	 Kumi	



For...	See...	
Advice on learning and useful academic resources	 Jack	 Emma E
Information on social activities	 Emily	 Julie
Safeguarding and welfare (under 18s)	 Kumi	 Emily
Volunteer work at charity organization	 Tom	

Come and  
talk to us!

If you are not happy, or if you are having any problems inside or outside school, and you need to talk to someone, 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.

### Mobile phone SIM cards

Free UK mobile SIM cards are available. Please come to the office to find out more.

### Contacting us

Please tell us 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 meet other students and talk to them or play games with them
2. A shared study room and library
3. A courtyard with tables & chairs and table tennis

### Personal belongings and valuables

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





## Social Activities

Learn, explore and meet new fellow students

You can join our social activities but you need a consent letter from your parents. Please talk to your parents about which activities you want to join.

### Social activities

You should always stay near the group leader and the social activities leader and should always be in a groups of at least four people.

### 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	£70
Cambridge, full day with guide	£55
Beach/seaside resort, half day	£25
Boat trip on the Norfolk Broads, half day	£35
Sainsbury Centre for the Visual Arts	£6
Norwich Quiz Tour	£5
Traditional English cream tea	£16
Ghost Walk	£12
Norwich Cathedral	£10
Norwich Castle Museum	£10
Strangers Hall Museum	£10
Bridewell Museum	£10
Sandringham	£45
Roller-skating	£13
Cinema	£10
Bowling	£15
Sports in the park	£5
Laser Tag	£15
Escape Room	£28
Student party	£5



\*Substitute activities available in situations where planned activities can't go ahead  
Norwich Study Centre, Flying Classrooms



## 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 2025 term dates. (Please note we are closed during bank holidays.)

Term	Start	End	Bank holidays
Winter term	Monday 6th January	to Friday 28th March	
Spring term	Monday 31st March	to Friday 27th June	18th April, 21st April, 5th May, 26th May
Summer term	Monday 30th June	to Friday 26th September	25th August
Autumn term	Monday 29th September	to Friday 19th 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.

## 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...
 A1	<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>
 A2	<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>
 B1	<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>
 B1+	<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>
 B2	<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>
 C1	<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>



## 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 give 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.

- ACTIVITIES

This programme of activities gives you the opportunity to practise English in real life, make lasting friendships and discover British life and culture.

## English with A Level / International Baccalaureate Pre-Sessional

Our Pre-Sessional course is aimed at secondary, college and high school students (16 and above) who want to study for GCSE, A Level, or Middle Years Programme exams. During morning lessons, you will join one of our General English classes where your teacher will help you practise using English to communicate. In the afternoons, you will work on your subject-specific knowledge in 1:1, with lessons designed to meet your individual goals and requirements.

### Exam preparation

We offer IELTS and Cambridge English Exam Preparation courses. These exams can be taken at the following levels:

Exam/Qualification	Minimum level
Cambridge Preliminary English Test (PET)	A2
Cambridge First Certificate in English (FCE)	B1
Cambridge Advanced English (CAE)	B2
IELTS	B1/B1+

If you have any questions about your exam, you can speak to your teacher or to our Senior Teacher 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 around £200, depending on the location and test that you choose.

### Trinity GESE Exam

Our school is a Trinity GESE exam centre, so please come to the office if you would like to book an exam. The exam costs between £45 - £105.

## During Your Course and Classes

### Changing levels

Students can change levels but only Senior Teacher 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 Senior Teacher.

### Coursebooks and resources

All students need to buy a coursebook(if studying more than 2 weeks), which can buy in the office for £37/term. Your teachers will also give the worksheets and other materials to you.

You can use the Study Centre for your self-studying.

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 suite of language learning software
- Details of websites for language learning and general information

### Mobile phones

Do not use your mobile phone in class. Switch it 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.



# School Rules

## Attendance

Staff and teachers closely monitor student attendance. The Designated Safeguarding Lead will give you weekly tutorials to check that you are okay, and if you have any questions or problems. You can speak to your class teacher or a member of the safeguarding team at any time if you have an urgent problem.

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 cannot come to school because you are ill, or for any other reason, please tell your homestay host and they will call the school before 9:30am to explain the situation.

You must come to the office to:

- sign in every time you arrive at school (before your morning class at 09:30)
- sign out every time you leave the school (after your last class)

If you would like to go home early for any reason, you must tell your teacher and come to the office. We will tell your homestay host the reason you are leaving early and when you will get home.

## Lateness

You need to come on time. If you are more than 15 minutes late, we will contact your parents/guardians.

If you are having problems travelling to school, please contact us. If you are consistently late for your lessons, School Director will speak to you.

You are expected to be on time. If you are more than 15 minutes late, the teacher may decide not to let you join the class. It is important that we know when you arrive at the school and when you leave the school after your lessons.

## Booking holiday

If you want to book a holiday we must receive a letter from your parents two weeks before the date of the holiday.

## Curfew

If you are staying with a homestay host, you may return to your homestay host by 8pm, at the very latest. This can be extended with consent from parents. You must tell your homestay host about where you are and what you are doing at all times. You may return home later if you join one of the school's social activities but we must have a signed parental consent form.

## Health and Safety

### Good manners

It is very important that all of us feel safe at the school. Let's support each other so that everybody feels fine. If somebody in the school makes you unhappy, please come to the office at once and tell us about what happened.

### Smoking

Under 18 smoking is illegal.

### Drugs and alcohol

Under 18s, drugs and alcohol are illegal.

### Theft

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

### E-safety policy

When using online devices, you should NOT:

- Put online any text, image, sound, or video that could upset or offend any member of the school community.
- Give out your own personal details, such as mobile phone number, personal e-mail address on social media.
- Disclose any passwords and ensure that your personal data is kept secure and used appropriately.
- Browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory.

## Abusive Behaviour



**We will not accept abusive behaviour towards others or members of staff. This includes:**

- Violence towards other people, 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 any adults. This includes exchanging personal email addresses, phone numbers and social media contact details.





# Complaints Procedures

If you need to make a complaint...

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

Safeguarding team 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 try to solve any problems as quickly as possible.

**2** The Complaint Form will go to Senior Student Officer 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

Safeguarding Officers 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.

## 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.

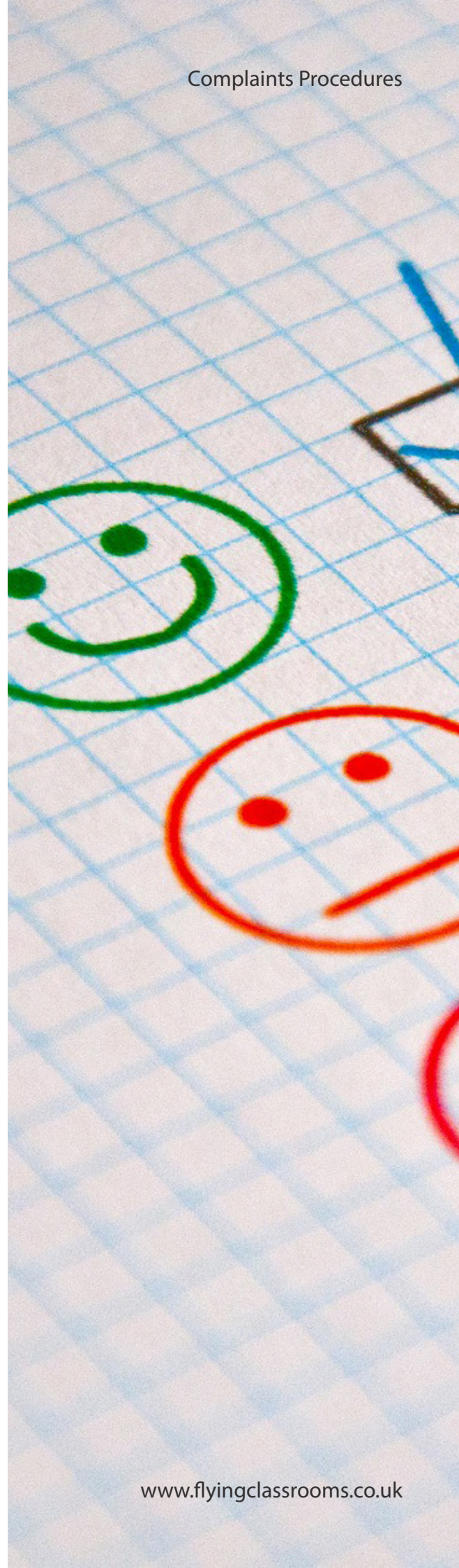
### British Council Accreditation Unit

☎ +44 (0)2076 087 960  
✉ [accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)  
[www.britishcouncil.org/education](http://www.britishcouncil.org/education)  
accreditaton/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, Safeguarding Officers and the Senior Student Officer.



## Medical Treatment in the UK

### If you are staying for 6 months or less

Students coming from the EU or Switzerland should bring their EHIC card with them when travelling to the UK. This gives you access to medical treatment from the NHS in case of an emergency or for treatment of a pre-existing medical condition. The EHIC card is not an alternative to travel insurance and does not cover private medical care.

Students coming from non-EU countries will have to pay for any treatment they receive.

### If you are staying for longer than 6 months

If you begin a course in the UK that is longer than 6 months, you will need to pay the immigration health surcharge as part of your visa application. This entitles you to free NHS hospital treatment in England - you will still need to pay prescription charges for medication. This applies to students from EU and non-EU countries.

It is still advisable to arrange your own travel insurance for any length of stay. Check that your insurance has the necessary healthcare coverage you need, and inform the insurance company of any pre-existing health conditions you have.

### 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.

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.

If you have any questions or concerns about how to access medical treatment, please come to the office.

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  
NR1 1RB



Some services such as Accident & Emergency (A&E) and visits to a General Practitioner (GP) are free for everyone.

☎ For advice about a medical condition or in a non-emergency situation, you can call 111.

☎ In the case of a medical emergency, call 999.



## Banks and money

As it can be difficult for visiting students to open a full UK bank account, we recommend using Monzo or Revolut, 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/>

### Revolut



<https://www.revolut.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 before coming to UK.

## Police

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

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



Bethel Street Police Station  
Bethel Steet  
Norwich  
Norfolk  
NR2 1NN

# Critical Incident Emergency Plan

## 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.

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...



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



If you are not in class...



- 1 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.

### Critical Emergency

If you are at school and a critical emergency happens such as a bomb threat or terrorist attack, the school will follow the Major Incident policy and guide you to safety. You can find more information about how to respond to a critical emergency on the display board in the student common room.





## 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 student card 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.

## 16 and 17-year-olds

Students aged 16 and 17 are able to join under 18 classes or over 18 (adult) classes. Both students and their parents/guardians should be aware of the differences.

For 16 and 17-year-olds in adult classes, students will be in regular contact with over 18s. 16 and 17-year-olds will be given a specific induction before joining adult classes to highlight differences in content and class atmosphere. A separate induction will be given to other students in the adult class to highlight their duty of care. All students and teachers will be aware that there are under 18s with them, and teachers will select relevant and age appropriate course materials. All students will be expected to communicate appropriately with under 18s.

Students aged under 18 in adult classes will still be asked to sign in and sign out at the office everyday. Staff and teachers will closely monitor attendance of all under 18 students, whether they are in closed classes or open classes.

16 and 17-year-olds will be treated the same as other students in adult classes- however, there are certain British laws that apply to under 18s, e.g. smoking and drinking alcohol. Consequently, there will be some social activities which students aged 16 and 17 cannot take part in.



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

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