



LIVERPOOL

Welcome Pack 2018



lovetolearn

Where to find us

Liverpool is a great city to get around by public transport and it really couldn't get much easier to get to the school!



New Barratt House, 47 North John Street, L2 6SG

You can find us next to the Hard Days Night Hotel on North John Street and Mathew Street. We're also across the road from the Liverpool ONE shopping centre and Boodles, the jewellery shop is on the same crossroads.

Look for the building with the green front which says "New Barratt House". You'll be greeted by the concierge in the foyer and you need to go up the stairs (or take the lift) to the first floor.

It takes around 5 minutes to walk from Central Station, Moorfields Station, Paradise Street or Queens Square. To walk from Liverpool Lime Street station will take around 10 minutes.



Welcome to LILA*!

What to expect on your first day

Arriving at the school

Your first day begins at 8:30am in reception where you will be met by our receptionist. They will ask for your name and your identification, and will take a copy.

Induction and Monday Mingle

Induction will begin promptly at 8.30am and you will meet some of our staff members. You can expect the induction to last about 30 minutes, we will welcome you to LILA* and give some important information about the school. Meet other students and staff over a coffee in the common room.

Getting to class

Once the induction is complete, those students who have already completed their level tests will receive their timetables. Those students who haven't completed a level test will be asked to take our short multiple choice placement test so that they can be placed into a suitable class.



When you get your timetable, you should check that it has the correct courses and number of hours.

Course books

We suggest that you don't write in your course book on your first day in class, this is because you may feel that the class level is not suitable for you and want to transfer. If you have written in your book or damaged it during the first week then you must buy a new one.

Changing your class level

If you would like to change your class level then you should speak with your teachers. Your teachers and the Academic Managers will speak with each other and then with you about whether or not they agree if a change of level will be beneficial for you. You will then be sent an email telling you their decision. This can be done at any point in your studies because as your English improves you may feel that it is time for you to progress to the next level. It's important that you communicate with your teachers to make sure that you are getting the most out of



Remember!

You must bring your identification with you on your first day in order to begin your course.

We will accept passports or government issued identity cards. We will also need to see a valid VISA when applicable.



FIRST FLOOR



SECOND FLOOR

Facilities

LILA* is a modern, design-led school which features original artwork and Liverpool themed designs. Make the most of what LILA* has to offer:

- IT Suite
- Electronic white boards/projectors in selected classrooms
- Student Common Room
- Quiet Study Area
- Book swap and Lending Library
- Multi-faith Prayer Room

Wifi
LILANet
Password:
lecc2008

Liverpool also has so much to offer as a vibrant, iconic and cultural city. While you are studying, why not visit a few famous places in the city:

- Liverpool Central Library (you can join the library for free online or in person—if you would like to join in person please take ID and a student letter issued from LILA* reception)
- Liverpool One shopping, restaurants and cinema
- Liverpool and Everton football club stadiums
- Beatles Museum
- Cavern Club
- Museums, galleries and theatres

Social Programme

We provide a fantastic social programme at LILA* and we would encourage you to involve yourself as much as possible to experience life in England and see the many attractions that we offer. See the social programme and sign up for all events at Reception!

We have conversation club, games club, weekly trips to different places around the UK, walking tours of Liverpool, visits to the Beatles museum and football grounds, trips to the Cavern Club and much more! If there is an activity you would like to do during your time at LILA* please ask and we will try to arrange it for you!

Our social activities prices range from FREE to around £30.



Useful Information

Safety in Liverpool

If you ever have an emergency while in the UK then please use the 24 hour LILA* **emergency numbers**.

00 44 7725614933

00 44 7919541055

Only in an emergency, if you need to contact the Police, the Ambulance Service or Fire Service, **call 999**.

This is a free number that can be used from any home phone, mobile or public payphone in the UK.

Religion

Liverpool is a diverse city and caters for a wide variety of cultures and religious beliefs. As well as the Anglican and Catholic cathedrals within Liverpool city centre, there are churches, Masjid and other religious centres located all over the city. Our Accommodation and Welfare Officer will be happy to assist you in finding suitable places of worship.

Student Health

Please make sure you have private health insurance before you come to the UK.

If you are feeling unwell you can go visit an **NHS Walk-In Centre**.

The nearest to the school is:

6 David Lewis Street, Liverpool, L1 4AP Tel: 0151 247 6500

This service is free and you do not need an appointment.

Emergency treatment is free, courtesy of the National Health Service, although regular medical services may carry a fee.

We strongly advise you to register with a GP, (Medical doctor) come and see our Welfare Officer.

Medical Emergencies

For medical emergencies requiring an ambulance, call 999 and ask for "ambulance". Or you can visit the accident and emergency department (A&E) at the following hospitals:

The Royal Liverpool Hospital:

Prescot Street

Liverpool

L7 8XP

Liverpool Women's Hospital (maternity)

Crown Street

Liverpool

L8 7SS

Broadgreen Hospital

Thomas Drive

Liverpool

L14 3LB

Liverpool University

Dental Hospital

Pembroke Place

Liverpool

L3 5PS

You need to get a letter from the centre saying that you went to the doctor and bring the letter to LILA reception.

If you need any help to find these hospitals, speak to a member of LILA staff.

Health and Safety

Fire Safety

There are two fire exits on each floor. On the first floor, there is a fire exit at reception and next to Room 6. On the second floor, the fire exits are the main entrances and next to room 14. Make your way to the nearest fire exit in case of a fire.

What to do if the Fire Alarm Sounds

If the fire alarm sounds you must leave the building immediately. Leave all your possessions and go to the fire assembly point which is on Button Street. You must wait at the assembly point so that your teacher can take the register again to ensure that everyone has left the building.

First Aid

If you hurt yourself whilst at the school, we have a First Aid officer who can help you. There is also a first aid kit which is kept in reception. If you want any further information about LILA* Health and Safety Policy you can request a copy from the Administration Office or email your request to info@lilalovetolearn.com

General Advice

Long Term Students

LILA* provides information sheets for long term students which help with things like Police Station registration. Ask the Accommodation and Welfare Officer for more information.

Safety in Liverpool

When going out at night, please try to use only official transports (Black cabs, Delta Taxi, Alpha taxi are the most recommended).

Taxi numbers:

Delta Taxi 00 44 151 924 7373

Alpha Taxi 00 44 151 722 8888

Try to stay with your friends and communicate with your host family, let them know where you are and what time you will be back. Carry your ID or passport with you at all times; keep your valuables safe and don't go out with big amounts of cash.

LILA* Policies

Absences

Authorised absences

All LILA* students are expected to be on time for their classes and attend each one.

Please note that only the below instances are considered authorised absences:

- Sickness which requires a visit to your GP
- Sickness which requires a visit to the hospital
- Visits to the police station
- Appointments at the visa/passport office
- Visits to your Embassy

To have any of the above authorised you must provide written evidence. e.g. doctor's note, appointment letter, letter from the Embassy etc.

Your written evidence must be given to reception who will pass it to the relevant member of the LILA* team on your behalf.

Absence due to illness

A day taken off due to sickness will not be authorised without a letter from the doctor.

Unauthorised absences and your visa

Please note that as per Home Office regulations, LILA* must report any student who misses 10 days without contacting the school

Absence due to special circumstances

If you need time off due to extenuating (special) circumstances, you can make an appointment with one of the Directors or the Director of Studies to discuss the matter.

Maternity Leave

Students are entitled to 4 weeks for maternity. This is counted as holiday and those missed weeks can be added onto the end of your course.

To apply for maternity leave we need a medical note which confirms that the student is pregnant. This note must be given to the Welfare Officer.

Absence due to childcare

Please note that if a student takes time off to look after their child it is not considered an authorised absence.

If a scholarship student is concerned about their scholarship status because they have a poor attendance rate due to child care they should discuss the matter with their Embassy; LILA* will not get involved.

Remember!

Please remember it is considered polite to let your teacher know in advance (where possible) that you will be absent from class for whatever reason.

Remember, this does not authorise your absence.

Withdrawal from LILA*

A student may find that LILA* is not for them. If you have any worries about continuing on your programme, discuss it with someone before making up your mind. You can talk to your teacher or the Welfare Officer, who will talk through these problems with you to help you clarify your own thoughts and feelings in confidence. If you decide to withdraw from your programme you must write to the Director of Studies outlining your reasons and giving your last date of attendance.

Leaving LILA* early and your visa

If you leave the school earlier than your original course end date, LILA* is required to inform the Home Office. This may affect your visa status.

Attendance

Implications of poor attendance

If your attendance falls below 80% LILA* has a 4 stage disciplinary procedure:

- Stage 1: Student will receive a verbal warning
- Stage 2: Student will receive their first formal written warning
- Stage 3: Student will receive their second formal written warning
- Stage 4: Student will be asked to leave the school

You will have 2 weeks after each warning to make a marked improvement in your attendance before the next warning is issued.

Lateness

If you are **15 or more minutes** late for a lesson, you will not be able to go in to the class. You will be marked absent for that class.

Certificates

When you finish your course at LILA*, you will receive a certificate with the dates of your course and the type of course you studied. If your attendance is below 80% this will be written on your certificate. If you finish your course early, the date on the certificate will be day the certificate is given to you. Another person can collect your certificate but you must tell us in writing before they come to collect it. It is only possible to post certificates in exceptional circumstances.

Holiday Entitlement

All students have a school holiday for the 8 national Bank Holidays. See below table for help information about how much holiday you can have:

1 – 11 weeks study	No personal holiday allowance
12 - 23 weeks study	1 week personal holiday allowance
24 - 35 weeks study	2 weeks personal holiday allowance
36 - 47 weeks study	3 weeks personal holiday allowance
48 - 59 weeks study	4 week personal holiday allowance

To apply for a holiday you must go to the LILA* website and request it via email, you will receive an email telling you whether you can take holiday or not.

Change of contact details

It is important that you inform LILA* if you change one (or more) of the following contact details: Address in the UK, mobile number, email address or emergency contact details.

Code of Behaviour

Smoking, alcohol and drugs

No smoking or drinking of alcohol is allowed on the school premises. It is illegal for anyone under the age of 18 to smoke or drink alcohol in the UK. Students who fail to observe this will be sent home at their own expense. Any student found in possession of drugs will be reported to the police and may be get sent home.

When you smoke outside, please do not throw your cigarette ends on the ground. It makes a mess and the police will make you pay a fine if they see you.

Loss or theft

LILA* takes theft, loss or damage involving a student's personal possessions very seriously but does not take financial responsibility. Loss or theft should be reported to the school staff as soon as possible so that we can take the appropriate action. Students will receive help from LILA* staff if they need to make a police report so that they can receive a crime reference number for any resulting insurance claim. Loss of money is a difficult and embarrassing matter to deal with. We can all help by advising students not to leave money lying around. Bags should not be left unattended in the school, cafes or other public places.

Damage to LILA* Property

Students may be reasonably expected to pay for any damage they cause to school property. They will be informed of the extent of the damage and the repayment involved. They must settle this before returning home.

Exclusion

LILA* staff will always endeavour to help you with any problems you may have. However, you may be asked to leave the school for any of the following reasons:

- Theft
- Vandalism/damage to property of other people's personal belongings
- Use of illegal drugs
- Smoking/alcohol on premises or off premises if under minimum age and in LILA*'s care
- Repeated unauthorised absence or lateness
- Abusive/threatening behaviour towards LILA* staff, students or host families
- Repeated/serious breach of the rules relating to LILA* and/or accommodation

Terms and Conditions

It is the student's responsibility to familiarise themselves with LILA*'s Terms and Conditions. These can be requested from Reception and can also be found on the LILA* website www.lilalovetolearn.com

Complaints

We understand that sometimes things don't work out as you expect and that you may be unhappy with the service you are receive from LILA*. If that is the case then there are lots of people that you can speak to.

If you are unhappy with your classes then you can speak to your teacher. If you are not comfortable speaking to your teacher then you can approach any of the Academic Team who will be happy to speak with you.

If you have concerns with your accommodation then you can always speak with our Accommodation Officer, and they will do their best to help.

If you have any general complaints then you can chat with Andy who is the Director of Studies. If he can't help you directly then he can either direct you to the best person or liaise with the relevant LILA* team member for you.

If you want to make an official complaint then you will need to put it in writing and it will be reviewed by the Director of Studies or the Directors of the school depending on the nature of the complaint. Someone will contact you within 24 hours of receiving your complaint to invite you to discuss it further and try to resolve the issue.

As LILA* is a member of English UK you are also able to refer to their website for guidance on complaints on <http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure>.

Enjoy your time at LILA*!

Find us on social media & make new friends!



LILA Liverpool



@lilalovetolearn



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@lilalovetolearn

LILA*

New Barratt House, 47 North John Street, L2 6SG

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