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**ST GILES
EASTBOURNE**

GUIDE FOR STUDENTS AGED 18 AND OVER



Accredited by the



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1. WELCOME TO EASTBOURNE

Welcome to the UK, to Eastbourne and to St Giles Eastbourne. In this guide you will find information about St Giles Eastbourne, useful information about public services and general information about what to do during your stay in Eastbourne.

Please remember that we want you to enjoy your stay here. Your teachers and the staff in the School office will always be happy to help you if you have any questions or problems.

We hope you will make good progress in your English and that you will also learn something about the UK and its people.

St Giles Eastbourne

St Giles Eastbourne was established in 1978 and is part of the St Giles International group which was founded in 1955 —we have schools in London, Brighton, Cambridge, New York and Vancouver.

St Giles Eastbourne is a member of English UK and is inspected and accredited by the British Council. St Giles Eastbourne accepts students from the age of 14 upwards. The school has a Safeguarding and Child Protection Policy, which is available on the St Giles International website.

We have 21 classrooms, all equipped with Interactive Whiteboards, and a Study Centre. We also have a Cafe, terrace and garden. Our location, building, garden, and facilities make the School an ideal place in which to study and relax.

St Giles Eastbourne is two minutes' walk from the best beaches in the town, and ten minutes' walk from the town centre and the railway station. Most of our students walk or cycle to the School—all homestays are within a 40-minute journey from the school.

Eastbourne

Eastbourne is a popular seaside resort with a population of 100,000. The South Downs National Park starts at the west end of the sea front (10 minutes' walk from the School) with the famous Seven Sisters white cliffs. From here there are many walks in beautiful countryside that can take you to the sea, rivers and a forest, as well as typical old villages. At the east end of the sea front is Eastbourne's marina, which is one of the largest in Europe. In the town centre you will find many shops, department stores, cafes, bars, clubs, cinema and restaurants

Brighton is the nearest city (32 kilometres away). Central London is 90 minutes away by train from Eastbourne. Gatwick is the nearest airport, about one hour by direct train or taxi. Heathrow Airport is to the west of London and it takes about three hours by road, or train and underground to get there.

To make things easier

Now that you have arrived at the School, you can make your life in Eastbourne easier if you do the following things:

- Learn the address and telephone number of your Homestay, and the way to and from the School!
- Take a passport-size photograph of yourself to Reception and ask for a St Giles Student Card.
- Look in your passport to see if you have to register with the Police. If you are not sure, please go to Reception

2. YOUR FIRST DAY

Placement and orientation

After you have checked in, you will go to a special class where you will have a language test and an interview with a teacher. This is to help us put you in the right class for you.

You will also be given information about the School and about Eastbourne.

Your class

We will tell you on your first day, after your test, which class you will go to for your lessons. We will also tell you which course book you need to buy. You should not write in it for the first few days (in case you change class).

You will receive an email link to a **first week feedback questionnaire** so we can check you are happy at the school and solve any initial issues quickly.

Homework is set regularly. This will help you to improve your English.

Progress tests take place every 2 weeks and these are based on the content of your course.

Your main teacher will **talk to you individually** every 2 weeks about your progress and your stay in Eastbourne.

Any **change of class or level** is decided by your teacher and the Director of Studies.

The decision about your level is based on your general English ability.

3. TIMETABLE OF LESSONS

Here are the lesson times for students studying 20 lessons a week mornings, or 28 lessons a week:

Morning lessons		Afternoon lessons	
Lesson 1	09.00 – 09.50	Lesson 5	13.45 – 15.30 Monday to Thursday
Lesson 2	09.50 – 10.40	Lesson 6	
Break	10.40 – 11.05		
Lesson 3	11.05 – 11.55		
Lesson 4	12.00 – 12.50		
Lunch	12.50 – 13.45		

Here are the lesson times for students studying 20 lessons a week in the afternoons:

Afternoon lessons	
Lesson 1	13.45 – 15.30
Lesson 2	
Break	15.30 – 15.55
Lesson 3	15.55 – 17.40
Lesson 4	

REMEMBER
You must not take
food or drink into
the classrooms!

And please do not
use your mobile
phone!

4. OUR COURSES

General English

Most students at St Giles Eastbourne follow one of these programmes:

- 20 lessons a week mornings
- 20 lessons a week afternoons
- 28 lessons a week morning and afternoon

If you want to change your booking, please speak to a member of staff in Reception.

If you are an International Semester Course student (24 or 36 weeks' study), please check with the School Registrar in Reception about your holiday entitlement.

Exam preparation

We offer preparation classes for the following examinations:

Cambridge KET; PET; FCE, CAE; and IELTS

Private lessons

Please go to Reception if you would like to arrange these.

5. TESTS

St Giles end-of-course test: You can take this in the last week of your course, if you have been at the School for 4 weeks or more. Speak to your teacher or the DoS or ADoS.

Level Assessment Tests: Long-stay students will be offered a Level Assessment Test every eight weeks

6. END-OF-COURSE QUESTIONNAIRES: Please complete the School and Accommodation online questionnaire at the end of your stay. This will help us to continue improving the service we offer.

7. LEVELS and PROGRESS

We can have classes at the following levels:

CEFR level	Cambridge exams
(Beginner)	
A1	Key (KET)
A2	KET / Preliminary(PET)
B1	PET
B2	First (FCE)
C1	Advanced (CAE)
C2	Proficiency (CPE)

Beginner	IELTS 0-1.5	TOEFL IBT	TOEIC
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Students at this level can use a few words or phrases such as common greetings

CEFR A1	IELTS 2.0-2.5	TOEFL IBT	TOEIC 120-220	Cambridge KET
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Students at this level can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. They can introduce themselves and others and can ask and answer questions about personal details such as where they live, people they know and things they have. They can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

CEFR A2	IELTS 3.0-3.5	TOEFL IBT 38-56	TOEIC 225-549	Cambridge KET
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Students at this level can understand sentences and frequently-used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). They can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. They can describe in simple terms aspects of their background, immediate

environment and matters in areas of immediate need.

CEFR B1	IELTS 3.5-4.5	TOEFL IBT 57-86	TOEIC 550-780	Cambridge PET
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Students can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. They can deal with most situations likely to arise whilst travelling in an area where the language is spoken and can produce a simple connected text on topics which are familiar or of personal interest. They can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.

CEFR B2	IELTS 5.0-6.5	TOEFL IBT 87-109	TOEIC 785-879	Cambridge FCE
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At the B2 level, students should be able to understand the main ideas of complex texts on both concrete and abstract topics, including technical discussions in their field of specialisation. They can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. They can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.

CEFR C1	IELTS 6.5-8.0	TOEFL IBT 110-120	TOEIC 880-973	Cambridge CAE
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At the C1 level of proficiency, students should be able to understand a wide range of demanding, longer texts, and recognise implicit meaning. They can express themselves fluently and spontaneously without much obvious searching for expressions. They can use language flexibly and effectively for social, academic and professional purposes. They can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.

CEFR C2	IELTS 8.0-9.0	TOEFL IBT	TOEIC 974-990	Cambridge CPE
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At the C2 level of proficiency, students can understand with ease virtually everything heard or read. They can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. They are able to express themselves spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.

Progress

Generally, for a student studying 20 lessons per week, it takes 10 to 12 weeks to complete a whole level. Every two weeks you will have a progress check and your teacher will talk to you about your progress and your course. Every eight weeks you will have been offered a Level Assessment Test

8. EXAMINATIONS

Examinations can be a good way of measuring your progress and they can give you a goal to work for. These are the main examinations we can help you with:

Cambridge Examinations

Examination	Level	Skills Tested
Key English Test (K.E.T.)	Elementary (CEFR Level A2)	Reading, Writing, Speaking, Listening
Preliminary English Test (P.E.T.)	Intermediate (CEFR Level B1)	Reading, Writing, Speaking, Listening
First Certificate in English (F.C.E.)	Upper Intermediate (CEFR Level B2)	Reading, Writing, Speaking, Listening
Cambridge Advanced English (C.A.E)	Low Advanced (CEFR Level C1)	Reading, Writing, Speaking, Listening

These Cambridge examinations are taken at the Sussex Open Centre. For further information on dates and fees, please look at the examinations notice in your classroom and speak to the Director of Studies.

Other examinations

You can enter for the **IELTS** examination at the School. The examination is taken at another centre.

9. SELF-ACCESS

Learning outside the classroom

It's very important for you to do some extra study in addition to the work you do in class. The Self Access facilities at St Giles are free, so why not use them? You will increase your knowledge of English and you can practise areas that you or your teacher feel you need to work on. The self-access facilities in the School are open from 08.30 to 17.00.

The Study Centre

The Study Centre is on the Ground Floor. There are many different types of books in the Study Centre, grammar exercises, exam practice material as well as information on UK universities. There are graded readers in the Teachers' Room and you can borrow these to read at home. Many graded readers have audio CDs which you can borrow—please see the Assistant Director of Studies. You sign for the book and can borrow it for up to two weeks.

School Wi-Fi

The password is displayed on the TV screens in Reception and the Café.

10. OTHER SCHOOL FACILITIES

Reception

Is open from 08.30 to 17.00, Monday to Friday. The office staff there offer a range of services, including St Giles Student cards, tickets for excursions, information on visas, and booking airport taxis. Please do not come to reception during class time.

Cafe

The School Cafe is on the Ground Floor and is normally open from 08.30 to 16.00. The Cafe serves a variety of hot and cold food and drinks. There is a water-cooler for free drinking water.

Toilets

There are toilets on the First and Second floors in the main building and just outside the Cafe.

The Garden

The garden is a pleasant place to sit and talk or read if the weather is good. You can park your bicycle in the bike racks at the front of the school. Please keep the garden tidy.

Recycling

Put **all** your rubbish in the litter bins. There are recycling bins for **cardboard, paper, plastic and cans** in all classrooms and in the Café.

11.TYPICAL LESSONS

Each class and every lesson is different, but there are some techniques we use at St Giles which are typical of any lesson.

For example, in class your teacher will often ask you to work with another student. We call this **pair work**. This gives students the maximum opportunity to use their English in class.

Sometimes the teacher will ask you to work in a **group** with other students. Again, this gives you more chances to practise your English.

Your lessons will concentrate on grammar, vocabulary, pronunciation and one of the four skills of speaking, listening, reading and writing. But these areas are not independent of each other. So, in a reading lesson, you will probably work on grammar, vocabulary, pronunciation, speaking and listening as well as reading!

We believe the most important thing about learning English is **communication**, and so a lot of your lesson time will be spent on developing your speaking and listening skills.

Class time is valuable, so make the most of your time at school. **Students who experiment more and contribute more to lessons are nearly always students who make good progress. And don't worry if you make mistakes. So, remember, YOU are the most important person when it comes to learning the language.** Relax, enjoy the lessons and speak and ask questions as often as you can!

12.STUDY ADVICE

- Don't expect your teacher to do everything for you. You have to work hard yourself, in and out of the class.
- Speak in English as much as possible, to your classmates, your hosts, your friends.
- Organise time in the evening/at weekends to speak English with your classmates and friends.
- Relax when you communicate. Don't worry if you make mistakes—you can learn from these.
- Read in English as much as possible.
- Watch TV, go to the cinema, listen to the radio—don't worry if you can't understand everything.
- Listen to English speakers' conversations—it will help to improve your pronunciation, intonation, and vocabulary.
- Talk to yourself in English sometimes!
- Surf the Internet—there are lots of sites for learners of English, and we have listed some of these in this Guide.
- Read newspaper articles and magazines on subjects you are interested in.
- Keep an organised notebook for grammar, vocabulary, and mistakes.
- You can buy dictionaries and grammar books from Reception.

13.ONE-TO-ONE FEEDBACK SESSIONS

Your main class teacher will speak to you alone, regularly, to check you are happy in

class, at the School and in Eastbourne. Please tell your teacher if you have any problems, or if you would like something to be changed. We will do our best to help.

14. THE SOCIAL PROGRAMME

The Social Programme at St Giles is a very important part of your time here. If you take part in the programme you have the chance to make friends, have fun and practise your English.

The Social Programme Organiser produces a new programme of activities every month. Usually, there are afternoon or evening activities during the week and full-day excursions to different towns and cities at the weekends. Students aged 14 or 15 can only go on selected Saturday trips. Some of the activities are free, others you have to pay for. You can buy tickets for activities from the Social Programme Organiser, and tickets for weekend excursions from Reception—please buy your weekend tickets by Wednesday. You will find information on the Social Programme on the notice boards in the Cafe.

If you have any extra ideas for good activities for the Social Programme, please talk to the Social Programme Organiser.

15. YOUR ACCOMMODATION

St Giles chooses its hosts carefully, because the time you spend with your hosts is a very important part of your stay in the UK. Your hosts should provide you with all of the following:

- A room with a full-size bed, a wardrobe, a mirror and a table with a lamp and a chair.
- A clean set of bed linen at least once a week.
- Breakfast and an evening meal, and a light lunch at weekends.
- A shower or bath every day.

16. IF YOU NEED HELP

If you have any problems, large or small, either at school or with your accommodation, please speak to us. You can also ask your parents or guardian to speak to us. The important thing is to talk to us. We are here to help you.

The Principal is the manager of the school. If you want to see the Principal, please make an appointment with one of the staff in Reception.

The Director of Studies is the academic manager of the school, and is responsible for organising the lessons, timetable and learning. If you have any questions or problems with your course or your studies, please talk to the Director of Studies. The DoS can also give you help and information on tests, and examinations, and about self-access materials. He can also give you information and advice on the Cambridge examinations that you can take while you are at the School. The best time to talk to him is during the breaks between lessons or at lunchtime. The DoS can give you help and advice about how to study and help you any study problems you have.

The Social Programme Organiser organises the School activity programme, and can help you with information about where you can go in Eastbourne in your free time. You will usually find the Social Programme Organiser in the Reception.

The Accommodation and Welfare Officer can help you if you have any questions or problems about your accommodation. You can also talk to the Accommodation and Welfare Officer if you are ill and want to see a doctor or dentist. The Accommodation and Welfare Officer works in Reception.

The Student Services Officer can help you if you want to book a course or change your course, or if you have questions about your visa, as well as with all general enquiries, including registering with the police. She works in Reception.

The Under-18 Welfare Officer looks after the welfare of students under the age of 18. You can find them in Reception.

Remember: all the people in Reception can help you with, for example — paying for an examination, opening a bank account, getting a student card, buying books, organising a taxi to the airport.

If you have a problem . . .

...with your accommodation, tell the Accommodation and Welfare Officer. St Giles has an agreement with our hosts about your meals, your room, hygiene, etc. If the problem is serious, the Accommodation and Welfare Officer will change your accommodation as soon as possible.

...with your course, tell your main teacher first. If the teacher cannot help you, you should see the Director of Studies or the Assistant Director of Studies. Come with a friend or another student if it makes you feel more comfortable.

...with School staff, see the Director of Studies or the Principal.

...with changing or cancelling a course, see one of the office staff.

Courses of 1 – 8 weeks cannot be cancelled or shortened or lessons reduced in number, and no tuition fees are refundable.

Courses of 9+ weeks: For cancellations or changes to be effected from the 9th week onwards, students must give 4 weeks' written notice from the following Monday. Tuition fees will be calculated to the end of the week when the cancellation or change takes effect, and 50% of any balance will be refunded, less the Amendment Fee.

Students requesting **course breaks or changes to course breaks** after arrival must give 4 weeks' notice. Students must pay an Amendment Fee of £25.

There is further information on cancelling or shortening your course in our Course Dates and Prices brochure

...personally, for example, homesickness or money worries, don't keep it to yourself. Your teacher, or the Under-18 Welfare Officer, or Accommodation and Welfare Officer can help, so talk to him or her at any time. Talking about problems can really help.

Are you unhappy about anything?

We do our best to make sure that you have a happy and satisfying educational experience while you're at our school and while you're in the UK but from time to time you may have a problem and you may wonder what to do about your problem. This is what to do:

- If you are unhappy about any aspect of our service please tell us as soon as possible so that we can try to help you. You can speak to any member of staff that you feel comfortable with.
- If you are still unhappy and wish to make a complaint, please speak to the Director of Studies (about your studies), Registrar (about your booking) or Accommodation Officer (about your accommodation and welfare). There is a poster in your classroom which contains a photo, the name and the location of a specialist staff member that has been trained to give you support in a range of specific areas. We take every

complaint seriously and we will tell you within 24 hours what action will be taken to help you.

- If you are still not satisfied please ask to speak to the Principal. Our Principal is always happy to see you. You can also submit your complaint in writing.
- St Giles is a member of English UK, an association for accredited English language schools. If you are still unhappy you may take your complaint to an independent ombudsman. The ombudsman will investigate the complaint. St Giles promises to accept any decisions made by the ombudsman. You can contact English UK at 219 St John Street, London, EC1V 4LY. You can email: info@englishuk.com or call: 020 7608 7960.

17.RACISM and BULLYING

St Giles Eastbourne welcomes students from many different countries every year. We are very proud of our record of helping people from many different cultures and backgrounds to work together in friendship to learn English.

We do not tolerate any form of racism or bullying.

If you think you are the victim of racism or bullying, please talk to the Director of Studies or the Principal. We will take your complaint seriously and will treat it in confidence

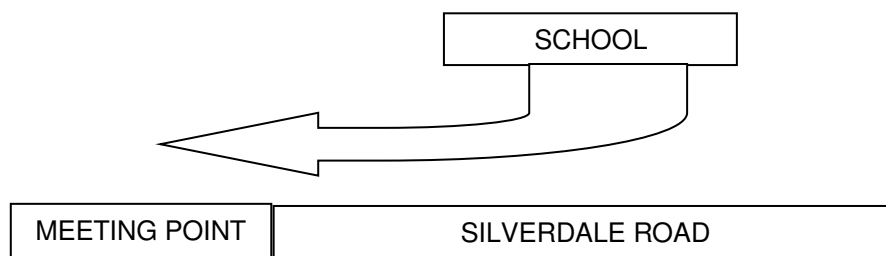
18.FIRE, ACCIDENTS, EMERGENCIES

Fire

If you hear a **CONTINUOUS RINGING** of the fire bell, leave the school immediately by the main stairs or the nearest fire exit and go to the Meeting Point in Silverdale Road

DO NOT stop to collect books, coats, etc.

DO NOT go back into the building until your teacher tells you!



First Aid

If you have an accident or feel ill at the School, tell your teacher or someone in Reception. There is a first aid box in Reception. If it is a serious problem, a member of staff will take you to the doctor or to the hospital

Emergencies

If you need an **AMBULANCE**, the **FIRE SERVICE** or the **POLICE**, phone **999**.

If you have a problem, phone your host family, or St Giles Eastbourne on **+44 1323 729167**. The School has a 24-hour emergency service. If you have an **emergency** and need to contact St Giles outside school hours, phone **07833788118**

19.ADVICE and RULES

We want our students to enjoy their stay in Eastbourne, both at the school and outside the school. We expect students to behave with respect, consideration and politeness to all other students, staff and hosts. To help with this, we have certain rules and advice, which we ask you to follow. If you do not follow these rules the school has the right to

take disciplinary action against you. Please note the list below is not exhaustive (complete).

Remember – if you have any problems, large or small, either at school or with your accommodation, please speak to us. The important thing is to talk to us. We are here to help.

19.1 ADVICE

At the school

- Remember why you are here – **Speak English** all the time
- Please do homework as well as you can and on time. Speak to your teacher if it is too difficult
- Please be polite to other students and your teachers and respect other people's feelings and views
- Do not bring food or drink, except water, into the classrooms.
- When your lessons have finished you are very welcome to stay at the school and use the school's self-access facilities – for example, the Computer Room, the Library
- If you have any problems at the school please speak either to your teacher, the school office or the school management and we will try and help you as much as possible

At your homestay

We hope that you will be happy with your accommodation. We like to place our students with hosts who will talk to them and treat them as members of the household.

- Remember that your hosts' way of life may be different from what you are used to in your country, so please find out what your hosts expect from you. The first few days may feel a little strange and you may feel you do not fit in with the family's routine. You may also feel a little homesick, and this is quite normal. Remember that many of our hosts have worked with us for some years and they are used to dealing with guests from other countries.
- Ask them what they expect from you, as this will help you to feel more comfortable. For example, ask them:
 - How to get to the School and how to get home again
 - What time do they have their meals? Your host should already know if you have any special dietary requirements
 - If your friends can visit you
 - Make sure you know how to use the bathroom facilities and make sure you leave the bathroom clean. Also ask about washing clothes
 - Ask about using the telephone, or computer if they have one
 - Give your hosts your mobile telephone number
 - If you go out make sure your phone is charged up
 - Make sure you know how to use the key to get in the house
- **ALWAYS** tell your host if you will be late or will miss a meal. If you are not back at your homestay on time – for dinner for example, the hosts may telephone the school. The school may then call the emergency services
- Talking about things at the beginning is always a good way of getting to know your host and it will help you to settle into the hosts' way of life. Many of our students have made lasting friendships with their hosts; we hope you will be able to do the same.
- Always talk to your hosts first if you have any doubts or problems. There may be small difficulties and misunderstandings, but with goodwill and humour these can usually be resolved quite quickly.
- If you do not want to talk to your hosts, please speak to a member of the school staff, for example your teacher, the school office or the school management

In your free time

In your free time, for example in the evenings and at weekends, we expect you to behave responsibly and to take care of yourself and your possessions. Please read the advice below and remember that if you have any problems help is only a phone call away

- In Britain, we drive on the left, so look right when you cross most roads.
- Eastbourne is usually a safe place, but you should take care about what you do and where you go. In the evening, for example, do not go to the seafront or to parks when it is dark, or to places where there are no other people. If someone approaches you and asks you for something it is best to walk away and go immediately to a place where there are more people.
- We advise you not to walk home alone at night. Take a taxi, or go with a friend.
The school recommends the following taxi companies:
Sussex Cars Tel. +44 1323 726726
Eastbourne Country Taxis Tel. +44 1323 720720
- Be very careful with your personal possessions and do not carry too much money with you
- Keep your passport and ID documents in a safe place - just carry your St Giles student card with you. This card has the telephone number of your host family and of the school. You will get your St Giles student card from the school office – all you need is a passport-sized photograph of yourself
- If you are not at the school and you have a serious problem or emergency, please call the school number **+44 1323 729167**. If the school is closed, call the school emergency number **0783 378 8118**. This number is available at all times
- If you need to contact the police, or get an ambulance, or call the fire service, call the UK emergency number: **999**
- At weekends, the school organises day trips for students to other cities in the UK. Please ask in the school office about these

Other

- If you feel unwell, please tell your hosts if you are at home, or your teacher or the school office if you are at school. If you need to see a doctor, either the school or the hosts will arrange this
- If you have a problem big or small, either at school or with your accommodation, please tell someone at the school.

19.2 RULES

Attendance

- We expect our students to come to all their lessons on time and to attend all their lessons.
- If you are late for two or more lessons in a week your teacher may ask you to come back at the start of the next lesson.
- If you are ill and cannot come to school you must phone the school number: +44 1323 729167. The school's emergency number is: 07833788118. You can also text or Whatsapp the emergency phone.
- If you start to miss lessons we will speak to you. If you continue to miss lessons we will give you a series of warnings. If you do not have a reasonable explanation for your absences we may ask you to leave the school.

At the school

- In your lessons, please do not use your mobile phone or tablet for personal messaging, telephoning, surfing the internet or anything not related to the lesson
- Please do what your teachers ask you to do
- We expect you to complete all homework your teacher gives you.
- Bad language, fighting, bullying are not allowed
- St Giles does not tolerate disruptive behaviour

- Please do not wear clothing with offensive or insulting images or words. Clothing should be respectful to the staff and students, and should not be too revealing
- Misuse of computers to harass or abuse students or staff is prohibited. Misuse of computers to visit inappropriate web sites or download inappropriate material is prohibited
- Please wear the ID card you were given on your first day when you are at the school and on social activities organised by the school. Yellow = 14/15 years; Red = 16/17 years; Blue = 18+
- Please carry your St Giles student card at all times
- Smoking is not allowed inside the school buildings or in certain areas outside the building, for example outside the main entrance and Rooms 10 to 18.

At your homestay

- Please follow any rules your hosts give you
- Give your hosts your mobile phone number and take your hosts' number
- If you go out, make sure your mobile phone is fully charged
- You should be back at your homestay for dinner every evening. If you are going to be late, tell your hosts in good time
- If you go out in the evening or at the weekend, you should tell your hosts where you are going. Give your hosts a telephone number or address where you can be contacted at all times

Other

- In the UK, the age of sexual consent is 16
- Being drunk whilst at the school or in homestays is not tolerated
- Using or having illegal drugs is strictly not allowed. If someone offers you drugs always say NO!
- Dangerous objects—you must not carry any kind of weapon (for example, a knife or a gas/liquid spray) in a public place.
- St Giles will treat seriously any criminal offences, for example theft, damage to property, fraud.
- St Giles will treat seriously any indecent/threatening/offensive behaviour at the school, and in accommodation arranged by the school
- St Giles does not tolerate racial, sexual or other kinds of harassment
- St Giles must ensure the safety and welfare of all students and will treat seriously any attempts to either promote terrorism or violent extremism or to encourage or make students to take part in such activities in the school or in the community
- St Giles will treat seriously any behaviour which might reasonably be considered to put the physical or mental wellbeing of yourself or other students and staff, hosts and/or their family at risk or harm

19.3 CONSEQUENCES

The consequence of not following the rules may include some or all of the following:

Stage 1:

Meet with a member of the school management (Director of Studies and/or Principal) and receive a first verbal warning

Stage 2:

Meet with the Principal and receive a second (written) warning

Stage 3:

Meet with the Principal and receive a final warning

Stage 4:

Cancellation of your course. There will be no refund of course fees and you will be charged one week's notice for accommodation arranged by St Giles

APPEAL

If we take disciplinary action to suspend you from school activities, or permanently expel you, you have the right to fair treatment and can ask the Principal to reconsider this action. You have the right to meet with the Principal in the presence of another student to explain your behaviour or to give your opinion on the decision. The Principal has a duty to investigate promptly and properly any facts on which you disagree.

The school observes a complaints procedure which is explained separately, and you can use it if you feel that the school's disciplinary action has been unfair or unreasonable.

20. LIVING IN EASTBOURNE

Many thousands of overseas visitors come to the UK and Eastbourne each year. They normally receive a very warm welcome from local people, but this welcome depends on how each visitor behaves. Here is some advice to help with the British way of life:

- **Queueing** — In the UK, it is normal to queue at bus stops, banks, cinemas and shops. It is rude to push in at the front or the middle of a queue.
- **Noise** - Many British people go to bed early compared to people from other countries, so please try not to make too much noise late at night
- British people often do not like to talk about their salary, their age, politics or religion.
- When coughing or yawning, people will put their hand over their mouth and spitting is not acceptable.
- Listen how often people say "Please", "Thank you", "Excuse me", "Sorry". Try to use these words in a similar way.
- **Litter** -You must not drop rubbish in the street or in other public places. Please take it home with you or put it in a rubbish bin.

20 Health

- **Doctors**—If you are ill, tell your hosts and see their doctor. If this is not possible, go to Reception and ask about seeing a doctor. If you need specialist help, you must see a general doctor first.
- For students from most European Union countries and others with reciprocal arrangements, general medical treatment is **usually free**. Students from other countries will usually have to pay to see a doctor.
- If you are prescribed any medicine, make sure you understand the instructions. If you need help, ask.
- If you are staying in the UK for 6 months or more, it's a good idea to **register** with a doctor when you arrive. This will normally allow you free general treatment. Please ask in Reception for help with this.
- **Hospitals**—If you have an accident it may be necessary to go to hospital. Emergency outpatient treatment is free. But, if you have to stay in hospital, you may have to pay! You should have medical insurance to cover any costs.
- **Chemists**—If your illness isn't serious (for example a cold or a bad stomach), you can go to a chemist. The pharmacist will give you advice on which medicine to buy or whether you should go to the doctor's.
- **Dentists**—Dentists are not free! If you need to see a dentist, ask in Reception, and always ask how much the treatment will cost!

20.2 Money and Valuables

- Banks in the UK are usually open from 09.30 to 16.30 on weekdays, and some of them are open on Saturdays. Most of the big banks in Eastbourne are in Terminus Road, in the town centre.
- If you are going to stay in the UK for **6 months or longer**, you may want to open a

bank account. We recommend opening an online account with Loot. We sent you information about how to join this bank when you registered. We can resend it to you if you want.

- **Bureaux de Change** - You can change money in most banks and travel agencies.
- **Valuables** - Please remember to be very careful if you bring anything valuable to St Giles, like a camera or money. It is not a good idea to carry around large amounts of money. If you have travellers' cheques, keep a note of their numbers. Don't leave anything valuable in your classroom or your bedroom. If you lose or find anything, please go to Reception.

20.3 Telephone information

Public telephones in the UK take either coins or phone cards. The minimum cost of a call in the UK is 60 pence. Coins you can use are 20p 50p £1. You can also pay by debit or credit card. You can buy phone cards at many newsagents, Post Offices and supermarkets.

St Giles Eastbourne can give you a SIM on your first day at the School.

The dialling code for Eastbourne is 01323. If you want to make a local call, you do not need to dial 01323 (unless you are using a mobile phone). The number for the UK operator is 100; and the number for the International operator is 155

To telephone to another country, dial 00 + country code + area code + personal number.

If you cannot pay for the international call, you can dial 155 for the International operator, and ask to make a collect call.

20.4 Postal information

Post offices are usually open from 09.00 to 17.30, Monday to Friday. Some, for example the main post office in Eastbourne, are also open on Saturdays. You can buy stamps in newsagents and supermarkets as well as in Post Offices.

20.5 Personal letters

If we receive these for you at the School, we keep them in reception.

20.6 Transport

Buses

Stagecoach is the biggest bus company and there are frequent buses to all parts of the town. If you want to travel by bus, your host can tell you where to catch the bus and which number to take. When you get on the bus, tell the driver where you are going and the machine will show you how much you have to pay. Try to have the correct money. The driver will give you a ticket which you must keep for the whole journey. You can buy bus **season tickets** from certain shops in Eastbourne. Ask in Reception.

Trains

Eastbourne train station is a ten-minute walk from the School, and you can get trains from there to, for example, London Victoria, Brighton, and Hastings. If you are aged 16 to 25 or a full-time student, you can buy a 16-25 Railcard at the train station (approximately £30). This card will give you a reduction of approximately 33% on train fares, if you travel after 10.00. You need two passport photos or an identity card to buy the Railcard.

Travel card—if you go to London by train, a travel card is a good idea. It includes return travel to London and free travel on the London Underground and on London buses.

Taxis

If it is dark, you should take a taxi home. Eastbourne and Country, Tel. (01323) 720720, and Sussex Cars, Tel. (01323) 726726, are two well-known companies in Eastbourne. If you are travelling a long distance, ask the price before you get in the taxi. Ask for a receipt if you think the fare is too high. You can leave a tip (approximately 10%) if you wish. You can always find a taxi at the train station.

Remember that one of the easiest ways of seeing **many** interesting places in Britain is to join one of the Saturday or Sunday trips on the Social Programme. See this month's Social Programme for details of the next trips.

20.7 Passport photos

You can get these from the machines at the train station, in the Beacon Shopping Centre or at Boots in Terminus Road

20.8 Tourist Information Centre

Is in the town centre in Cornfield Road. You can get tourist information on Eastbourne, East Sussex, and the UK. You can also get information on bus timetables/tickets and National Express coaches.

20.9 Shopping in Eastbourne

There are many shops, department stores and book shops in the centre of Eastbourne, particularly in the Beacon Shopping Centre. Shops are usually open from 09.00 to 17.30, Monday to Saturday, and many are also open on Sundays from 10.00 to 16.00. Most shops will accept debit and credit cards as well as cash. The main banks are in the town centre in Terminus Road. The main Post Office is in the town centre is in WH Smith.

20.10 Cinemas and Theatres

The Cineworld at the Beacon Shopping Centre has 6 screens. This cinema show the latest films and will give you a reduction on the ticket price if you have your St Giles Student Card with you.

The local newspaper, Eastbourne Herald, and the cinemas' web sites will tell you what films are showing.

The **Congress** and the **Devonshire** are the main theatres in Eastbourne and are both near the School.

Cultural Centre and Library

Eastbourne's Towner Art gallery is next to the Congress Theatre — a 5-minute walk from the School.

Eastbourne Library is in the town centre near the train station—it has a lending section, a reference section, computers and a music library. The Library is closed on Sundays.

20.11 Sports and Leisure facilities

It is possible to play many sports in Eastbourne, including:

Badminton	Tennis
Golf	Snooker
Pool	Swimming
Basketball	Bowling
Go-karting	Gymnastics
Windsurfing	Sailing
Table tennis	Horse riding

If you need any information about sport in Eastbourne, please ask the Social Programme Organiser or in Reception

Parks

There are several parks in Eastbourne and you can usually play various sports in them: Gildredge Park (tennis, football, basketball), Princes Park (tennis, boating, mini golf), Motcombe Park (for relaxation). On the sea front it is possible to play mini golf.

20.12 Your visa

Please ask in Reception if you have any questions about visas

20.13 Religion

You can get addresses of local churches, mosques, synagogues, temples from Reception

20.14 Advice Services

UKCISA—The Council for International Student Affairs, looks after the needs of international students, and has, for example, information on working in the UK. Tel 0207 107 9922
www.ukcisa.org.uk

UK Visas and Immigration deals with visa questions.
www.gov.uk/government/organisations/uk-visas-and-immigration

Citizens Advice Bureau, 6 St Leonards Road, Eastbourne Tel (01323) 417177

Sexual Health Clinic, Avenue House, The Avenue, Eastbourne Tel (01323) 416100

National Drugs Helpline 24-hour helpline. Tel 0800 77 66 00

National Health Service Direct 24-hour helpline. Tel 0845 46 47

Samaritans 24-hour helpline for people in despair. Tel 0845 7909090

Useful telephone numbers

Your Host family	
St Giles Eastbourne	(01323) 729167
Train Information	0845 7 48 49 50
Eastbourne Police	0845 607 0999
Eastbourne Tourist Information	0871 663 0031
Taxi	(01323) 720720 / 726726
Eastbourne Hospital	(01323) 417400
Emergencies	999

Useful web sites

www.stgiles-international.com	St Giles International
www.englishuk.com	English UK—information on studying English in the UK at accredited language schools
www.britishcouncil.org/english	British Council—information on studying in the UK and a section for learners of English

www.educationuk.org	Help for international students interested in study for a UK course or qualification
www.ucas.ac.uk	Information on courses at all British Universities
www.Cambridgeenglish.org	Information on all University of Cambridge examinations
www.ielts.org	Information on IELTS examination
www.bbc.co.uk/worldservice/learningenglish	Lots of practice for learners of English
www.bbc.co.uk	Comprehensive news service
www.visiteastbourne.com	Eastbourne's official web site
www.visitbritain.com	Britain's tourism site
www.visitsoutheastengland.com	South East England tourism
www.visitscotland.com	Scottish tourism
www.thetrainline.com	UK train timetables
www.nationalexpress.com	UK coach information
www.eurostar.com	Eurostar train information
www.baa.co.uk	Connects to UK airport information

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