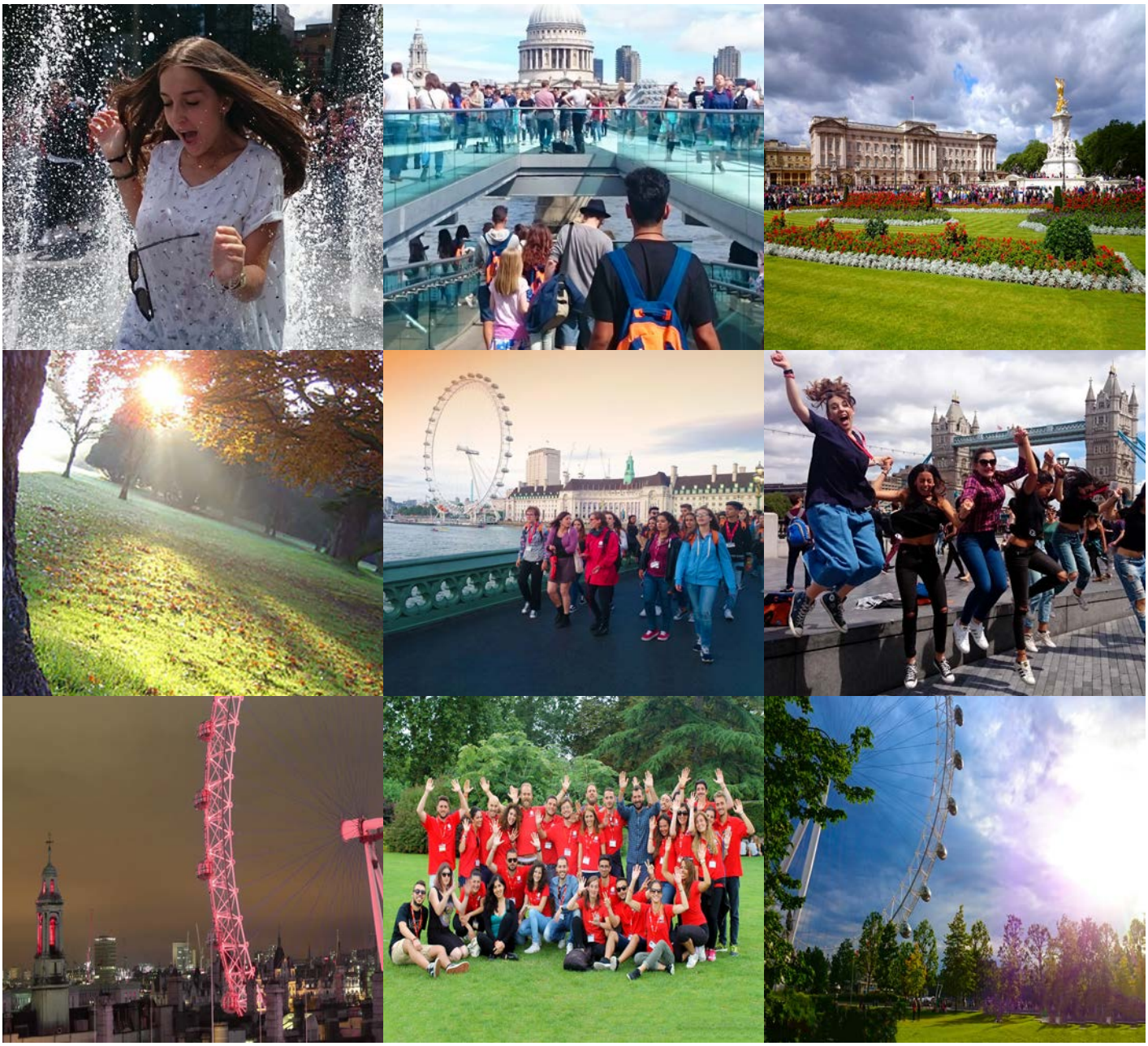
LANGUAGE in ACTION



Conel

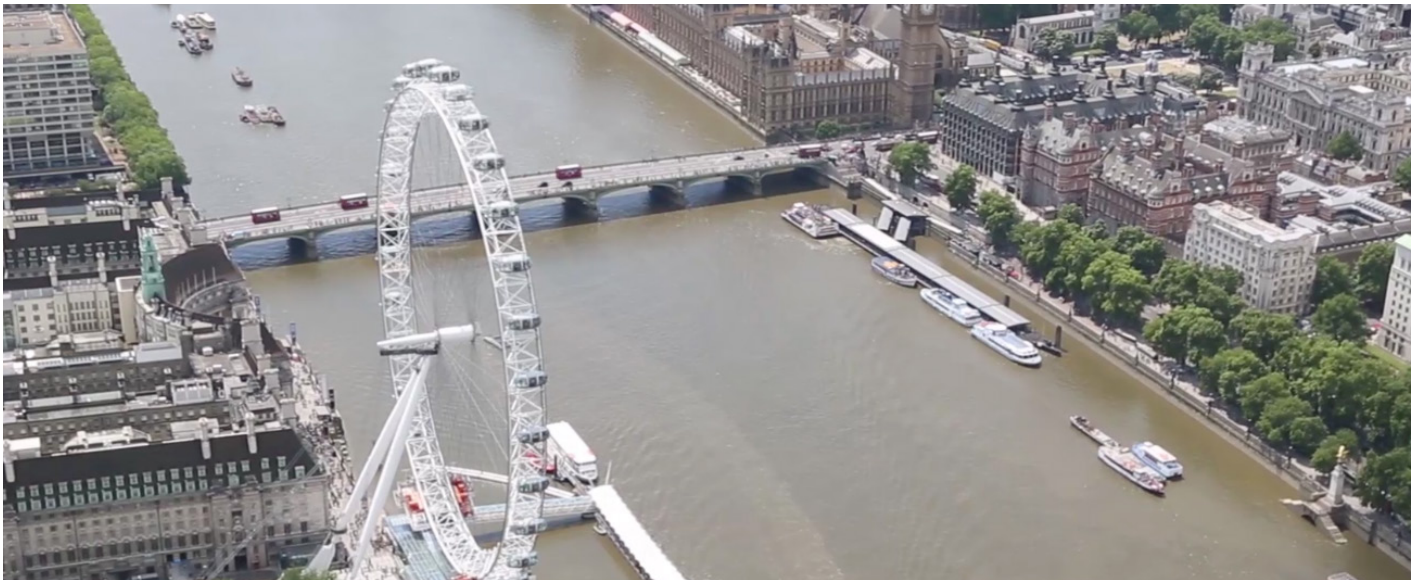
Student Induction Pack 2017

Table of Contents

Introduction	3
Quick Facts	4
Map	5
Tourist Attractions	6
Students Disciplinary Procedure	28
Students Complaints Procedure	30
Cyber-Bullying Procedure	31
Terms and Conditions	34
Student Feedback Form	39
Notes	41

LANGUAGE in ACTION

Introduction



Welcome to Language in Action. We are delighted that you have chosen us on what will be the start of a great learning adventure.

Quick Facts

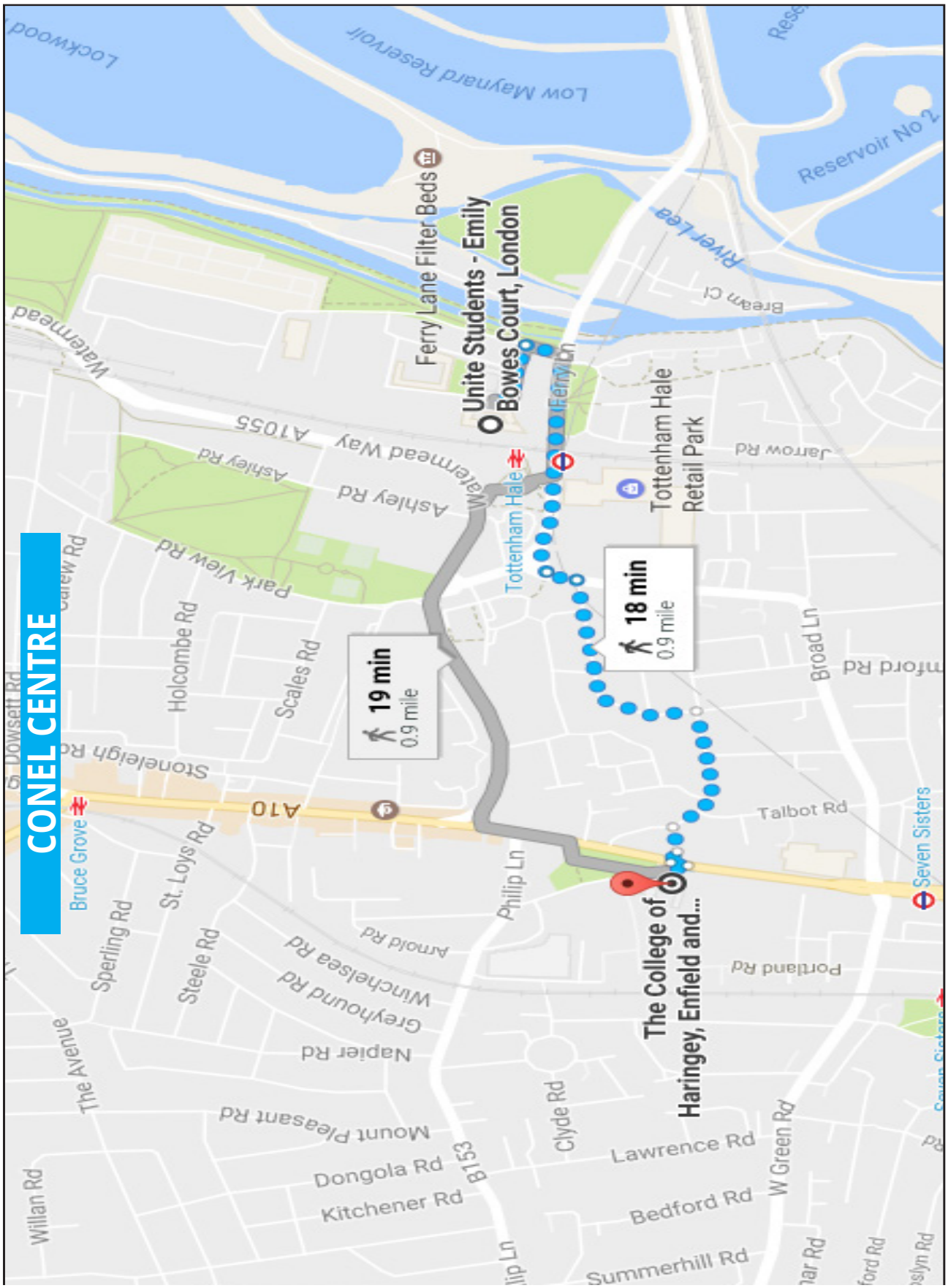
Walking times
From Emily Bowes residence to Conel College: **18 minutes**
From Emily Bowes residence to Tottenham Hale train station: **1 minute**
From Conel College to summer centre restaurant: **Same residence**
From Conel College to Seven Sisters train station: **5 minutes**

Train travel times to Zone 1 tourist London
Approximate travel time from Tottenham Hale station to Oxford Circus: **15 minutes**

Nearest airport: London City: **14 miles**
Distance from Heathrow airport: **28 miles**
Distance from Luton airport: **37 miles**
Distance from Gatwick airport: **50 miles**
London travel zone 3: Victoria Line

East Central House residential Centre:
Accommodation type: **Single ensuite**
Towels provided?: **Yes**
Wifi?: **Yes**
Bedlinen and cleaning included?: **Yes**
24 hour security?: **Yes**
CCTV ?: **Yes**
Shared facilities: **Student lounge, games room, outside barbecue area and courtyard**
Min age: **14**

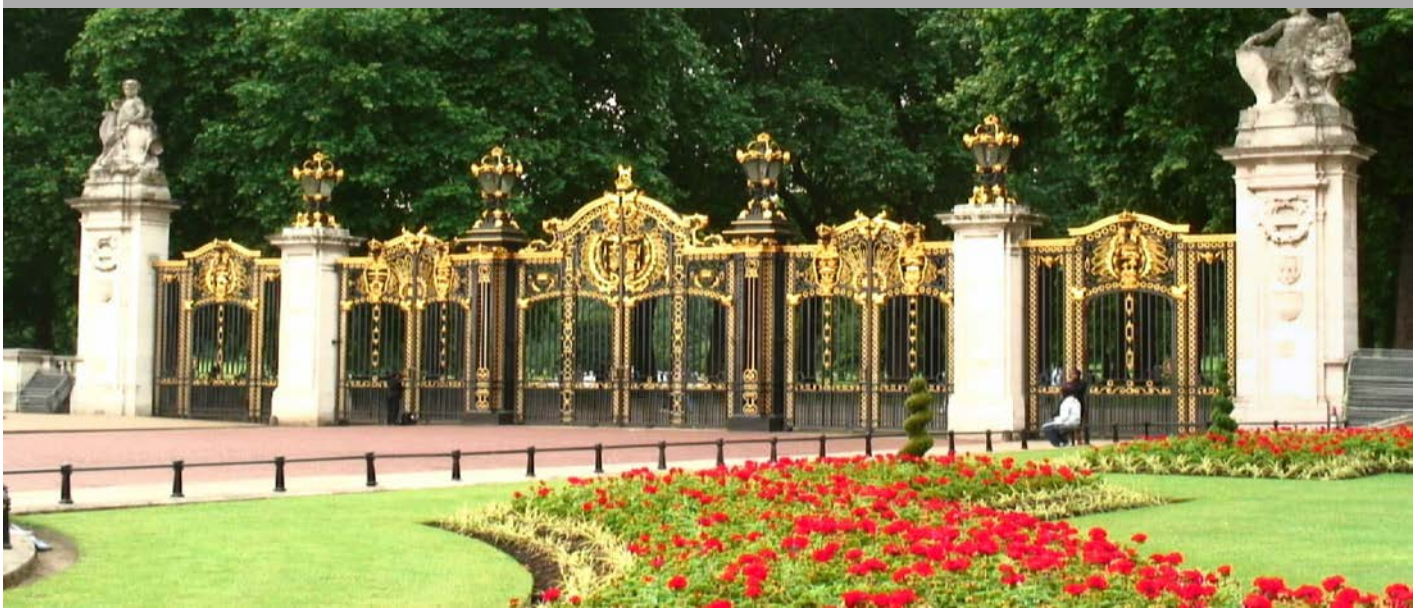
Map



Language in Action - Conel Centre

Tourist Attractions

GREEN PARK



Green Park is one of the Royal Parks of London. It was originally land on the outskirts of London, owned by a lord, until it was given to King Charles II. It now forms part of an almost unbroken green belt across Central London, from Westminster to Notting Hill incorporating St James Park, in the East, Buckingham Palace, and on to Hyde Park and Kensington Gardens in the West. These were laid out in the 1630's -60's. It's a 4km walk from one end to the other. Originally, only royalty could use the parks. The park was transferred from the King to the government and opened to the public in 1851. To the north of Green Park is Piccadilly. The famous buildings here are The Ritz and Fortnum & Mason.

BUCKINGHAM PALACE

Buckingham Palace is the Queen's official London residence and it is used for ceremonial and official occasions for the Royal Family. In Buckingham Palace there are over 600 rooms, a swimming pool, a cinema and... a post office! When the Queen is at home you can see the British flag, called the Union Jack. Most people come to Buckingham Palace to see a colourful spectacle known as Changing the Guard or Guard Mounting. (11:30am, so we can't stay to

Tourist Attractions - cont

watch it, but you may see them as you walk down the Mall). During the ceremony one regiment takes over from another. The Queen's Guard consists of the St James's Palace and Buckingham Palace detachments. The New Guard, who during the course of the ceremony become The Queen's Guard, march to Buckingham

Palace from Wellington Barracks. The soldiers are drawn from one of the five regiments of Foot Guards in the British Army: the Scots Guards, the Irish Guards, the Welsh Guards, the Grenadier Guards and the Coldstream Guards. Changing the guards is accompanied by a Guards band; the music played ranges from traditional military marches to songs from the shows and even familiar pop songs. When the Queen is in residence, there are four sentries at the front of the building. When the Queen is away there are two.

THE HOUSES OF PARLIAMENT

The Houses of Parliament, also known as the Palace of Westminster, is the seat of the two parliamentary houses of the United Kingdom: the House of Lords and the House of Commons. The original palace was destroyed in 1512. The new palace became the home of parliament until it too was destroyed by fire in 1834.After which, the present building was built. The Commons Chamber, where the House of Commons meets, was destroyed during the Second World War but rebuilt in 1950 by Sir Giles Gilbert Scott in the same neo-Gothic style. The Commons Chamber's interior (with green coloured benches) is rather austere compared to the lavishly decorated Lords Chamber (with red coloured benches).
On completion in 1858, the Victoria Tower, in the south west of the building, was the tallest secular structure in the world.

Big Ben is the nickname for the Great Bell of the clock at the north end of the Palace of Westminster in London, and often extended to refer to the clock and the clock tower. A light at the top of the tower is illuminated when Parliament is sitting at night. The tower is designed in Gothic Revival style, and is 315 feet (96 m) high. On 27 July 2012, starting at 8:12 a.m, Big Ben chimed 30 times, to welcome in the London Olympic Games, which officially began that day.

Tourist Attractions - cont

The clock has become a symbol of the United Kingdom, particularly in the visual media: when a television or film-maker wishes to indicate a generic location in the country, a popular way to do so is to show an image of the tower. In front of the Houses of Parliament is College Green and Westminster Abbey, where William and Kate got married. You are in the City of Westminster. The original structure is over 1100 years old, the present building was constructed between 1245 and 1517 and is where the kings of England are baptised, coronated, married and buried. It is England's first, truly, world class construction.

10 DOWNING STREET

10 Downing Street is the official residence of the Prime Minister of the United Kingdom. The street was built in the 1680s by Sir George Downing (1632–1689), on the site of a mansion called Hampden House. The houses on the south side of the street were demolished in the nineteenth century to make way for government offices, now occupied by the Foreign and Commonwealth Office. Since 1735 the first lord of the treasury has lived there, this role is now the role of the Prime Minister. Sir Robert Walpole, who led the government of Great Britain for twenty-one years from 1721 to 1742,is considered to be the first Prime Minister; he is also the longest serving Prime Minister of the country.

TRAFALGAR SQUARE

Tourist Attractions - cont

Trafalgar Square was built as the centre piece of the British Empire in 1820. It commemorated the victory of Lord Nelson and the British navy, over Napoleon in 1805. On the north side of the square is the National Gallery and to its east St Martin-in-the-Fields Church. The square adjoins the Mall entered through Admiralty Arch to the southwest. To the south is Whitehall, to the east the Strand and South Africa House, to the north Charing Cross Road and on the west side Canada House. This is supposed to represents Britain's power and far reaching empire. Nelson's Column was erected in 1843. It is 170 feet (about 60m) high. Trafalgar square is the place where people love to celebrate New Year's Eve in London. In Trafalgar square there is the National Gallery. This museum houses one of the greatest collections of paintings in the world: more than 2.300! Van Gogh, Monet, Caravaggio, Velázquez, Botticelli are just some of the famous artists you can admire in this incredible museum!

COVENT GARDEN

Covent Garden, in London's West End, is a popular destination for visitors and Londoners who enjoy shopping, theatre, restaurants, bars, history and culture. Covent Garden is also well known for its street theatre in the piazza area. There are many shows to see in Covent Garden's theatres. From West End musicals to classic plays and comedies, there is a wide range of staged entertainment in the area. Some of the more famous shows and theatres include The Lion King and Matilda!

The name **Carnaby Street** is synonymous with 1960s "Swinging London" - a phrase coined by Time magazine. Nowadays the area has gone through something of a revival and is once again boasting cutting edge designer talents and trendy street ware. With over 140 shops, bars and restaurants to choose from in the area, it's definitely worth a visit.

The British Museum is one of the most important museum in the world. Its permanent collection, numbering some 8 million works, is among the largest and most comprehensive in existence and originates from all continents, illustrating and documenting the story of human culture from its beginnings to the present. The museum has 10 curatorial and research departments: Africa Oceania and the Americas, Ancient Egypt, Asia, Britain Europe and Prehistory, Greece and Rome, Middle East, Medals and Coins, Conservation and scientific research, Antiquities and treasure, Print and Drawings.

Tourist Attractions - cont

THE SOUTH BANK

The South Bank is an entertainment, commercial and urban parkland district of Central London, next to the River Thames opposite the far east of the City of Westminster and all of City of London. In South Bank there are: the Sea Life London Aquarium, the London Dungeon and the London Film Museum, Jubilee Gardens and the London Eye among its long list of attractions. At 135m, London Eye is the world's largest observation wheel. It was conceived and designed by Marks Barfield Architects and was launched in 2000. It has won over 85 awards for national and international tourism, outstanding architectural quality and engineering achievement. In fact, it has become the UK's most popular paid for visitor attraction. A remarkable feat of design and engineering, the London Eye is today a permanent fixture on the London skyline and a beautiful symbol of modern London.

THE HARD ROCK CAFE

The Hard Rock Cafe has been standing on Old Park Lane in London since 1971 and to this day offers the best authentic American cuisine and one of the largest, most valued collection

Tourist Attractions - cont

of rock 'n' roll memorabilia in the world. The cafes solicit donations of music memorabilia but also purchase a number of items at auctions around the world, including autographed guitars, costumes from world tours and rare photographs; these are often to be found mounted on cafe walls. Currently, there are 191 Hard Rock locations in 59 countries including 157 cafes, 22 hotels and 11 casinos.

MADAME TUSSAUDS

Madame Tussauds is the famous Wax Museum in London founded by wax sculptor Marie Tussaud. Today's wax figures at Tussauds include historical and royal figures, sport-stars,worlds leaders, icons from Star Wars and Marvel, Rock Star and a Chamber of Horrors!

GREENWICH

Greenwich, the place where hemispheres meet and royal heritage combines with contemporary architecture. It is home to a World Heritage Site, London's prettiest royal park and the Prime Meridian of the World - longitude zero. Whatever your interest there's something you'll

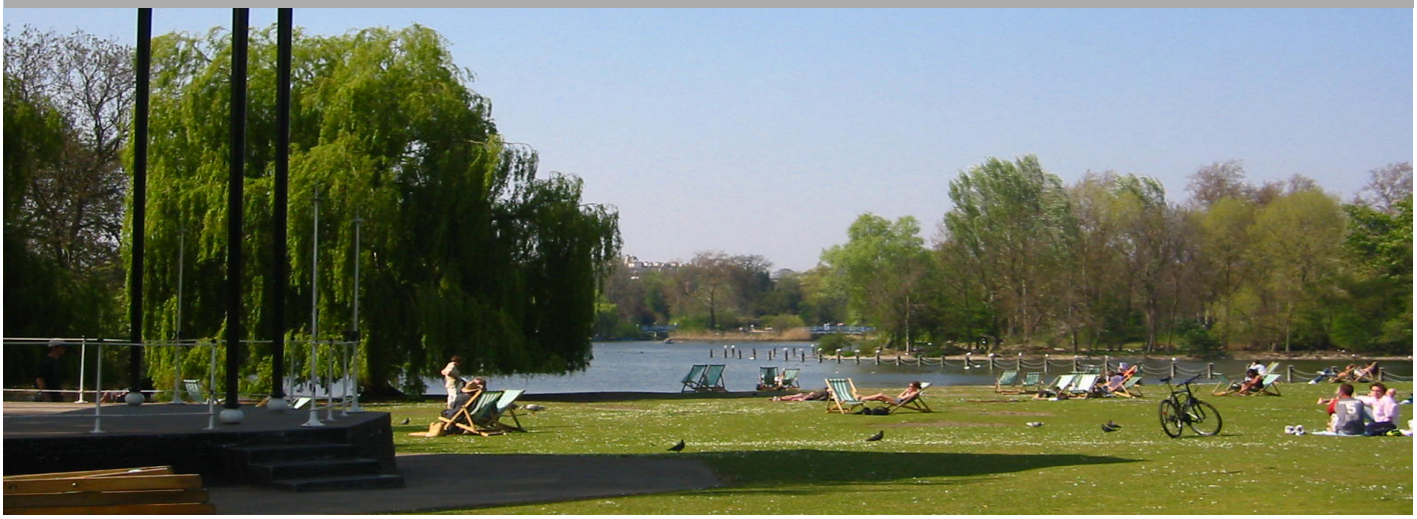
Tourist Attractions - cont

love - fabulous baroque artistry in the Painted Hall at the Old Royal Naval College, designer-maker arts and crafts in Greenwich Market, and the beautifully conserved Cutty Sark, the fastest ship of her age. Explore Britain's momentous naval history at the National Maritime Museum and enjoy the views from the riverside. We will arrive at Greenwich Pier. It is just over 5 minutes walk to the Museum and 15 minutes to the Royal Observatory.

THE SHERLOCK HOLMES MUSEUM

The Sherlock Holmes Museum was opened in 1990. 221B Baker Street is the London address of the fictional detective Sherlock Holmes, created by author Sir Arthur Conan Doyle. The Sherlock Holmes Museum is situated within an 1815 townhouse very similar to the 221B described in the stories and is located between 237 and 241 Baker Street. It displays exhibits in period rooms, wax figures and Holmes memorabilia, with the famous study overlooking Baker Street the highlight of the museum. The description of the house can be found throughout the stories, including the 17 steps leading from the ground-floor hallway to the first-floor study. Sir Arthur Ignatius Conan Doyle was a Scottish writer and physician, most noted for his fictional stories about the detective Sherlock Holmes.

REGENTS PARK



Regents Park. In 1811 when George IV became Prince Regent, leases on farmland to the north of London expired and architect John Nash put forward a plan to build some 50 detached villas in a parkland setting with elegant terraces around 3 sides and a central circle.

Tourist Attractions - cont

This was for the use of the Prince and his friends, but the prince was running out of money, and he was also bankrupting the country in the process. Only 8 villas were built and most of these have been lost since. The park was handed over to the government and was opened to the public, 2 days a week from 1835. The royal parks act of 1872 opened all the former royal parks to Londoners. Regent's Park was only part of a grand design to link Regents Park with Westminster, 4km to the south. South of Regents Park there was the development of the beautiful Park Crescent, modelled on the famous Crescent in Bath. This turns into Portland Place and then Regent Street, which crosses Oxford street at Oxford Circus. The middle section od Regent Street is the most famous for its shops and its long curve before it meets Piccadilly Circus forming a wide, circular junction with Piccadilly and Shaftsbury Avenue. Regent Street South continues from here to connect with St James' Park. Nash also constructed Trafalgar Square and part of his unfinished work was to incorporate this into the greater Regent Street plan

CAMDEN TOWN

Camden Town has been a residential area since the 1790s, but it was only the development of the Grand Union Canal and the improved railway transport that turned it into a bustling part of London. Today, visitors and locals gather to hunt
for treasures in Camden's markets, stroll by Regent's Canal, gaze at the beautiful buildings, street food from around the world, listen to live music and feel the vibrant and diverse atmosphere. Many famous people, including Dylan Thomas, Walter Sickert and Amy Winehouse, have made Camden their home.

ST PAUL'S CATHEDRAL

Tourist Attractions - cont

A Cathedral dedicated to St Paul has overlooked the City of London since 604AD. When the old St Pauls Cathedral was destroyed in the Great Fire of London in 1667, Sir Christopher Wren was commissioned to build its replacement. The result is the second largest dome in the world (after St Peters in Rome). Christopher Wren was the first person to be interred, in 1723. The tomb of Lord Nelson is located in the crypt, next to that of Wellington. There are many other memorials commemorating the British military, including several lists of servicemen who died in action, the most recent being the Gulf War. The funerals of many notable figures have occurred at the cathedral, including those of Lord Nelson, the Duke of Wellington, Winston Churchill, George Mallory and Margaret Thatcher. Also remembered are Florence Nightingale, J. M. W. Turner, Arthur Sullivan, Hubert Parry, Samuel Johnson, Lawrence of Arabia and Sir Alexander Fleming.

THE MILLENIUM BRIDGE

The Millennium Bridge was opened in 2000. In 1996, the Financial Times held an international competition in conjunction with the London Borough of Southwark and the Royal Institute of British Architects to design a new footbridge crossing the Thames between Southwark and Blackfriars bridges. It would be the first pedestrian river crossing over the Thames in central London for more than a century, opening in time for the first year of the new Millennium. The footbridge is an ultramodern steel suspension bridge that links the Southbank to the City of London. From Tate Modern, the “blade of light” bridge is aligned to give a spectacular view of St Paul’s Cathedral’s south facade.

TATE MODERN

Tourist Attractions - cont

Tate Modern is Britain's national museum of International Modern and Contemporary art. It displays works from the year 1900 to the present day and is the most visited modern art gallery in the world The gallery was founded in 1897, as the National Gallery of British Art. When its role was changed to include the national collection of modern art as well as the national collection of British art, in 1932, it was renamed the Tate Gallery after sugar magnate Henry Tate of Tate & Lyle, who had laid the foundations for the collection. Tate Modern has been Housed in the former Bankside Power Station since 2000. The galleries and huge turbine hall, 35 meters high and 152 meters long, The chimney is one of the most recognizable monuments on The South bank. It is directly across the river from Saint Paul's Cathedral.

THE GLOBE THEATRE

The Globe Theatre was a theatre in London associated with William Shakespeare. It was built by Shakespeare's playing company, the Lord Chamberlain's Men. It was destroyed by fire in 1613. A second Globe Theatre was built on the same site by 1614 and closed in 1642. A modern reconstruction of the Globe, named "Shakespeare's Globe", opened in 1997. The Globe Theatre audience never had time to get bored. In just two weeks Elizabethan theatres could often present "eleven performances of ten different plays". Globe audiences had to put one penny in a box by the door which would pay for a view of the play by standing on the ground, in front of the stage. To sit on the first gallery would cost another penny in the box which was held by a collector on the front of the stairs. To sit on the second gallery, you put another penny in the box held by the man at the second flight of stairs

THE SHARD

Tourist Attractions - cont

The Shard is an 87-storey skyscraper in Southwark, London that forms part of the London Bridge Quarter development. It was topped out on 30 March 2012 and inaugurated on 5 July 2012.[15] Practical completion was achieved in November 2012. Standing 309.6 metres (1,016 ft) high, The Shard is currently the tallest building in the European Union.

CITY HALL

City Hall is the headquarters of the Greater London Authority (GLA), which comprises the Mayor of London and the London Assembly. It is located in Southwark, on the south bank of the River Thames near Tower Bridge. It was designed by Norman Foster and opened in July 2002, two years after the Greater London Authority was created.

TOWER BRIDGE

Tower Bridge was officially opened on 30 June 1894
The bridge is 244 m in length with two towers each 65 m high, built on piers. The central span of 200 feet (61 m) between the towers is split into two equal bascules or leaves, which can be raised to an angle of 86 degrees to allow river traffic to pass. The bascules, weighing over 1,000 tons each, are counterbalanced to minimise the force required and allow raising in five minutes.

Tourist Attractions - cont

THE TOWER OF LONDON

The Tower of London was founded towards the end of 1066 as part of the Norman Conquest of England. The White Tower, which gives the entire castle its name, was built by William the Conqueror in 1078, and was a resented symbol of oppression, inflicted upon London by the new ruling elite. The castle was used as a prison from 1100 until 1952. It now houses the Crown Jewels.

EMIRATES STADIUM

Emirates Stadium. Go behind the scenes at Arsenal Football Club with a tour of Emirates Stadium. Take your seat in the changing room, walk down the tunnel, sit in the dugout and imagine the roar of 60,000 fan! The Emirates is the third-largest football stadium in England after Wembley and Old Trafford. As well as functioning as a football stadium, the Emirates Stadium also operates as a conference centre and music venue: Coldplay, Bruce Springsteen and Green Day played here.

Tourist Attractions - cont

BRICK LANE

Full of noise, colour and life, **Brick Lane** is a vibrant mix of history and modernity, and a palimpsest of cultures. Today it is the centrepiece of a thriving Bengali community. The southern part of the lane is one long procession of curry and balti houses intermingled with fabric shops and Indian supermarkets. North of here Brick Lane is a very different place, stuffed with eclectic clothing stores, excellent bagel bakeries and plenty of cafes and bars.

THE OLD SPITALFIELD MARKET

The Old Spitalfield Market is here since 1638 and it's still one of London's best markets. Today is covered market was built in the late 19th century, with the more modern development added in 2006. Sundays are the biggest day, but Thursdays are good for antiques and Fridays for independent fashion. There are plenty of food stalls, too.
Brick Lane in also famous for its street art, which features artists such as Banksy, D*Face and Ben Eine. Brick Lane has been used in many music videos such as "Glory Days" by Just Jack and "All These Things That I've Done" by The Killers. Artists from all over the world and the UK come here to paint; the street art is constantly changing, new work is created, new artists come to the area. From one day to the next exciting finds will always be made.

Tourist Attractions - cont

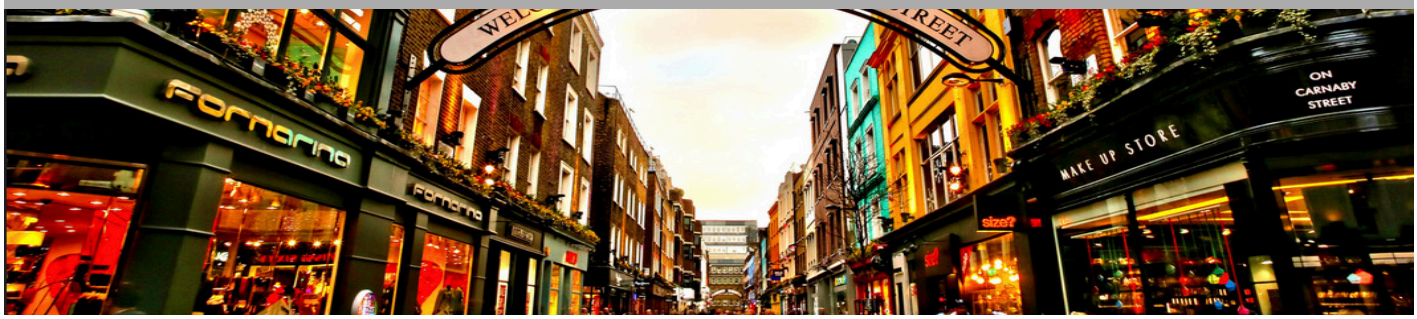
THE LONDON EYE

At 135m, **London Eye** is the world's largest observation wheel. It was conceived and designed by Marks Barfield Architects and was launched in 2000. It has won over 85 awards for national and international tourism, outstanding architectural quality and engineering achievement. In fact, it has become the UK's most popular paid for visitor attraction. A remarkable feat of design and engineering, the London Eye is today a permanent fixture on the London skyline and a beautiful symbol of modern London.

OXFORD STREET

Oxford Street offers an unrivalled shopping experience thanks to its exciting mix of high-street fashion and international brands. It is Europe's busiest shopping street (more than 300) with around half a million daily visitors! Just crossing the street students can do shopping in Primark!

CARNABY STREET



The name **Carnaby Street** is synonymous with 1960s "Swinging London" - a phrase coined by Time magazine. Nowadays the area has gone through something of a revival and is once again boasting cutting edge designer talents and trendy street ware. With over 140 shops, bars and restaurants to choose from in the area, it's definitely worth a visit. Shoppers will find rich pickings at urban streetwear shops.

Tourist Attractions - cont

LEICESTER SQUARE

Leicester Square in London is an entertainment area with cinemas, restaurants, attractions and theatres. Because it has so many cinemas, Leicester Square hosts lots of big movie premieres.

PICCADILLY CIRCUS

Piccadilly Circus is one of London's most popular tourist destinations. Here you can sit by the famous statue of Eros (a popular meeting point), or take some photos in front of the iconic advertising hoarding. From here, you can easily walk to Regent's Street, Piccadilly or Soho.

CHINATOWN

Tourist Attractions - cont

Chinatown boasts buildings and streets decorated with Chinese symbols such as dragons and lanterns. Keep an eye out for street signs, which are written in English and Mandarin. You'll also see dragon sculptures, stone lions, a pagoda and Chinese gates. Don't miss Chinatown's brand new fourth gate on Wardour Street: completed in 2016, it is the largest Chinese gate in the country and is built in traditional Ching Dynasty style. All these impressive decorations make perfect photo opportunities and give an insight into Chinese culture and religion, particularly during seasonal celebrations. Every year, Chinatown plays host to the capital's colourful Chinese New Year celebrations between mid-January and February – the dates vary from year to year according to the Chinese lunar calendar. The event involves a parade with floats, lion dances and performers, as well as food and craft stalls.

PRIMROSE HILL

Primrose Hill has a character all of its own, at the summit of this grassy hill are some spectacular views across London. It is separated from Regent's Park by Prince Albert Road and the ZSL London Zoo. The view from the top of Primrose Hill is one of London's best, affording a fantastic panorama across the city. There is a playground and sports facilities.

KNIGHTSBRIDGE

Tourist Attractions - cont

Knightsbridge is an exclusive residential and retail district in central London, south of Hyde Park. Harrods of Knightsbridge is one of the largest department stores in the world, with over one million square feet of retail space and over 330 departments. It has a distinctive logo of a green background with the gold lettering of Harrods. This enormous shop can see up to 300,000 visitors flow through its doors. The world famous food hall is also an attraction to visitors with its huge choice of delicacies and gourmet food on offer.

THE NATUARAL HISTORY MUSEUM

The Natural History Museum is home to one of the largest natural history collections in the world from microscopic slides to mammoth skeletons. The building itself is impressive with cathedral like structure, frescoes and sculptures and the central hall is home to an astounding Diplodocus skeleton. The museum is divided into four coloured zones. The green zone concentrates on facts about life, the planet, environment and evolution. The red zone explores our ever changing planet, how it was shaped and its place within the universe. In the blue zone you can marvel at the diversity of life on our planet from blue whales to the smallest invertebrates. The orange zone takes you into the Wildlife garden (open between April and October) and to the Darwin centre although you need to book an explore tours to do this.

LONDON'S HIDE PARK

Tourist Attractions - cont

London's Hyde Park is one of the greatest city parks in the world. Covering 142 hectares and with over 4,000 trees, a large lake, a meadow and ornamental flower gardens. Hyde Park in London has something for everyone. You can enjoy swimming, boating, cycling and skating. There are pitches for team games, tennis courts, tracks for horse riding and a spectacular children's playground.

The Park has two lakeside restaurants which are licensed and serve everything from a three-course meal to a quick cup of coffee. Hyde Park is home to a number of fascinating buildings and monuments, such as The Serpentine Bridge, the Joy of Life fountain and the famous Archiles statue. And with the Diana Memorial Fountain and open air events throughout the year, there's always something to see and do.

The Speakers' Corner is a traditional site for public speeches and debates since the mid 1800's when protests and demonstrations took place in Hyde Park.Speakers' Corner is located on the north-east edge of Hyde Park, nearest Marble Arch and Oxford Street. Historic figures such as Karl Marx, Vladimir Lenin and George Orwell were known to often use the area to demonstrate free speech.

Richmond and Kew have a wealth of historic houses and gardens - such as Ham House - and parks - like Richmond Park - to explore in addition to a number of unique shops, restaurants, pubs and galleries.

Every year millions of Londoners and tourists visit Richmond Park, the largest of the capital's eight Royal Parks and the biggest enclosed space in London. The park is a National Nature Reserve, London's largest Site of Special Scientific Interest and a European Special Area of Conservation. Richmond Park is a top UK site for ancient trees, particularly oaks, which have great historic and wildlife importance. The trees and associated decaying wood support nationally endangered species of fungi, as well as a remarkable range of nationally scarce invertebrates such as the cardinal click beetle and the stag beetle. Over one thousand species of beetle (more than one quarter of the British list) have been recorded in the park.

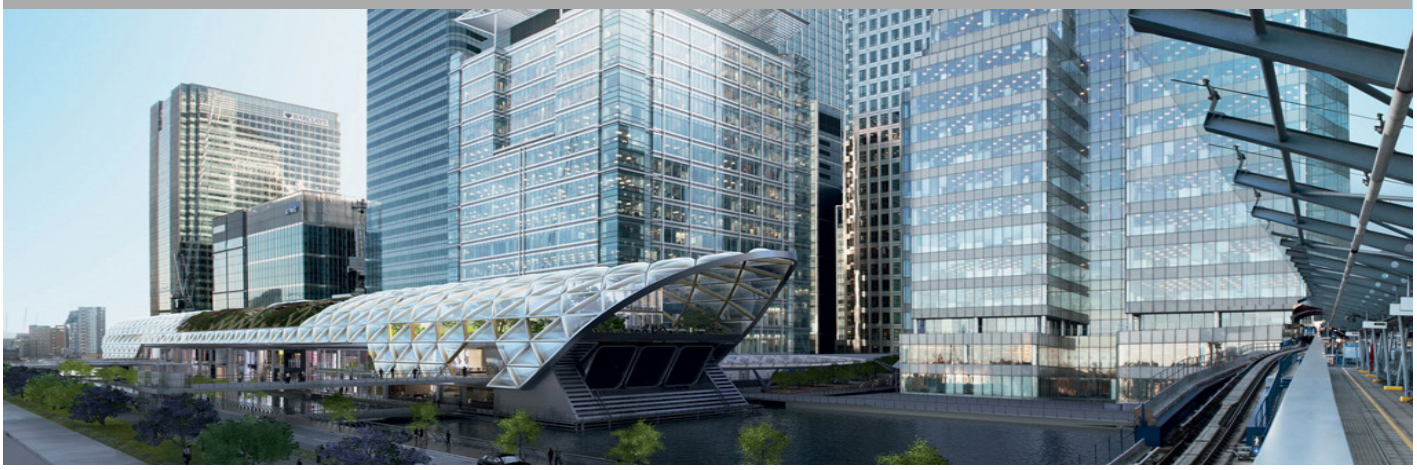
This incredible environment has been created by centuries of grazing by herds of red and fallow deer. The deer have played a major role in the park's history and have shaped the landscape too. Our special grassland habitat depends on grazing and the parkland trees have a distinctive 'browse line' as the deer eat all the leaves and twigs growing below about 1.5 metres. Deer grazing also prevents tree seedlings from growing, keeping the grassland open. During the autumn the deer 'rut' (breeding season) takes place.

STRATFORD

Tourist Attractions - cont

Stratford in East London has changed rapidly during the past few years. Not only does it have a bright sporting future thanks to the stunning Queen Elizabeth Olympic Park, but it is also home to Westfield Stratford City, a shopping centre so large that it has its own postcode! Visit Queen Elizabeth Olympic Park to relive the spirit of the London 2012 Olympic Games.

CANARY WHARF



Canary Wharf is a major business district located in Tower Hamlets, east London. It is one of the United Kingdom's two main financial centres – along with the traditional City of London – and contains many of Europe's tallest buildings, including the second-tallest in the UK, One Canada Square.
A beautiful and modern part of London, Canary Wharf's iconic skyline is an integral part of the landscape, with the addition of Crossrail Place, the latest shopping and leisure destination offering new restaurants, a cinema, plus one of London's biggest roof gardens. Combined with a fantastic programme of music, film, theatre, dance, art, fashion and more throughout the year, plus over 300 shops, cafes and restaurants, there has never been a better time to visit Canary Wharf.

THE BOROUGH MARKET

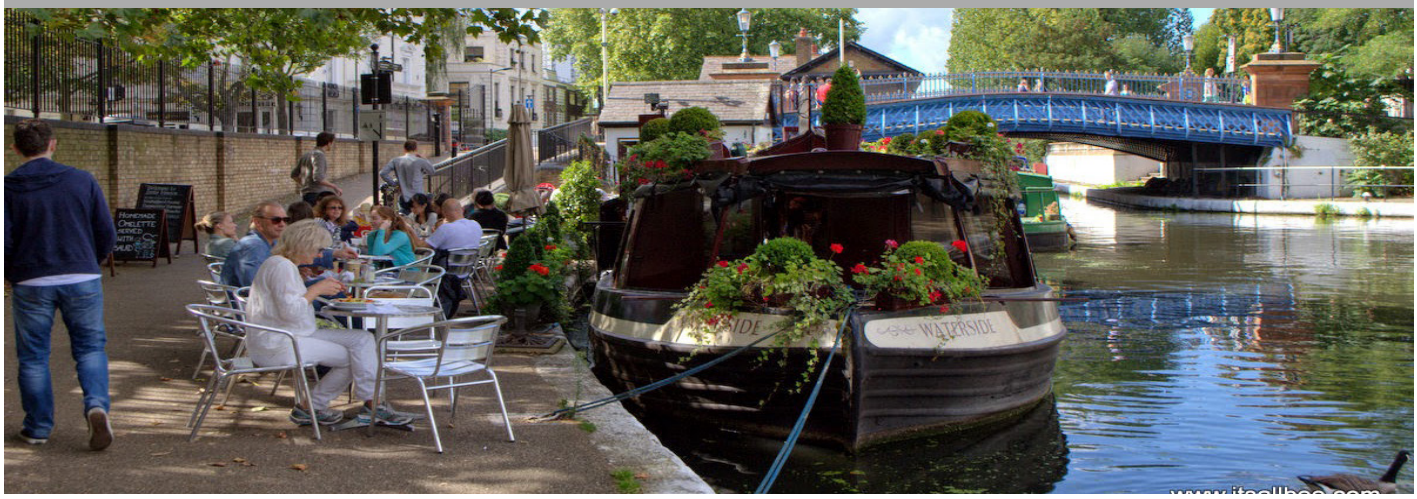
Tourist Attractions - cont

The Borough Market is located in the beautiful area of Southwark. The Market's layout reflects its rich history, with a warren of passageways and open spaces providing atmosphere and offering shoppers the thrill of new discoveries. Three Crown Square, the Market's largest trading area, is devoted to produce, including fruit and veg, meat, fish and cheese, while the spaces around the periphery offer a colourful and eclectic blend of foodstuffs from all over the world.

ST KATHERINE DOCKS

The area now known as **St Katherine Docks** has been a focus of commerce and human endeavour since the 10th Century. St Katharine Docks is proof that there are still hidden gemswaiting to be discovered in modern-day London.
The waterside community has evolved to offer something for everyone - inspiring space for businesses, luxury homes, quayside dining and shopping. The origins of the site can be traced back over a thousand years and through many incarnations, yet it is the ambitious future of St Katharine Docks that is really capturing the imagination of today's London. Just a stone's throw from Tower Bridge, this vibrant community is one of the capital's hidden gems and an unrivalled location for working, living and relaxing.

LITTLE VENICE



Tourist Attractions - cont

Just north of Paddington lies **Little Venice.** This picturesque pool of water where the Grand Union and Regent's Canals meet, is home to a number of waterside cafes, pubs and eateries. From here people take a boat trip or follow the tow path on foot and see how the winding waterway snakes its way through the heart of the city.
You can head downstream past the charming regency streets of Maida Vale and on to Regent's Park and Camden beyond, or follow this peaceful corridor upstream to the west and enjoy the tranquillity of the waterways that feel like a million miles from the hubbub of the roads and streets nearby.

NOTTING HILL

Notting Hill is one of London's most desirable areas. You can find everything from world-famous events and restaurants, to cutting-edge galleries and theatres in Notting Hill. Every August Bank Holiday millions of people celebrate Europe's biggest street festival: the Notting Hill Carnival. The Notting Hill Carnival has a Caribbean festival theme, bringing a welcome splash of colour to West London. A huge parade of floats and performers runs along the Notting Hill Carnival route, filling the streets with intricate costumes, steel bands, marching bands, Calypso music and a variety of mouth-watering food.
The popular Notting Hill market is known as Portobello Market, so called because it runs along Portobello Road. The main market days are Friday and Saturday, although a smaller market takes place from Monday to Thursday. On weekdays, locals buy fresh fruit and vegetables here. Second-hand goods are included on Friday but Saturday is the busiest market day when all the antiques market stalls are in position and the bargain hunters arrive. There are also some great clothing stalls to find along the way. Nearly a kilometre long, this bustling West London market offers an endless variety of merchandise – dive in and you're sure to find a unique souvenir.

Tourist Attractions - cont

THE MUSEUM OF LONDON

The Museum of London documents the history of London from prehistoric to modern times. London Before London, Roman London (the creation of the Roman city of Londinium), Medieval London, War, Plague & Fire, Expanding City, People's City, World City, The City Gallery, The London 2012 Cauldron are its sections. The museum is located on London Wall, close to the Barbican Centre. The museum is open daily 10-18.

Students Disciplinary Procedure

Language in Action

Student Disciplinary Procedure Table

Level of Incident	First or Second Offence	Actions to be taken
1.Minor Misdemeanours Examples including but not limited to: • Repeatedly talking in mother tongue in class • Rowdy behaviour in the canteen and other campus spaces • Skipping dinner queues • Breaking curfews • Rudeness to staff or contractor (impoliteness) • Not following instructions on trips	**First Offence? =A** **Second Offence? =B**	**A. Informal Verbal Warning** Used with small or rare student misdemeanours that do not warrant a formal record. Usually given by Teachers or Activity Leaders.
2.Misdemeanours Examples but not limited to: • Frequently misbehaving in class • Frequent lateness • Rarely but intentionally disobeying staff instructions • Lesser forms of bullying (e.g. Unfriendliness to peers)	**First Offence? =B** **Second Offence? =C**	**B. Formal Verbal Warning** Defined as verbal warnings recorded as incidents and given by the management team, ideally the Centre Manager of Director of Studies. Verbal warning logged and student reminded that should it (or a similar event) happen again then more serious disciplinary sanctions be employed
3.Serious or Continuous Misconduct Examples but not limited to: • Continuing to behave in the same manner following a Formal Verbal Warning	**First Offence? =C** **Second Offence? =D**	**C. Written Warning** Both the Operations & Welfare Managers should be notified in order to issue a written warning. These managers will inform the student's agent and request that parents be informed. Centre Manager to arrange a meeting with the Group Leader,

Students Disciplinary Procedure - cont

• More serious forms of bullying (e.g. Physical or emotional) • Persistent misbehaviour in class • Underage smoking & alcohol drinking • Small, isolated but intentional damage (e.g. Setting off a fire extinguisher)	 	Student &Welfare Assistant in order to issue the Written Warning.
4.Misconduct warranting expulsion When a student's behaviour is bad enough that it is • Repeated after a written warning • Seriously endangers themselves or others • Continuously and consciously disrupts the programme from themselves or others • Becomes uncontrollable for centre staff • Breaks British Law Examples including but not limited to: • Drug abuse including so called legal highs. • Constant and intentional disobeying of instructions • Serious and malicious damage to property (e.g., smashing windows, etc.) • Any physical, verbal or sexual abuse of students or staff	**First Offence? =D** **Second Offence? =D**	**D. Expulsion from programme and/or centre** In order for expulsion to take effect, Operations & Welfare Managers must be consulted and through them the agency and parents. Students and group leaders should also know of the Complaints Procedure. The Operations & Welfare Managers will inform the Centre Manager of the level of expulsion these include: • Permanent removal from lessons and/or activities. At this point they become the sole responsibility of the Group Leader • Permanent removal from the centre. The student will be asked to leave the campus and the agency will be expected to arrange for travel home. If this cannot be arranged immediately, the agency will be asked to arrange temporary accommodation & supervision for this student whilst they organise further travel arrangements.

Students Complaints Procedure

Student Complaints Procedure

If you have a problem or query, we are here to help you.
Please don't wait until the last day to tell us about any problems!
During your course with Language in Action you are welcome to speak to any member of our staff about any problems and concerns, or queries and questions. If they cannot help you, they will raise the issue with the appropriate member of the team.
Towards the end of the course you will complete a questionnaire. This is to monitor your satisfaction level in every area, and to help us to improve. However, if you have a problem and you are unhappy at any time during your course, please follow the steps below:

Step 1

If you have a general problem or question, please speak to any member of staff. If they are unable to help they will refer you to the person responsible. If you would like to make an official complaint, please ask a member of staff to give you a complaint form to fill out. Please speak to the following departments for the following problems or queries:

- Lessons, exams, class levels – Teacher/ Director of Studies
- Activities, excursions, free time programme – Activity Co-ordinator
- Welfare, accommodation, meals – Activity Co-ordinator/ Welfare officer or Centre Manager
- Any other general problem/query – Activity Co-ordinator/ Welfare officer or Centre Manager

Step 2

If you are not satisfied with the outcome in Step 1, please speak to the Centre Manager. Every effort will be made to resolve your problem/query within the school.

Step 3

If you are still not satisfied, we will help you to refer the matter to Language in Action Head Office.
Language in Action keeps a log of all formal complaints with a record of resolution and date of resolution.

Cyber-Bullying Procedure

Cyber-Bullying Policy

Language in Action embraces the advantages of modern technology in terms of the educational benefits it brings, however the company is mindful of the potential for bullying to occur. Central to the company's anti-bullying policy is the belief that 'all students have a right not to be bullied' and that 'bullying is always unacceptable'. The company also recognises that it must 'take note of bullying perpetrated outside school which spills over into the school'.

Under powers granted by the EIA 2006, the Welfare Officer or Welfare Manager is able to police cyber-bullying or any bullying aspects carried out by students on or off site.

Definition of Cyber-Bullying

Cyber-bullying is an aggressive, intentional act carried out by a group or individual using electronic forms of contact repeatedly over time against a victim who cannot easily defend himself/herself. By cyber-bullying, we mean bullying by electronic media:

- Bullying by texts or messages or calls on mobile phones
- The use of mobile phone cameras to cause distress, fear or humiliation
- Posting threatening, abusive, defamatory or humiliating material on websites, to include blogs, personal websites, social networking sites
- Using e-mail to message others
- Hijacking/cloning e-mail accounts
- Making threatening, abusive, defamatory or humiliating remarks in chat rooms, to include Facebook, YouTube or any social media.

Legal Issues

Cyber-bullying is generally criminal in character. The law applies to cyberspace.

- It is unlawful to disseminate defamatory information in any media including internet sites.
- Section 127 of the Communications Act 2003 makes it an offence to send, by public means of a public electronic communications network, a message or other matter that is grossly offensive or one of an indecent, obscene or menacing character.
- The Protection from Harassment Act 1997 makes it an offence to knowingly pursue any course of conduct amounting to harassment.

Policy

Language in Action educates its students both in the proper use of telecommunications and about the serious consequences of cyber-bullying and will, through meetings and lessons, continue to inform and educate its students in these fast changing areas. Language in Action trains its staff to respond effectively to reports of cyber-bullying or harassment and has systems in place to respond to it. Language in Action endeavours to block access to inappropriate web sites, using firewalls, antivirus protection and filtering systems and no student is allowed to work on the internet in the Computer Room, where available, or any other location within the school which may from time to time be used for such work, without a member of staff present. Where appropriate and responsible, Language in Action audits ICT communications and regularly reviews the security arrangements in place. Whilst education and guidance remain at the heart of what we do, Language in Action reserves the right to take action against those who take part in cyber-bullying.

Cyber-Bullying Procedure - cont

• All bullying is damaging but cyber-bullying and harassment can be invasive of privacy at all times. These acts may also be criminal acts.
• Language in Action supports victims and, when necessary, will work with the Police to detect those involved in criminal acts.
• Language in Action will use, as appropriate, the full range of sanctions to correct, punish or remove students who bully fellow students or harass staff in this way, both in or out of school.
• Language in Action will use its power of confiscation where necessary to prevent students from committing crimes or misusing equipment.
• All members of the School community are aware they have a duty to bring to the attention of the Welfare Officer any example of cyber-bullying or harassment that they know about or suspect.

Guidance for Staff
If you suspect or are told about a cyber-bullying incident, follow the protocol outlined below:
Mobile Phones
• Ask the student to show you the mobile phone
• Note clearly everything on the screen relating to an inappropriate text message or image, to include the date, time and names
• Make a transcript of a spoken message, again record date, times and names
• Tell the student to save the message/image
• Go with the student and see the Welfare Officer, or in his/her absence, contact your line manager.
Computers
• Ask the student to get up on-screen the material in question
• Ask the student to save the material
• Print off the offending material straight away
• Make sure you have got all pages in the right order and that there are no omissions
• Accompany the student, taking the offending material, to see the Welfare Officer
• Normal procedures to interview students and to take statements will then be followed particularly if a child protection issue is presented.

Guidance for Students
If you believe you or someone else is the victim of cyber-bullying, you must speak to an adult as soon as possible. This person could be a teacher, group leader or the Welfare Officer.
• Do not answer abusive messages but log and report them
• Do not delete anything until it has been shown to your teacher, group leader or the Welfare Officer (even if it is upsetting, the material is important evidence which may need to be used later as proof of cyber-bullying)
• Do not give out personal IT details
• Never reply to abusive e-mails
• Never reply to someone you do not know
• Stay in public areas in chat rooms

Guidance for Familes, Accompanying Adults, and Agents
It is vital that all students are aware of the serious consequences of getting involved in anything that might be seen to be cyber-bullying. Language in Action informs agents and agency

Cyber-Bullying Procedure - cont

staff of the cyber-bullying policy and the procedures in place to deal with cyber-bullying.
• Parents, agency staff, group leaders and agencies can help by making sure the child in their care understands the school's policy and, above all, how seriously Language in Action takes incidents of cyber-bullying.
• Parents can also explain to their sons or daughters issues relating to cyberbullying
• If parents or any responsible adult believe that a child in their care is the victim of cyber-bullying, they should save the offending material (if need be by saving an offensive text on their or the child's mobile phone) and make sure they have all relevant information before deleting anything
• The responsible adult should contact the Welfare Officer as soon as possible. A meeting can then be arranged with the Welfare Officer, which may involve other relevant members of staff
• E-SAFETY AT HOME Several sites offer helpful advice to parents, particularly with respect to how they can best monitor their child's use of the computer at home. Important and useful information can be found on the following site:
www.nextgenerationlearning.org.uk/safeguarding-learners/Safeguarding-learnerscontent/Parents-and-carers/

The Code of Conduct is explained and discussed with students at induction and during lessons.

National Bodies
Further support and guidance may be obtained from the following:
www.teachernet.gov.uk/wholeschool/behaviour/tacklingbullying/cyber-bullying

www.bullying.co.uk

The following information can be downloaded from the above website:
Safe to Learn: Embedding anti-bullying work in schools (2007): • Cyber-bullying Guidance and Resources. Safe to Learn • Cyber-bullying Summary Leaflet

www.antibullying.net/cyber-bullying1.htm

for an Information Sheet for Teachers and other Professionals who work with Young People
www.becta.org.uk for information on safeguarding learners

Beatbullying Anti-Bullying Alliance Rochester House National Childrens Bureau 4 Belvedere Road 8 Wakley Street London SE19 2AT EC1V 7QE

020 8771 3377 or **020 7843 1901**

www.beatbullying.org or www.anti-bullyingalliance.org.uk

Terms and Conditions

Terms and Conditions

1. Course Rules
We expect and hope that all students registered with Language in Action will get the very most out of their experience and go home with improved speaking skills and confidence. We also hope that they make every effort to show respect at all times to fellow students and members of Language in Action staff.

The course rules are outlined below and are designed to ensure that all the students and staff, clients and partners of Language in Action are able to enjoy courses, and a safe working environment, free from any unpleasant, intimidating, aggressive or racist behaviour. This includes social media and all online behaviour. Please note that Language in Action social media sites are monitored and any form of cyber bullying, antisocial or racist behaviour will not be tolerated.

Any student breaking the rules stated below may be dismissed from the course. Furthermore, any student who breaks UK law or behaves in an aggressive, intimidating or racist manner will face instant dismissal from the course. Should a student face instant dismissal, the student will be withdrawn from the course with immediate effect and will need to return home at the parent's expense at the earliest possible opportunity.

Students are expected to attend all classes, meals, arranged activities and excursions.

Any damage to property, equipment and rooms will be charged to the student and may result in dismissal from the course.

Consumption or possession of alcohol by students of any age is not permitted and will result in dismissal from the course.

Drug-taking or possession of drugs will result in instant dismissal from the course.

Smoking is not permitted in any part of the school and accommodation.

Any student who leaves the accommodation after curfew may be dismissed from the course.

Personal mobile phones must be turned off during lessons and when requested.

Please refer to the student disciplinary chart for further details.

2. Welfare and Safeguarding

Language in Action takes full responsibility for the welfare and safeguarding of all students during their time on the company's sites and campuses, and on excursions/activities arranged and supervised by the school staff. These include any activity/visit as advertised or arranged with clients of the company for closed groups and any individuals studying with us and will

Terms and Conditions - cont

ensure a minimum supervision ration of one adult for every 15 students.

Students on our residential summer courses are accompanied by their Group Leaders / Teachers / Medical Staff and those accompanying adults hold the primary responsibility for their students' pastoral care. Language in Action staff will take the leading role in supervising excursions and social activities to secure a supervision ratio of at least one adult every 15 students and will provide a structured pastoral care framework.

Every student has the right to enjoy and participate in the programme they have booked. Language in Action reserves the right to terminate the programme of any person or group at their own cost if their behaviour causes distress or damage to others on the programme, or who break UK laws.

Students need to be in good mental and physical health when starting a course. Any matters relating to health must be declared upon course application. Language in Action reserves the right to terminate the programme of any person or group at their own expense if their medical condition affects their ability to participate normally on any programme.

Language in Action cannot be held liable for damage, injury or accident to students' persons or property.

3. Payment and Deposit

A non–refundable deposit of 10% per person needs to be paid within 14 days of receiving the booking acceptance from Language in Action.
The Remaining Balance must be paid to Language in Action no later than four weeks before arrival.
All bookings made later than 4 weeks before the start date must be paid in full within 7 days of receiving the booking acceptance or 7 days before the course starts, whichever is the sooner.

4. Cancellation

All cancellations must be made in writing and take effect from the date we receive such notice. The following charges apply for courses cancelled:

Cancellation fee 4 weeks or more before commencement: 20% of the course. Less than 4 weeks before commencement: 100%. No fees are refunded once the student has commenced the course.

5. Changes

Language in Action reserves the right to change details of its services, including courses, facilities, accommodation and course dates, where circumstances beyond the company's control necessitate such changes or where the number of enrolments is not enough to operate a course viably.

Terms and Conditions - cont

5.1 Changes to enrolments

Language in Action reserves the right to charge an Administration Fee of £35 each time course or accommodation details are changed or cancelled after a place has been confirmed. Additionally, when a change request for a previously confirmed accommodation is received less than 7 days in advance of the scheduled arrival date, an equivalent week's accommodation penalty fee will be charged. These fees will not apply to upgraded or extended courses.

6. Public Holidays

If a course includes a public holiday, then there is no reduction in the course fees. Please note we do not run classes on these days.

Public Holidays in England and Wales in 2017:

New Year's Day (Substitute day) January 2

Good Friday April 14

Easter Monday April 17

Early May Bank Holiday May 1

Spring Bank Holiday May 29

Summer Bank Holiday August 28

Christmas Day December 25

Boxing Day December 26

7. Travel arrangements

Course participants are responsible for their own travel arrangements to and from the UK.

Airport transfers are not included in the fees and can only be arranged upon request.

8. Accident & Medical Insurance

Every student must have appropriate insurance and provide a document with the student's name and date of coverage as proof. Copies of all such insurance policies and evidence that all premiums have been paid needs to be sent to Language in Action. The company recommends that all students take our own insurance which is tailored to the needs of international students.

Terms and Conditions - cont

8.1 Using NHS Services

Visitors from the European Economic Area (EEA) are strongly advised to bring a valid European Health Insurance Card (EHIC), otherwise they may be charged for their healthcare. The EHIC is free of charge and everyone can apply or renew a card via the official EHIC online application form: https://www.ehic.org.uk/Internet/startApplication.do

The EHIC provides state healthcare at a reduced cost -sometimes free. It covers individual for necessary treatment allowing them to continue their stay until their planned return.

Dental treatment is not free of charge.

For more information, please visit:

http://www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/accessing-nhs-services.aspx

9. Expulsion

Language in Action reserves the right to expel or evict from the course any student whose conduct is unsatisfactory according to the 'course rules' as outlined above or at the discretion of the Centre Manager and or General Manager of Language in Action. Please refer to the student disciplinary chart for further details.

10. Promotional Activity

Language in Action reserves the right, unless we are advised to the contrary by the parent/guardian in writing, to use photographs or video clips of our students as part of Language in Action's promotional material.

Students will be asked to fill out a questionnaire at the end of the course. Language in Action reserves the right to use this material in future promotion, unless otherwise stated by the parent/guardian.

11. Agents

All the above terms are applicable to direct students and Agents unless variations are expressly agreed between the Agent and Language in Action in writing.

12. Liability & Changes

Language in Action has public liability insurance. Nothing in these terms and conditions shall operate to exclude any liability of Language in Action for personal injury or death caused by

Terms and Conditions - cont

the negligence of the company or those employed by the company.

The details of the programme have been published in good faith. We reserve the right to make any changes or alterations to any aspect of the course, in the event of unsuitable weather conditions or other factors beyond our control.

13. Force Majeure

Language in Action is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labour disputes or other reasons which are outside its control.

14. Resolution of Dispute

In the event of a dispute between an individual student and the company, procedures are in place to facilitate the resolution of the dispute. Any complaint should first be made to the student's Centre Manager/Director of Studies. Each complaint will be fully investigated provided that it is received within a month of the course ending and all fees have been paid.

Language in Action and its staff and representatives will not be liable for loss, damage, cost or injury to persons or property howsoever caused, except where liability is expressly imposed by law. Language in Action will not be liable in the event that any service contracted to be supplied by Language in Action becomes impossible to supply for any reason or any cause outside the control of Language in Action.

15. English Law

English Law shall apply to the contract, and the parties agree to submit to the non-exclusive jurisdiction of the English Courts.

Student Feedback Form

We are always looking to improve the programmes we offer. Your feedback really helps us to do that. We would be very pleased if you could take a few minutes to answer the questions below.
All questions are rated 1 to 5 with 1 being the lowest and 5 being the highest. Circle the one that applies for you.

1 = Very Poor 2 = Poor 3 = Satisfactory 4 = Good 5 = Excellent

ENGLISH LESSONS

English Teachers
1 2 3 4 5

English Course Books
1 2 3 4 5

Classrooms
1 2 3 4 5

Overall impression of the English Lessons
1 2 3 4 5

ADDITIONAL COMMENTS

ACTIVITIES

English Teachers/Activity Leaders
1 2 3 4 5

Half-day excursions into London
1 2 3 4 5

London by night excursions
1 2 3 4 5

Full-day excursion: London with Greenwich
1 2 3 4 5

Full-day excursion: London with Camden
1 2 3 4 5

Full-day excursion: Oxford and Windsor
1 2 3 4 5

Sports
1 2 3 4 5

Overall impression of the activities
1 2 3 4 5

ADDITIONAL COMMENTS

Student Feedback Form - cont

ACCOMMODATION

Your bedroom
1 2 3 4 5

Your kitchen
1 2 3 4 5

The cleaning
1 2 3 4 5

The common room
1 2 3 4 5

Overall impression of your accommodation
1 2 3 4 5

ADDITIONAL COMMENTS

FOOD

Breakfast
1 2 3 4 5

Lunch
1 2 3 4 5

Dinner
1 2 3 4 5

Packed Lunches/Dinners
1 2 3 4 5

ADDITIONAL COMMENTS

Would you recommend a Language in Action summer English Language course to your friends?

No Maybe Yes

Please use the remaining space to let us know anything else you think is important. Tell us about anything that we did that was especially good, or that we should improve for next year. Language in Action may use any of your comments for marketing purposes.

Notes