



**St Giles International Eastbourne,
13 Silverdale Road, Eastbourne, BN20 7AJ
Tel. +44 (0) 1323 729167
Emergency tel. 07833788118
E: eastbourne@stgiles.co.uk**

**ST GILES
EASTBOURNE**

GUIDE FOR STUDENTS AGED 14 TO 17



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 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 20 classrooms, nearly all equipped with Interactive Whiteboards, and a Student Access and Study Centre. This Student area has two rooms, one designed for students to relax, the other intended as a study or quiet space. 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 60-minute journey from the school.

Eastbourne

Eastbourne is a popular seaside resort with a population of 104,000. 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!
- 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

You will be met by our friendly staff and given information about the School and Eastbourne in a Welcome Presentation. Hopefully, you will have completed an online placement test before you arrive at School. If this has not been possible, we will organise a test for you on your first morning before you begin your lessons. This is to help us put you in the right class for you.

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 complete a **first week feedback questionnaire on the St Giles e-school** so we can check you are happy at the school and solve any initial issues quickly. This is normally completed on the Thursday of your first week.

Homework is given to students regularly, normally four times a week. This will help you to improve your English.

Progress tests take place every 2 weeks and assist your teacher to measure the progress you are making with your studies.

Regular Meetings with your Teacher: Your main teacher will **meet with you individually** every 2 weeks to talk about your progress and your stay in Eastbourne. We refer to this as a one-to-one feedback meeting.

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. LESSON TIMETABLE

Here are the lesson times for students studying 20 lessons a week in the morning, 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	

4. OUR COURSES

General English

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

- 20 lessons a week morning
- 20 lessons a week afternoon
- 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 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 Director of Studies or Assistant Director of Studies.

Progress Tests: Every student will take a Progress Test every two weeks. The test is taken on the St Giles e-school. These tests help the school to assess your progress at your current CEFR level. They assist the school when deciding whether a student may be ready to move to a higher level or if they need more time to consolidate their current level.

Unit or Class Tests: Your teacher may also give you a Course Book unit Test in alternate weeks. These are designed to test your recall and knowledge of specific language practised in class during the last two 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

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.

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.

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.

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.

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.

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 can have 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

For further information on dates and fees, please 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 is 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 Student Access and 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. There are also fiction and non-fiction books which you are welcome to read in the Study and homework room, including graded readers.

The second space is a comfortable area with soft furnishings. Students can play video games or simply sit and chat to their new friends. It is designed for students to relax in their non-lesson time.

School Wi-Fi

The password for the connection is given to students when they arrive on their first day.

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 selling Weekly Bus Passes, tickets for excursions, information on visas, and booking airport taxis.

Cafe

The School Cafe is on the Ground Floor and is normally open from 08.30 to 15.00. The Cafe serves a variety of hot and cold food and drinks. There is also 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. There are specific toilets suitable for Under 16s, and these will be shown to under 16 students on their first morning.

The Garden

The garden is a pleasant place to sit and talk or read if the weather is good. There is a pond with pleasant sounding fountains. Teachers often use this space to take students as part of the lesson, especially for student collaboration and planning, before returning to their inside classroom. You can park your bicycle in the bike racks at the front of the school. We appreciate everyone helping to 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 Cafe

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 should 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!
- Use 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.

13. ONE-TO-ONE FEEDBACK SESSIONS

Your main class teacher will speak to you alone, **regularly every two weeks**, 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 please do this by Tuesday lunchtime. You will find information on the Social Programme on your student calendar on the St Giles e-school and on the notice boards in the Café. Students under the age of 16 must attend three Social Programme activities each week, and information about this is included on the first morning Welcome Presentation.

For other students aged 16 and over some of the activities are free, others you have to pay for. You can buy tickets for activities from the Social Programme Organiser and 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 homestays 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
- 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 (DoS). The DoS can also give you help and information on tests, and examinations, and about self-access materials. The DoS 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/her 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 Student Services and Accommodation Manager 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 can also help you if you have any questions or problems about your accommodation. You can also talk to the Student Services and Accommodation Manager if you are ill and want to see a doctor or dentist. She works in 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 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 Under-18 Officer looks after the welfare of students under the age of 18. You can find them in Reception.

First Aid for Mental Health Advisors are available to listen to any personal issues you may need help and advice with. They are friendly and welcoming and will try their best

to offer helpful advice and encouragement, but importantly to listen to you.

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 Academic Administrator. 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 £40.

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 47 Brunswick Court, Tanner Street, London, SE1 3LH. 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

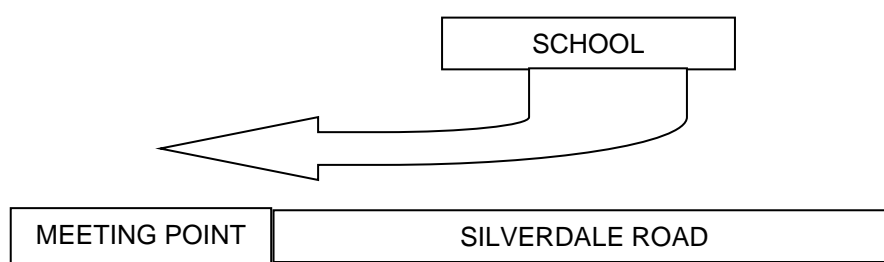
18. FIRE, ACCIDENTS, EMERGENCIES

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, 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 **07833 788118**

19. ADVICE and RULES

We want our students to enjoy their stay in Eastbourne, both at the school and outside the school. We have a duty of care to look after you and to ensure you are safe during your time with us. To help with this, we have certain rules and advice, which we ask you to follow.

Remember – 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.

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.
- It is safer for you to stay on the school site during your school day. When your lessons have finished you are very welcome to stay at the school and use the school's Study Centre
- 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 or for your curfew time, the hosts will telephone the school. The school may then call the police and/or your parents or guardians
- 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

- Use your phone to find a map of Eastbourne on your first day at the school, and we will check you know how to find your way to and from your homestay. The school has checked the safest route for you – please come into the school office and we will show you
- 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.
- On the map we will show you the parts of Eastbourne that we think are safe and where you should remain.
- 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 homestay 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 **07833788118**. This number is available 24/7
- 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. Speak to our under-18 Welfare Officer, she is always very happy to talk to you. You can also ask your family to speak to us.
- If you have a problem and you do not want to tell anyone you know, you can call Childline on 08001111. Childline is a counselling service for children and young people

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 the Under-18 Welfare Officer will speak to you.
- If you miss a lesson, we will call your hosts immediately to speak to you. When you return to school our under-18 Welfare Officer will speak to you.
- If you are ill and cannot come to school, you must phone the school number: +44 1323 729167. The school's emergency number is: 0783 378 8118. You can also text or Whatsapp the emergency phone or office phone – 07851 296339
- If you start to miss lessons, we will contact your parents/guardian to discuss the situation
- 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
- Bad language, fighting and bullying are not allowed
- 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 wristband you were given on your first day when you are at the school and on social activities organised by the school
- Our Under-18 Officer will meet with you on a regular basis to check that you are OK. All under-18s must attend these meetings

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 and turned on
- You must be back at your homestay for dinner every evening. If you are going to be late, tell your hosts in good time. If you are not back at your homestay on time – for dinner or for your curfew time, the hosts will telephone the school. The school may then call the police and/or your parents or guardians
- Do not walk home alone at night. Take a taxi or go with a friend. The school recommends the following taxi companies:
 Call-a-Cab Tel. +44 1323 726726
 Eastbourne 720 Taxis Tel. +44 1323 720720
- If you go out in the evening or at the weekend, you must tell your hosts where you are going and who you are going with. Give your hosts a telephone number or address where you can be contacted at all times

In your free time

- **If you are 14 or 15** and you wish to go out in your free time you must be accompanied by another student under the age of 18, preferably two students, or with a member of the school staff, or with an adult who has been approved by your parents, guardians or the school. We ask your host family to make sure you go with this person or that you go to an arranged meeting point to wait for this person. The school and your hosts must know where you wish to go, when you wish to go, how you will travel, when you will return, and who you will be with.
- **If you are 14 or 15** you must be back at your homestay by 21.00 Sunday to Thursday and 22.00 on Friday and Saturday.
- **If you are 16 or 17** you must be back at your homestay by 23.00 Sunday to Thursday, and 00.00 on Friday and Saturday
- **If you are 14 or 15:** In your free time you cannot leave Eastbourne without written permission from your parents/guardian. You must be accompanied by two other student under the age of 18, or with a member of the school staff, or with an adult who has been approved by your parents, guardians or the school. We ask your host family to make sure you go with this person or that you go to an arranged meeting point to wait for this person
 The school and your hosts must know where you wish to go, when you wish to go, how you will travel, when you will return, and who you will be with. If you do leave Eastbourne without this permission, the school will treat the situation very seriously. We will discuss this with your parents/guardian and we may have to ask you to leave the school

Other

- Smoking – it is illegal to buy cigarettes/tobacco/ vaping products if you are under 18 and it is illegal to smoke cigarettes or vape if you are under 16.
- Under-16s are not allowed to smoke either at the school or outside the school
- Students aged 16 and 17 are not allowed to smoke at the school or at their homestay, unless the school has received written permission from their parents or guardians
- Alcohol – You may not enter any pubs, bars or nightclubs. It is illegal to buy and/or drink alcohol if you are under 18

- 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 long knife or a gas/liquid spray) in a public place.
- Shoplifting—Shops have good security systems, and they will always call the police when they catch someone stealing.
- In the UK, the age of sexual consent is 16
- St Giles will treat any criminal offences, for example theft, damage to property seriously.
- St Giles does not tolerate racial, sexual or other harassment
- St Giles will treat seriously any attempts to either promote terrorism or violent extremism or to make or encourage 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 some 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:

Phone call from the school to your parents/guardians
Letter from the school to your parents/guardians

Stage 4:

Cancellation of your course. There is normally no refund of tuition fees. The school will ask your parents/guardians to arrange your flight home

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.

20.1 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

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 and faxes

If we receive these for you at the School, we put them on the table in the Hallway.

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 should 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 or on the Stagecoach app. 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 720, Tel. (01323) 720720, and Call-a-Cab, 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 in WH Smith.

20.10 Cinemas and Theatres

The Cineworld at the Beacon Shopping Centre has 6 screens. This cinema shows 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

Childline is a free 24-hour counselling service for people under the age of 18. Tel 0800 1111

Useful telephone numbers

Your Host family

St Giles Eastbourne

(01323) 729167

Train Information
Eastbourne Police
Eastbourne Tourist Information
Taxi
Eastbourne Hospital
Emergencies

0845 7 48 49 50
0845 607 0999
0871 663 0031
(01323) 720720 / 726726
(01323) 417400
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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