



MAYFAIR SCHOOL OF ENGLISH

UNDER 18s

Helping you to make the most of your time in London.

Accredited by the
 **BRITISH
COUNCIL**
for the teaching
of English

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**YOUNG
LEARNERS
ENGLISH UK**

A special interest group of English UK






















Welcome

to Mayfair School of English

We hope that we can help make your stay in London as good as it can be. Please take the time to read this booklet which we have put together to help you make the most of your time here.

We are a friendly team of professionals who are committed to keeping you safe. We also want you to have fun and enjoy every day in London. If you need to speak to anyone, you can see below who does what and which languages are spoken in addition to English.

Meet the Team

<p>Helen Thompson Principal Safeguarding Lead</p>		<p>I speak: Spanish  French  Italian </p>
<p>Marius Lisauskas Group Bookings Manager</p>		<p>I speak: Russian  Lithuanian </p>
<p>Steve Tulk Director of Studies Safeguarding Lead</p>		<p>I speak: French  Arabic </p>
<p>Holly Morgan Senior Teacher Safeguarding Lead</p>		<p>I speak: Spanish </p>
<p>Georgia Kelly Registrar Accommodation manager</p>		<p>I speak: Italian  French  Spanish </p>
<p>Ariadna Oliveira Registrar Assistant</p>		<p>I speak: French  Portuguese </p>



How can we help you?

- The staff at Mayfair School are here to help you 24 hours a day, 7 days a week.
- We will talk to you about your wellbeing during your induction on your first day.
- If you have a problem or a concern of any sort during your stay, please do speak to any member of the team. All conversations will be treated confidentially and no problem is too big or too small.
- Please note that we want you to feel comfortable and happy during your time in London. If you experience any problems – whether in class or in your accommodation – do not hesitate to speak to us. We are committed to making sure that everyone is treated with respect.
- Outside school, if you have a serious problem or emergency, please call the emergency number on your student card: **07749633123**
- If you need to contact the police, or get an ambulance, or call the fire service, call the UK emergency number: 999
- 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.



Arrival at school

On your first day, you should arrive at school no later than 8.30 so that we can complete your registration and place you in a class at the correct level. You will meet our staff and be tested: you may need to do a writing test, do some writing, and have a short interview.



- Bring your passport with you for your first day only.
- Your timetable and a Student Handbook will be given to you on arrival. You can also have a free English SIM card if needed.
- You will be given an INDUCTION which will last about 30 minutes. You will learn about the school, your lessons and what you can and cannot do.



- Students aged 16-17 will be given a lanyard with student card to wear around their neck.
- Students aged 10 -15 will be given a green wristband which you must wear at all times.
- Your lesson will start at 9.30 when your induction is finished.
- You should bring any snacks and drinks with you for break times. We sell a small range of snacks and drinks during the summer only.
- For access to WIFI, the password is: Mayfair57
- The 24-hour school emergency number is: **07749633123**





Your safety and wellbeing

Valuables

- Do not carry large amounts of cash with you.
- Keep a copy of your passport with you for ID purposes for the duration of your stay.
- Take care of your passport, travel documents/ tickets, valuables: keep them in a safe place. Ask your homestay family where you should keep them.
- Report any theft or loss immediately to the school (or ask your Group Leader to call us) and we will guide you to report this to the police.
- Avoid displaying expensive items in public places such as, jewellery, tablets etc
- Be careful in crowded places – and look out for pickpockets

Stay in touch

- Keep your mobile phone charged at all times so that you can contact someone should you get lost or separated from your group.
- Keep your phone on at all times except in lessons - we may need to contact you.
- Keep the contact information of your group leader or host family on your phone in case you need to contact them.
- If you need an adapter to charge your phone, you can buy one in the Tiger shop downstairs but please make sure you only go shopping with permission.

Health

- If you have any medical issues or feel unwell, make sure you talk to an adult eg your Group Leader, a member of our team, your teacher or your homestay family.

Problems

- No problem is too big or too small to share with one of our experienced and friendly staff. Talk to your teacher but if anything is worrying you, please let us know.
- If you need to contact the police, or get an ambulance, or call the fire service, call the UK emergency number: 999
- 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.

Road safety

- Cars in the UK drive on the left so check on the right, then left and right again before crossing the road. Always use a zebra crossing if possible.

Our expectations

- Please call the school if you are going to be late. If you don't call us, we will call you. Please ensure you pick up the phone. If you do not, we will have to call your parents.
- Speak English at all times and even try to use your English during break times.
- Be on time for your lessons. If you are more than 15 minutes late, you will have to wait until the next break before you join your class.
- Please let us know if you are feeling too ill to come to school. If you are sick and your host family is not going to be at home, we may ask a member of the school team to visit you.
- We ask you not to use your mobile phone in class unless your teacher suggests you need it for the dictionary.
- Bring writing materials and a folder so that you can organize your lesson notes and your worksheets.
- If you go out in the evening or at weekends you should tell your host family where you are going and who you are spending time with. Your host family will have your mobile phone number so keep your phone turned on and the battery charged at all times.
- Curfew time is 22:00. Make sure you take the safest route home and use a taxi if you are more than a couple of minutes from the tube or your area is not well lit. It is important to be careful especially at night.
- Make sure you let your homestay family know if you are going to be late home. If you do not let your family or the school know that you are late for a good reason, we will have to inform your parents.
- If you are returning home from a school social activity in the evening, it is best to take a taxi home or walk with friends. The taxi companies you should always use are Black cabs. One number you can use is **0871 871 8710**
- In general, students younger than 16 should **always** go out in pairs or groups.

Do's and Don'ts

- **Drugs**

Drugs are illegal and dangerous and you can be arrested if you handle or use drugs. You should never accept anything from anyone you don't know and you need to tell an adult (group leader or teacher) if you are offered anything.



- **Alcohol**

You are not allowed to go into pubs. It is illegal to buy alcohol in a shop or pub if you are under 18 years of age. You must NOT let anyone buy alcohol for you.



- **Smoking**

You must be 18 to buy cigarettes, E-cigarettes or tobacco.



- **Behaviour**

Please respect people's property. Do not sit on or lean on cars or garden walls.



- **Theft**

It is illegal to steal anything. If you are caught stealing, you can be arrested and sent home.

- **E-safety**

Don't send abusive messages or inappropriate messages or images. If you are under 18, sexting (sending or receiving a sexually explicit image, message or video) of people under 18 – including yourself- is against the law in the UK.

- **Activities**

Most of our activities will be suitable for you to participate in. However, there will be one or two – such as pub nights – that you will not be allowed to attend.

There are plenty of alternative events on other evenings for you to attend.



Free time



Weekend excursions

During the summer, we organize a few weekend excursions. You will be able to attend if your Group Leader or your Parent has given you permission.

If you go on a trip, we recommend that all students under 18 remain in groups of not less than 3 students. Make sure you have your mobile phone with you and that it is fully charged.

Your homestay

- You should expect to feel 'at home' in your host family accommodation.
- You should speak and interact as much as possible with your family.
- Hosts will provide you with a change of bed linen and towels each week and a weekly laundry service.
- There will be an adult present at home throughout your stay.
- If there is anything you cannot eat, please tell your host parent(s).
- Please be at home in time for meals. If you do not want to eat with your host family so that you can take part in the social programme it is important that you tell your homestay in advance.
- Respect your host family's house rules – it is their home they are sharing with you.



Code of conduct

- Please wear your wristband (age 10 - 15) or your lanyard (16 - 17) at all times.
- If you are ill or late for school, please call the Registrar before 9.15 am
- Keep your mobile phone charged and switched on all the time (it must be on silent when you are in class).
- If you get a British sim, you must give the number to your parents, to your homestay and to the school.
- You must be back at your accommodation by dinner time (your homestay will tell you what time this is).
- You are allowed to go out at weekends but have to be back home by 10 pm at the latest. If you are with a group, arrangements for going out will be made by your Group Leader.
- When you have free time and you go out, you must tell your homestay where you are going.
- When you are given free time, you must remain with two other students and the excursion leader must be given their mobile numbers too.
- You must follow the school's E-safety policy for safe use of the internet
- Please dress appropriately for school.
- Speak in English all the time.
- Treat everybody nicely – you have a great opportunity to learn about other cultures and different opinions. We do not tolerate bullying or discrimination, so be respectful and considerate of others.
- If you experience any form of abuse, (sexual harassment, bullying racism or exclusion), you should speak to a senior member of staff who will investigate.

If you have any other school-related problems and need to make a complaint, please visit the school website or speak to a member of staff.

<https://www.mayfairschool.co.uk/wp-content/uploads/2017/09/MSE-Policy-Student-Complaints-Procedure-2017.pdf>



We hope you have a great time in London !