



STAY CAMPUS LONDON

# HANDBOOK FOR FAMILIES



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## Our Accreditations



\* English language provision only

# INDUCTION FOR FAMILIES

Safeguarding of our student's is of paramount importance at Stay Campus London. We would like you to read important information in this handbook so together with our SCL teams we can ensure you and your family have an exceptional experience!

- **Please inform our teams if any of your family members have specific medical problems and assist with any medical emergency.**
- **There must always be 1 parent studying at the same as their child/ren. We would like the parent to pass any information if their child/ren are not feeling well or will be absent. If the parent is not attending a class due to illness, we would like them to be available / reachable in case we need to discuss anything regarding their child/ren.**

If you or your child/ren are more than 10 minutes late for a lesson, please wait in the SCL Lounge on the school floor until break. Our students will be allowed entry into class for the second period.

If you or your child/ren are unwell at any time, please be ready to visit a doctor or an Accident & Emergency ward. Our SCL team is always happy to provide you with further guidance on what services are available.

We advise not to allow students under the age of 18 to leave the building unaccompanied. Please be aware that it is against the law to smoke or buy tobacco under the age of 18 in the UK. It's a criminal offence to buy tobacco or alcohol by an adult and provide these to under 18 students.

# WELCOME TO STAY CAMPUS LONDON

We would like to thank you for choosing Stay Campus London (SCL). We want your time with us to be as happy, rewarding and as successful.

**The first part gives useful information you need before you leave home. The second part has lots of practical details and tips for your trip to London.**

Small differences in the way people do things can make a big difference. Part of your learning experience will be to notice, understand and deal with cultural differences. We hope this guide will help you to feel comfortable when visiting the UK.

We hope you enjoy your stay with SCL and that you and your family gain the knowledge you want. More than that, we hope you all return home with many fond memories.

## CONTACT DETAILS

**Student Experience Manager:** Denisa Sava (Kentish Town)  
**Operations Manager:** Joana Lauro (Colindale Team)  
**School Liaison Officer:** Gisela Poloni (Colindale Team)  
**School Administrator:** Paulina Fordon (Colindale & Kentish Town)  
**Groups Coordinator:** Beatrice Venturini

**Telephone:** +44 (0)20 3141 7539

**Email:** [info@staycampuslondon.com](mailto:info@staycampuslondon.com)

## OUT OF HOURS EMERGENCY SERVICE

You can call **+447724062579**

if you have a problem in the evening or at the weekend. Please store this number in your phone in case of an emergency.

If you have any accommodation and catering problems, please speak to Paulina Fordon at the Colindale reception or Denisa Sava at the Kentish Town reception or email: [info@staycampuslondon.com](mailto:info@staycampuslondon.com)

## SCHOOL OPENING TIMES

Monday – Friday  
9:00 to 18.00

## SCL YEAR-ROUND CAMPUSES

Colindale  
16-18 Charcot Road  
London, NWU 5WU

Kentish Town  
65-69 Holmes Road  
London, NW5 3AN

## SCL SUMMER CAMPUS

Camden  
34 Chalk Farm Road  
London, NW1 8AJ

## GENERAL INFORMATION

### Smoking

Smoking is not allowed anywhere in the school building.

### First Aid

Green and white signs around the building give the names of the First Aiders for the school and residence and the location of First Aid Boxes.

### Fire Alarms & Extinguishers

Fire Alarms and extinguishers are located at key points around the school building.

### Fire Exits

All fire exit doors are marked with green and white signage. Make sure you identify the nearest exit to your room.

# STARTING AT STAY CAMPUS LONDON

## WELCOME, INDUCTION & REGISTRATION

When you arrive with your family at the residence, you will be met by The Stay Club (TSC) reception staff who will give you information about the campus and you will be given a pack with all the information you need to know about the site.

On the first day of classes you and your child/ren will meet key members of the Stay Campus London school team and other new students who are also starting their courses. You will attend an induction presentation where you will learn more about the school and life in London.

### Testing

You will have received an email with the pre-placement test for you to administer to your students prior to your arrival in London. These will help us to ensure your students are learning at the correct level.

### Health

If you or any of your child/ren have any allergies, medical conditions, or illness, it is very important that you tell us about these before you arrive or on when providing the signed confirmation document. If you prefer, you can speak to a member of our team in confidence.

### The Timetable and Classes

We will confirm the times of study, classroom and teacher on the first day of the course. You will also find all details on the school noticeboard.

### A Mobile Phone SIM Card

Speak to our Stay Campus London reception if you require a UK SIM card for your phone. Please note that a £5

## LOCAL SERVICES – COLINDALE

Below are some of the closest and most useful local services to the schools. If there is any other service you need to find urgently, please ask at the SCL reception.

### Places of Worship

Annunciation Roman Catholic Church: 4 Thirleby Road, Edgware, HA8 0HQ

Edgware Central Mosque: 48 High Street, Edgware, HA8 7EJ

Trinity Christian Church: The Centre, Avion Crescent, Colindale NW9 5QY

Hendon United Synagogue: 18 Raleigh Close, Hendon, NW4 2SY

**ATM Machine** 47 Colindale Avenue, Colindale, NW9 5EP

**Post Office** 47 Colindale Avenue, Colindale, NW9 5EP  
Monday to Sunday, 7AM – 11PM

**Supermarket** Sainsbury's Local, 14 Charcot Road, Colindale, NW9 5WU

**Library**

Colindale Library

7 Bristol Avenue, Colindale, NW9 5NE

Monday	9AM – 5PM
Tuesday	9AM– 8PM
Wednesday - Sunday	9AM– 5PM

**Dentist**

Colindale Dental

49 – 51 Colindale Avenue, Colindale, NW9 5EP

Monday – Tuesday	9AM – 6PM
Wednesday	9AM – 7PM
Thursday – Friday	9AM – 6PM
Saturday	9AM – 1PM
Sunday	Closed

**Doctor**

Colindale Medical Centre

61 Colindeep Lane, Colindale, NW9 6DJ

Monday – Wednesday	9AM – 6:30PM
Thursday	9AM – 1PM
Friday	9AM – 6:30PM
Saturday	9AM – 1PM
Sunday	Closed

## LOCAL SERVICES – KENTISH TOWN

Below are some of the closest and most useful local services to the schools. If there is any other service you need to find urgently, please ask at the SCL reception or speak to the Client Liaison officer.

**Places of Worship**

St Silas Church Kentish Town: 11 St Silas Place, Belsize Park, NW5 3QP

BaitulAman Mosque: 158 Weedington Road, Belsize Park, NW5 4NU

South Hampstead United Synagogue: 3 Eton Road, Hampstead, NW3 4AY

**ATM Machine** 230 / 234 Kentish Town Road, Kentish Town, NW5 2BU**Post Office** 251 Kentish Town Rd, Kentish Town, NW5 2JT

Monday – Sunday, 08:30AM – 5:30PM

**Supermarket** Tesco Express, 199-203 Kentish Town Road, Kentish Town, NW5 2JU

Monday – Saturday	7AM – 12AM
Sunday	7AM – 11PM

**Library**

Kentish Town Library

262-266 Kentish Town Road, Kentish Town, NW5 2AA

Monday – Thursday	10AM – 7PM
Friday – Saturday	10AM – 5PM
Sunday	Closed

**Doctor**

The Caversham Group Practice

4 Peckwater Street, Kentish Town, NW5 2UP

Monday 8:30AM – 6:30PM

Tuesday 7AM – 8PM

Wednesday – Friday 8:30AM – 6:30PM

Saturday – Sunday Closed

**Dentist**

Kentish Town Dental Centre

50 Malden Road, Belsize Park, London NW5 3HG

Monday – Friday 9AM – 5:30PM

Saturday 10AM- 4PM

Sunday Closed

## LOCAL SERVICES – CAMDEN

Below are some of the closest and most useful local services to the schools. If there is any other service you need to find urgently, please ask at the SCL reception or speak to the Client Liaison officer.

**Places of Worship**

Our Lady of Hal R C Church: 165 Arlington Rd, Camden Town, NW1 7EX

BaitulAman Mosque: 158 Weedington Rd, Belsize Park, NW5 4NU

Belsize Square Synagogue: 51 Belsize Square, London NW3 4HX

**ATM Machine** 2 Mead Cl, Belmont Street, Chalk Farm, NW1 8HG

**Post Office** Camden High Street (146) Post Office

Open 24 hours (Closed on Thursdays)

**Supermarket** Morrisons, Chalk Farm Rd, Camden Town, NW1 8AA

Monday – Saturday 7AM – 11PM

Sunday 10AM – 4PM

**Library**

Primrose Hill Community Library

Crowndale Centre, 218 Eversholt Street, Kings Cross, NW1 1BD

Monday – Thursday 10AM – 6PM

Friday – Saturday 11AM – 5PM

Sunday Closed

**Doctor**

Soho NHS Walk-in Centre

1 Frith Street, Soho, W1D 3HZ

Monday – Friday 8AM – 8PM

Saturday – Sunday 10AM – 8PM

**Dentist**

Ace Dental

158 Kentish Town Rd, Kentish Town, NW5 2AG

Monday 9:30AM – 5:30PM

Tuesday – Thursday 9:30AM – 7PM

Friday 9:30AM – 5:30PM

Saturday – Sunday Closed

## LOCAL SERVICES – WILLESDEN

Below are some of the closest and most useful local services to the schools. If there is any other service you need to find urgently, please ask at the SCL reception or speak to the Client Liaison officer.

**Places of Worship**

St Matthew's: Church End &amp; Roundwood, NW10 4AU

Afghan Islamic Cultural Centre: 214 Church Rd, Church End &amp; Roundwood, NW10 9NP

Willesden Jewish Cemetery Prayer Hall: 17 Unity Cl, Willesden, NW10 2HR

**ATM Machine** 29-33 Manor Park Rd, Harlesden, London NW10 4JJ**Post Office** 122 Church Road, Willesden, NW10 9NG

Monday	9AM – 5:30PM
Tuesday	9:30AM – 5:30PM
Wednesday – Friday	9AM – 5:30PM
Saturday	9AM -12:30PM
Sunday	Closed

**Supermarket** Tesco Express, Unit 2, Harlesden Plaza, Tavistock Rd, Harlesden, NW10 4NG

Monday – Saturday	7AM – 11PM
Sunday	11AM – 5PM

**Library**

Harlesden Library

49A Craven Park Rd, Harlesden, London NW10 8SE

Monday – Thursday	10AM – 8PM
Friday	10AM – 6PM
Saturday	10AM – 5PM
Sunday	12PM – 5PM

**Doctor**

St. Charles NHS Urgent Care Walk-in Centre

St Charles Hospital, Exmoor Street, W10 6DZ

Monday – Sunday 8AM – 9PM

**Dentist**

Clock Tower Dental Surgery

1B Wendover Road, Harlesden, NW10 4RX

Monday – Friday 9AM – 6PM

Saturday – Sunday Closed

## DISCIPLINARY PROCEDURE FOR STUDENTS

Students must follow the rules below so that everyone can enjoy their time at Stay Campus London!

### STUDENTS MUST:

- have 100% attendance to get a certificate at the end of their stay
- place all their rubbish in the bins next to the main gate
- respect their place of accommodation and be neat and tidy

### STUDENTS WILL BE GIVEN A WRITTEN WARNING IF THEY:

- are rude or disrespectful to Stay Campus London staff or other students
- are late to class or meals
- don't wear their lanyards and wristbands at all times
- leave the building on their own
- leave the class without permission
- are not quiet after 10PM
- drink alcohol, take drugs or smoke
- show racist, sexist, or any other kind of discriminatory behaviour
- steal things
- bully or fight with another student or member of Stay Campus London
- misuse the computer system or internet (looking at adult websites, etc.)
- damage things belonging to Stay Campus London
- won't follow instructions during excursions
- break the curfew
- go into other people's rooms
- carry weapons (e.g. knives) or drugs

If a student breaks these rules twice, he/she will be given a second written warning. If a student breaks these rules three times, he/she will be asked to leave the school.

Students will be asked to leave the school immediately in serious cases.



# STUDENTS FIRST WEEK

There will be a lot of new information in their first week. Here are some useful tips to help them settle in and enjoy themselves.

## SETTLING IN & MAKING FRIENDS

It's important for us that everyone feels comfortable and at home in London as soon as possible. The best way to do this is to get to know the place. It's also important for students to start making friends as soon as possible. They will meet lots of new people in their class and at break times, so they need to take time to say hello and get to know each other.



## ACTIVITIES & TRIPS

The residence has weekly evening activities such as movie nights and karaoke nights which are free of charge. For details of these activities speak to the School Liaison Officer or look at the notice board in the School Reception area.

## SHOPPING

The school is located near to shops where you can find most things that you need, and of course in central London you will find all the shops you could ever want! Oxford Street and Westfield Shopping Centre are good places to start.

## TRANSPORT LINKS

### Train station

Hendon  
Kentish Town

### London underground

Colindale - travel zone - 4  
Willesden - travel zone - 3  
Kentish Town - travel zone - 2  
Camden - travel zone - 2

# HEALTH SERVICES

## CHEMISTS

The local chemist shop will have a wide range of medicines for everyday problems such as headache, indigestion or small injuries. You can choose and buy these yourself. Do not take medicine from your own country at the same time as this can be very dangerous. If you have non-serious problem and do not need to see a doctor, you can speak to a pharmacist inside the chemist's shop. The pharmacist will ask you about the problem and choose the best medicine for you. You can speak to him/her confidentially if you prefer.

## MEDICAL EMERGENCY

Remember that if you urgently need medical help and there is injury or a risk of death, call 999 or 112 immediately!

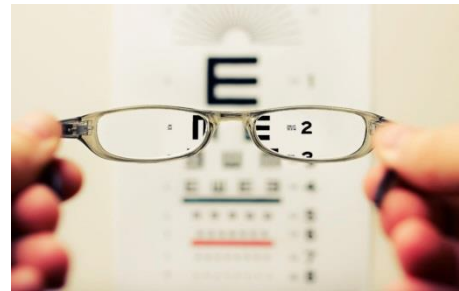
## DENTIST

If you have a problem with your teeth or need them checked, please ask at reception for the name of a local dentist. There will probably be a payment required for this service.



## OPTICIAN

If you need new glasses or wish to have your eyes checked, ask at the SCL reception for the name of a local optician. You will need to pay for this service.



## ALLERGIES, ASTHMA OR OTHER MEDICAL CONDITIONS

If you or any of your students have a serious allergy, asthma or diabetes, or another medical problem that you already know about, it is very important that you tell us, so we are ready to help you. You must also give us the parents' contact information if a student is involved.

# STUDYING AT STAY CAMPUS LONDON

## LESSON START AND FINISH TIMES

Lesson times will vary depending on your course, but they will usually start at 9AM, there will then be a short break and lessons will resume at 11AM. The lesson will then finish at 12:20PM.

Teachers will check attendance at each lesson. On your first day you will be given a timetable detailing the lessons times.

## FIRE DRILL

We hold regular fire evacuation practices - alarms are tested every Wednesday at 2PM. If the fire bell rings continuously, please leave the building quickly and calmly and go to the fire assembly point – details are displayed in every classroom, bedroom and the communal areas.

The noticeboard is located on the 1st floor opposite the SCL Reception. Check the board regularly for information on:

- Classroom changes
- Social activities on campus
- Health & Safety Information
- Events in London
- Key personnel for health, safety & safeguarding

## **LEARNING AT STAY CAMPUS LONDON**

It is important that you inform your students that British classrooms may be different in the following ways:

### **IN THE CLASSROOM**

Classrooms in Britain may be different from classrooms in your country. You may notice some changes in the way teachers and students behave in class and the way we think students should learn.

### **THE ROLE OF TEACHERS**

Instead of the teacher knowing everything about a subject and simply telling the students, the teacher will help the student to find out for his or herself. In class, teachers will ask questions directly, and want students to answer them. Students will work in pairs or groups and will often be required to speak out loud, giving their ideas to the rest of the class.

### **THE ROLE OF STUDENTS**

Above all, teachers want students to ask questions and take an active part in the class. A question shows that they are interested in learning about English language and want to improve. In many classroom activities, the teacher will ask the students to think and speak about the subject with other students to help them practice English.

Homework is an important part of learning. If you feel that any of your students have too much or too little homework to do, speak to the teacher or the School Director.

### **TESTS & ASSESSMENTS**

Students will be tested and assessed regularly whilst learning at SCL. Some tests will be formal, such as an exam paper, and some more relaxed, such as the teacher asking them to give an answer. It's important to remember that all assessments are very useful because they help them and the teacher to know what they have learned, and what they still need to learn. This helps students to become better learners and stronger students.

### **CERTIFICATES**

All students will receive a certificate from their teacher at the end of the course stating the dates studied and the English level achieved.

# BEING PART OF STAY CAMPUS LONDON

## BEING DIFFERENT & EQUAL

SCL is an international school that supports equality. This means that everyone is treated the same, has the same rights and power. This means it is NOT important what:

- Ethnicity
- Gender
- Age
- Nationality
- Disability
- Religion
- Background a person is/has.

At SCL we take equality very seriously and we ask all students and staff to respect each other as equals.

## PERSONAL SAFETY

Please make your students aware:

Britain is generally a safe country. However, there are some ways to make yourself safer and avoid dangerous situations. This is particularly important if you are new to the UK.

### Crossing the road

In Britain, cars drive on the left. They do not stop for pedestrians, so you must look for a safe place to cross, and always check the road is clear before crossing. Never wear headphones when you are crossing the road. If available, use the special black and white crossing areas - zebra crossings - as cars must stop for you there.

### Walking home at night

London is generally a safe city, but you should never walk alone at night. Always travel in a group or let friends know when you will be home. Be careful when walking at night, never walk in parks and only walk in well-lit and busy areas. If you feel you are being followed, cross the road and go to a busy place. Always have your phone and your keys ready to use. Never wear headphones if you are walking alone.

### Using an ATM (Cashpoint)

Never use a mobile phone or listen to music when getting money from the ATM. Never allow anyone to see your 4-digit PIN. Never let anyone else use your card. Always put your money safely away before you leave the ATM and never walk away counting your money. Look behind you if you feel unsure of your safety.

### Your wallet or bag

Never put your wallet in your back pocket. If you are wearing a rucksack on your back, make sure it is zipped up. If you are carrying a bag with a long strap, wear it across your body, not on one shoulder. Be extra careful when travelling on busy public transport or in underground stations.

Bicycles are a very useful and cheap way to travel. It is strongly recommended that you use a safety hat (a helmet), and lights at night. Always lock your bicycle with a strong lock. Please see reception for more information of where you can store your bike on campus.

### **School Trips & Activities Guide**

We want our excursions to be as fun and safe as possible. Before every trip, we look at possible risks and dangers, and think about our students' safety. It is very important that you listen to the instructions of your Guide/s on the trip and act in a safe way:

- Tell the Accompanying Teacher, School Trips & Activities Guide/s & School Liaison Officer about any illness or medical problems you or your students may have
- Make sure you have a working mobile phone with you.
- Never leave the group without the agreement of the School Trips & Activities Guide.
- Remember that students under 18 are not allowed to leave the group without the SCL Group Leader's permission
- Make sure you have the School Trips & Activities Guide phone number and the SCL emergency number.
- Be clear about meeting times and meeting places – you don't want to miss the journey home!

### **First Aid**

If you or anyone else is seriously hurt, call 999 immediately (or 112 from a mobile phone) and ask for the Ambulance Service. For less serious injuries, we have people in the school who are trained to deal with emergencies. These people are called First Aiders. The names of the First Aiders for the school and residence are written on green and white signs around the campus. If you or a student is hurt, it is important that the First Aider knows if there are any allergies or illnesses involved.

### **Emergency Services**

The Police, Ambulance, Fire Service and Coast Guard can be contacted on:  
999 from any phone or 112 from your mobile phone

Please remember that these numbers should be used in an EMERGENCY ONLY!

# SAFETY IN THE SCHOOL

Everyone has a right to feel safe in the school and not in any danger from students, visitors or staff. It is very important for us to protect, or 'safeguard' you and our students.

## SCHOOL STAFF

Every member of SCL staff who works with students is police checked to be sure that they are safe to work with children, young adults and vulnerable adults.

Every person who works for SCL is trained on how to work safely with children and young people, and to help a young person who feels they may be in danger, neglected or abused.

### Welfare Team:

- Colindale: Joana Lauro & Gisela Poloni
- Kentish Town: Denisa Sava & Joana Lauro
- Camden: Denisa Sava & Joana Lauro
- Willesden: Gisela Poloni

If you want to talk to someone about a problem like this, concerning your students, in first instance please talk to the relevant welfare officer.

You will need to make your students aware of the following rules:

## TELLING SOMEONE

We will always try to keep conversations with students confidential, but sometimes it is not possible. If what you tell us is very serious, a crime, or you or other people are still in danger, we must tell other people about it, so it stops. If we do need to speak to someone else about it, we will tell you this.

## SCHOOL SECURITY

We want to keep SCL, the people and the things in it safe. You have an important part in this. Please remember the following rules:

- Never leave bags, phones, laptops, coats or any personal items alone.
- Never use fire exits, fire alarms or extinguishers unless there is a fire.
- Never block fire exits.
- Never smoke inside the school building.
- Always close outside doors behind you.
- Tell people you do not know or recognise to go to reception.

## VISITORS TO THE SCHOOL

It is very important that SCL is a safe place for everyone. All visitors to the school should obtain Visitor's ID from Reception. If you are not sure who someone is, always ask them or go to reception and tell a member of staff, as this person may be an intruder in the school.

If you would like to bring a visitor to the school, you must first take him or her to reception to get Visitor's ID.

## BULLYING

Bullying is an abuse of power and is wrong. It can be done by and happen to people of any age. In the UK, there are laws to stop it. At SCL we know that bullying can cause pain and hurt. We ask that you tell someone immediately if you see bullying or feel that a student is being bullied in any way. SCL will treat all types of bullying very seriously and for this reason 'No Bullying' is a school rule. We will deal with any example of bullying strictly when it occurs.

Students have a right to feel safe and respected always. For this reason, the job of Principal is to prevent bullying and help students who feel bullied. If you feel anyone is being bullied, or if you see bullying, please tell a member of staff.

## CYBER-BULLYING

Cyber-Bullying is becoming more common. This is bullying using phone, text, email or social media such as Twitter or Facebook. This can be just as hurtful and destructive as physical and verbal bullying. Cyber-bullying is against British Law, and the Police now have the technology to find out who sent the messages.

If you think a student is being cyber-bullied, tell them not to delete the texts or messages as they are important evidence. They must not reply to them. If they are upsetting, they must block them. It is important to talk to someone and show the messages to the School Director or a member of staff so this person or people can be stopped.

Trolling is another serious issue online. Trolling is when people say things online just to cause hurt, anger, hate or cruelty. This is breaking UK Law.

If a student is a victim of trolling, they must not reply to any of the messages. Tell the School Director immediately. As with cyber-bullying, the Police can find the person who sent them.

## E-SAFETY

The internet, gaming, emails, social networks and texting can be a lot of fun for students. Sadly, there are also dangers. It is important that students understand the risks and effects and always be safe and respect others when using technology:

### Your 'Digital Footprint'

When students post a photo or a comment online, it is no longer theirs. It belongs to the website. It is permanent and cannot ever be fully removed or deleted. Please remember that once something is online, it is almost impossible to delete, and it will change the 'online reputation'. Always think about what personal information your students are putting online, whether it might be damaging, and remember that this will probably be permanent.

### Geo-Location Apps

Geo-location apps such as Foursquare and phone technologies such as Bluetooth tell people exactly where you are all the time. Often this information is shown when you post online. This has some serious safety risks. Please think about whether your students have given this information without knowing, who might see it and whether you need to do this.

### Want to talk?

It is important that everybody in the college feels comfortable and safe. Staff and students must act with respect for each other always. If students feel bullied or unsafe, they should talk to a member of the Safeguarding team. We will do our best to keep the conversation confidential.



**Online**

Many agencies help young people who are worried about bullying. You can visit any of the following websites for help or advice:

- [www.beatbullying.com](http://www.beatbullying.com)
- [www.kidscape.org.uk](http://www.kidscape.org.uk)
- [www.childline.co.uk](http://www.childline.co.uk)
- [www.nationalbullyinghelpline.co.uk](http://www.nationalbullyinghelpline.co.uk)

# LIVING AT STAY CAMPUS LONDON

**FACILITIES**

Living in a student residence is a great way to meet new people, socialise and learn from other students. Here are some of the things that you will find at SCL:

- Free Wi-Fi throughout the building
- 'En-suite' bathrooms for all residents
- Social areas where you can watch TV, relax and chat to friends
- Areas dedicated to private study
- Indoor games
- Café serving; drinks, snacks, breakfast, lunch and dinner
- Laundry rooms

**RESIDENCE GUIDELINES**

The residence has its rules about what students should and should not do. It is important to think about other people's needs and feelings and the safety of everyone. Here is some general information on how you and your students can enjoy your time living with the other students at the residence:

**SECURITY**

Please make sure your bedroom door is closed always. Also take care that the front door is always closed properly when entering and leaving the residence. SCL cannot be held responsible for any personal items held in the residence. If you do not know someone in the residence, it is okay to ask who they are and who they are visiting.

**KEY CARDS**

When you arrive, you will receive a key card for your bedroom door which also opens the front door. Please carry your card with you always. If you lock yourself out of your room let the TSC Reception know and they will help you. Lost or broken keys will be charged at £5 each.

**INTERNET SERVICE**

Every residence has a free Wi-Fi service throughout the building and in bedrooms. There is not a password but you need to register. Ask at reception if you need help.

**MEALS**

If you have chosen to have meals at the residence, please check when mealtimes are. Let the SCL reception know if you have an allergy or special food request.



Bedding and 1 towel per person are provided. Your bedding will be changed and your room cleaned every week. Please make sure that your room is ready for cleaning that your door can be opened. Extra towels cost £2 each.

Students can wash their own clothes using the Laundry Room at extra charges - £3 for the washing machine and £1.50 for the tumble dryer. Talk to the Client Liaison Officer if you wish to use it. Please respect that others need to use the laundry, so keep the room clean and tidy and do not leave clothes in the Laundry Room for long periods of time.

**NOISE AT NIGHT**

Remember that you share the building with others. If you come in late at night or leave early in the morning, please do this quietly. Do not play loud music or make noise from 10 PM to 7 AM.

**SMOKING**

All residences are non-smoking. This includes e-cigarettes. Do not smoke anywhere in the residence. If you do, you are breaking the law and will be fined £150. Smoking in the building will also start the smoke alarms. In the UK it is against the law to smoke if you are under 16.

**GUEST POLICY**

You are welcome to invite a friend to the Residence, but they cannot stay overnight. Please tell the Residence Reception if you plan a visit from a guest. Your visitor should leave the residence by 10.00PM. Make sure your guest signs the Visitors' Book when they arrive and leave.

**PARTIES**

Parties are not allowed in the Residence.

**THE FIRE ALARM**

If you hear a long, continuous bell, YOU MUST LEAVE THE BUILDING IMMEDIATELY! It is an emergency. Do not stop to take your coat or bag or to find your group. Leave quickly and quietly from one of the fire exits. Go to the assembly area shown on the map in the residence.

You will see red fire alarms around the residence. If there is a fire, push the glass in the red alarm box immediately. This will start the fire alarm bell. Exit the building and tell a member of staff. If you have a phone, call 999. From a mobile phone, you can call 112. Ask for the Fire Service. If you start the fire alarm accidentally, please tell a member of staff immediately.

The fire alarms are tested in the Stay Campus building every Wednesday at 2PM (in Colindale) and every Friday at 2PM (in Willesden), you do not need to leave the building for this.

**REQUESTS OR PROBLEMS**

The Residence Manager oversees the building and works hard to give everyone the best experience possible. If you have any problems with your room or the facilities, please tell the TSC Reception as soon as possible so they can help.

**CHECK OUT**

On your final day you must vacate your room by 10AM. Please give your key card to The Stay Club Reception when you check-out.

## PERSONAL EMERGENCY EVACUATION PLANS (PEEPs)

PEEPs are created as part of our fire strategy and they consider the needs of the disabled persons using the building, the building design and construction, the fire strategy, and the local fire procedures.

### Aim

The aim of a PEEP is to provide people who cannot get themselves out of a building unaided with the necessary information and assistance to be able to manage their escape to a place of safety and to ensure that the correct level of assistance is always available. If you or any of your students believes they might require assistance, ask someone from the reception and the PEEP Questionnaire will be completed.

## USING SERVICES IN THE UK

### The Post Office

The post office can help you with services for sending letters and packages in the UK or around the world. It can also help with other services such as exchanging money, sending money worldwide, international phonecards and driving licenses. For more information visit the local post office or [www.royalmail.com](http://www.royalmail.com).

### Payment by 'Chip and Pin' or 'Contactless'

Many restaurants and shops allow customers to pay using a 'chip and pin' machine. Customers who have a debit or credit card and a PIN often choose to pay this way instead of paper money ('cash'). Contactless payment is also popular in the UK: you can spend up to £30 per day by just touching your card onto the chip and pin machine.

### Tipping

Tipping is only used for some services, such as in restaurants, carrying luggage in hotels and using taxis, when the service has been good. People normally add 10-20% of the overall cost to the final bill.

### Mobile Phone SIM Cards

Free 'pay as you go' SIM cards are available in many newsagents, which you can put into your own phone to make cheaper calls in the UK. Pay as you go credit can be bought in most newsagents and supermarkets.

### Young Person's Railcard

If you or your students are aged 16-25 and you plan to travel by train a lot in the UK, you can buy a Railcard for £30 which gives you a reduction of 30% on train prices and other tickets. Go to [www.16-25railcard.co.uk](http://www.16-25railcard.co.uk) for more information. Note that this is not valid for the London Underground.

### Student Oyster Card

If your students are 18+ and are enrolled on a course of 15 hours per week - for a minimum of 14 weeks - they can apply for a Student Oyster photocard which will save them 30% on London Transport. The card costs £20. For details visit; [www.tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/18-student](http://www.tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/18-student)

### Being a Pedestrian

Cars do not need to stop for pedestrians, unless they are using a special crossing. These are shown by black and white painted areas on the road – a zebra crossing. If there is no crossing, always choose a place to cross the road where people can see you clearly. Pedestrians must always use the raised walkways on the side of the road (pavements). If there is no pavement, you should walk on the side of the road facing towards the traffic. On major roads such as dual carriageways, pedestrians can use bridges and subways to cross busy roads. It is illegal to try to walk across a dual carriageway or a motorway.

## Buses

Every bus stop shows the numbers of the buses that stop there. The bus will only stop at the bus stop. Sometimes you may have to raise your hand to stop a bus. If a bus is full, it may not stop. Buses do not accept cash payments so you must touch in with your Oyster card for every journey. Remember to use the red button before your stop to signal to the driver that you plan to leave the bus. In London special buses run at night: their numbers begin with an 'N'.

## Being a Cyclist

Cyclists should use special parts of the road called 'cycle lanes' when possible. Cycling on busy roads such as dual carriageways is not recommended. It is illegal to cycle on the motorway.

## Using the London Underground or 'Tube'

The London Underground is made of 13 different 'lines', each with its own name or colour. Routes are described as either 'Northbound' or 'Southbound', 'Eastbound' or 'Westbound' based on their general direction. For more information visit; [www.tfl.gov.uk/tube](http://www.tfl.gov.uk/tube)

# UK LAW

The UK law protects everyone in the UK, whether they are living here or visiting. It is important that you respect the law, the Police, and other people in the UK. It is equally important that they respect you.

Please follow the UK law, and remember that things that are legal in your country may not be legal in the UK. Here are some examples of some laws that are important to know.

## ON THE STREET

The following things are illegal:

- Dropping litter, including chewing gum and cigarettes
- Spitting or urinating
- Graffiti (drawing or writing on walls)
- Cycling on the pavement
- Carrying weapons (knives, guns etc.)
- Carrying self-defence sprays



## SMOKING

It is illegal to:

- Smoke or to buy cigarettes if you are 17 or younger
- If you are 18 or over, it is illegal to buy cigarettes for someone who is under 18. When you buy cigarettes, you may be asked for Proof of Age, such as a passport or driving license. If you do not have this, the seller must, by law, refuse to sell cigarettes to you.
- Smoke in all enclosed public places including pubs, bars and restaurants, smoke in a car with a passenger under 16.



**ALCOHOL**

It is illegal to:

- Buy or to drink alcohol if you are 17 or younger
- If you are 18 or over, it is illegal to buy alcohol for someone who is under 18. When you buy alcohol, you may be asked for Proof of Age, such as a passport or driving license. If you do not have this, the seller must, by law, refuse to sell alcohol to you
- Drink alcohol on public transport including the London tube
- Drink alcohol on the streets in some areas (see signs)

**DRUGS**

It is illegal to take, carry, make or sell drugs in the UK.

**TRAVELLING BY CAR OR COACH**

By law, you must:

- Wear a seatbelt (in front and back seats) It is illegal to:
- Use a mobile phone while driving, unless they are using a 'hands-free' device

**SEXUAL ACTIVITY**

It is illegal for anyone to have any sexual activity with a person under the age of 16.

**STUDENT GUIDELINES**

Stay Campus London wants everyone to have a good time in London. We have prepared a list of procedures you should be aware of. Please make sure you understand and follow the listed procedures. Thank you!

1. **Be safe!** The students are advised not to carry excessive amount of money on them or any valuables, especially during sightseeing trips and excursions. Any valuables can be put in a safe in the residence. Lost or stolen possessions must be reported to the police. Ask a SCL member or the manager of the campus for further advice.
2. **Be on time!** The timetable provided for the period of your stay at SCL has been designed to smoothly coordinate the number of groups and students on campus. In order to make your stay as pleasant as possible, please ensure you maintain good timekeeping.
3. **No smoking & no alcohol/drugs policy.** At SCL smoking is forbidden in the building and it is illegal for students under 18 years of age to purchase or consume alcohol. SCL perform regular spot checks, where students' rooms are inspected. Underage students engaged in any illegal activity will be expelled from the programme and sent back to the country of their residence.
4. **Feeling unwell?** Sick students are to be taken to their room. If the condition deteriorates, the student will be directed to a nearest medical walk in centre or A&E. An ambulance will be called in case of emergency. Please note, that it is not permitted to administer any drugs to a student at school except for prescribed drugs.

5. **Curfew.** The curfew for students under 18 is 10PM. All students must be in their studios by this time. The reception staff present during night will ensure students do not leave the building.
6. **Travelling around London.** Where a cultural programme is part of the package, group travel tickets will be provided for the group. Please note, that group tickets are only valid when travelling in a group of at least 10 people. The Activity Leader accompanying the group on cultural visits will lead the way. Students are warned of the possible risks and dangers and are advised what to do in case of emergency.
7. **Behave!** The school expects students to participate in classes and to treat their teachers and other students with respect. As a multi-cultural environment, we welcome the opportunity to learn about other people, values, and lifestyles but no form of discrimination or harassment will be tolerated. Failure to comply with the code of conduct may lead to termination of the student's stay.
8. **Respect.** Stay Campus London expects that guests respect the core British values of democracy, the rule of law, individual freedom and mutual respect and tolerance
9. **Noise & Disturbance.** After 10PM students should be silent and inside their bedrooms. They must not be wandering in the corridors or making noise. If our night staff see any incident or we receive any complaints from our other guests, the student will be given a first warning. If there is a second incident, the student will be given a second warning. If this happens a third time, the next morning the student will be expelled from their residence. We want to make sure our students and residents can sleep well and enjoy staying with us.
10. **Complaints.** Come to see us in our office, if you have any problems with accommodation, meals, or the social programme. One of our SCL team members will be able to help you. Academic matters are to be discussed with the class teacher or Byron, the Principal.
11. **Certificates.** Certificates are given to students on the last day of the course. A minimum of 100% attendance is required.
12. **Feedback.** It is important for us to know what you liked as well as what you didn't like at SCL. We want to improve our services and you can help us with that by telling us about your personal experience. Please share your positive and/or negative experience in detail, we appreciate your comments & suggestions. We will ask students to complete an online questionnaire at the end of their stay.
13. **Get in touch, stay in touch, share your pictures!** We are on Facebook as @StayCampusLondon and welcome any pictures, stories or comments about your stay in London. If you don't want your feedback and/or your pictures used for publicity, please let us know. We shall respect your privacy.

# COVID-19 Guidance

In addition to our handbook for families, we have prepared a COVID-19 guidance and Student Covid-19 guidance as to maximise your experience with us.

Please read our [SCL COVID-19 guidance for families](#) which includes important information regarding your students. As a part of this handbook, you will be able to access our [SCL Student COVID-19 guidance](#).

Please access the handbooks here:

- [SCL Student COVID-19 Guidance](#):
- [SCL Covid-19 guidance for families](#)



For more information regarding our safeguarding and student policies, please visit:

[SCL Safeguarding and Student Policies](#)



STAY CAMPUS LONDON

**WE HOPE YOU ENJOY  
YOUR STAY AT  
STAY CAMPUS LONDON!**

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### Our Accreditations



Language  
Cert

**ALTO**



**TRINITY**  
COLLEGE LONDON  
Registered Exam Centre 56831



\* English language provision only