

ADULT AND YOUNG PEOPLE (16+) HANDBOOK



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Our Accreditations



Language
Cert

ALTO

TRINITY
COLLEGE LONDON
Registered Exam Centre 56831



BETA
British Educational
Travel Association

cubo
corporate partner

* English language provision only

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ENJOY YOUR STAY!

WELCOME TO STAY CAMPUS LONDON



Our mission is to motivate accelerated language learning in our students. We do this by challenging them in a supportive, quality-focused environment. The result of this, we hope, is to revolutionise their perception of studying languages, allowing them to experience cultural differences, and discover new possibilities.



GARY SPEIRS
ACADEMIC COORDINATOR

ACADEMIC TEAM



Gary Speirs
Academic Coordinator



Paul Clarke
Academic Coordinator

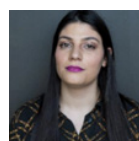
OTHER STAFF TO HELP YOU



Denisa Sava
Student Experience
Manager



Paulina Fordon
School Administrator



Joana Lauro
Operations Manager



Gisela Poloni
School Liaison Officer

OUR MAIN SAFEGUARDING TEAM



Denisa Sava



Paul Clarke
Designated
Safeguarding Lead
(DSL)



Gary Speirs
Designated
Safeguarding Lead
(DSL)

GET THE MOST FROM YOUR STAY

Speak English at all times! Even to people of the same nationality as you. Remember that everyone here has invested their time and money in learning English.

Ask questions! We are here to help you, so if you have any questions or concerns while you are here then please tell us as soon as possible.

Arrive on time for your class: if you are late, it disrupts the lesson.



BEFORE YOU ARRIVE

TRAVELLING TO THE STAY CLUB

There are various ways of travelling to our campuses. Private transfers and meet and greet services can be arranged.

BY AIR

You can fly with a number of airlines to all of London's airports. If you are flying from Europe, you will probably fly to London Stansted or London Luton. If you are flying from outside of Europe you will probably fly to London Heathrow or London Gatwick.

BY TUBE

In London, we call our metro system 'the tube'. This is most popular way of travelling around London (see Tube map on the next page). You can take the Piccadilly Line from Heathrow Airport to central London. In central London you can change tubes to get to your campus. You can also take various trains from each London airport.

BY BUS/COACH

Bus routes are connected all over London, and there are direct buses from each airport to the city centre.

BY TAXI

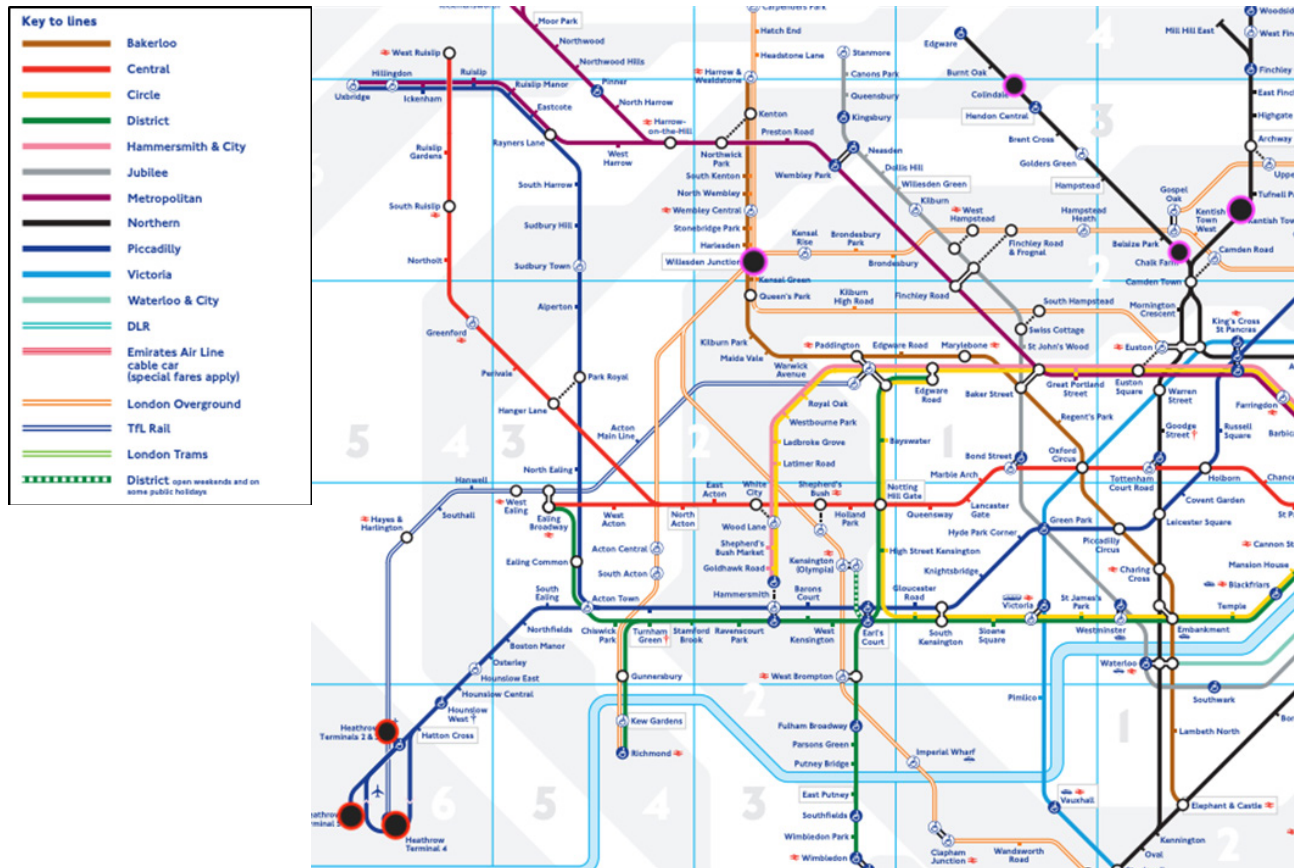
If you prefer a private transfer but didn't book with us in advance, you can take a taxi, known in London as a 'black cab'. This is a more expensive option, but probably the fastest transfer from the airport.



THE LONDON UNDERGROUND

TUBE MAP

This is part of the tube map, that shows you how to travel to The Stay Club, your accommodation:



The airport is shown in the red circles.

- Heathrow Airport is in Zone 6 and on the Piccadilly Line

The different Stay Club centres are shown in the pink circles.

- Colindale station (Northern Line, Zone 4) for The Stay Club Colindale
- Kentish Town station (Northern Line, Zone 2) station for The Stay Club Kentish Town
- Chalk Farm station (Northern Line, Zone 2) for The Stay Club Camden
- Willesden Junction (Bakerloo Line, Zone 3) station for The Stay Club Willesden

USEFUL INFORMATION

WEATHER

The UK is famous for its weather. The weather can be surprising so remember to bring a waterproof jacket and shoes to wear if it rains. Please bring a pair of comfortable and sensible shoes as you may be doing lots of walking.

Bring sun protection with you, too – just in case.



SCHOOL RECEPTION OPENING TIMES

Monday – Friday, 9:00 – 18:00

The Stay Club Colindale
16-18 Charcot Road
London, NWU 5WU

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

The Stay Club Camden
34 Chalk Farm Road
London, NW1 8AJ

The Stay Club Willesden
5J Nicoll Road
London, NW10 9AX

CONTACT DETAILS

Telephone: +44 (0) 203 141 7539

Email: info@staycampus.com

Phone the Emergency Number if you have an emergency problem in the evening or at the weekend.

If you have a problem with your food or accommodation, please speak to the Stay Campus London reception.

YOUR ACCOMMODATION

WHAT TO EXPECT

- Our receptionists are friendly, welcoming people who encourage you to speak English as much as possible
- The apartment will be clean and there is a table for private study
- No more than 4 students at one time
- If you are eating at The Stay Club, you will be eating in a restaurant with many other people from all over the world
- Your apartment will be cleaned on a weekly basis
- Your towels and bed linen will be changed every week
- There are washing machines in each building. There are instructions on how to use them next to the machines
- There will be an adult present for the whole of your stay



YOUR FIRST DAY AT SCHOOL

If you haven't sent your test before arriving, you will take a placement test on your first day to ensure we place you in the right class. Please bring your passport or identity card with you. You may get homework from your teachers. This is important because it helps you practise what you have been learning in class and helps you understand different topics. There are study tables available on the first floor if you wish to complete your homework at the school and ask a member of the academic team questions.



WHAT IS EXPECTED FROM US?

In addition to high quality teaching and an enjoyable stay, you can expect the following:

1. You will have a safety and welfare talk on your first day when your teacher shows you the Student Induction Presentation.
2. SCL advise you to travel together in pairs or small groups and to stay with your Group Leader at all times.
3. You will be introduced to the important members of staff who will be able to help you throughout your stay.
4. You will be supported throughout your stay with us.



HOMESICKNESS

It is natural to miss home when you first arrive in London, especially if you have travelled a long way or come from a very different culture. Please come and talk to Denisa, our Welfare Officer, or Gisela, our school liaison officer, if you need some extra support.

Stay Campus London is committed to providing an environment free from harassment and bullying and ensuring all staff are treated, and treat others, with dignity and respect. SCL is against all types of bullying and discrimination.



WHAT IS EXPECTED FROM YOU?

Speak English at all times - even to people of the same nationality as you. Remember that everyone here has invested their time and money in learning English.

Be on time for classes – if you are late, you will be excluded from that session and will have to wait in the school lounge until break. Students should attend all lessons that have been scheduled for them. If attendance falls below 85% you may not receive your certificate.

During classes – please do not text, email or make calls. Ask your teacher if you would like to use a dictionary on your mobile phone.

Road safety - Always look both ways when crossing the road. Remember cars in the U.K. drive on the left so the traffic will be coming from your right

Drugs - Drugs are illegal and dangerous – do not accept anything. You can be arrested and sent home

Alcohol - It is illegal to buy alcohol in a shop or pub if you are under 18 years of age

Smoking - You must be 18 to buy cigarettes or tobacco

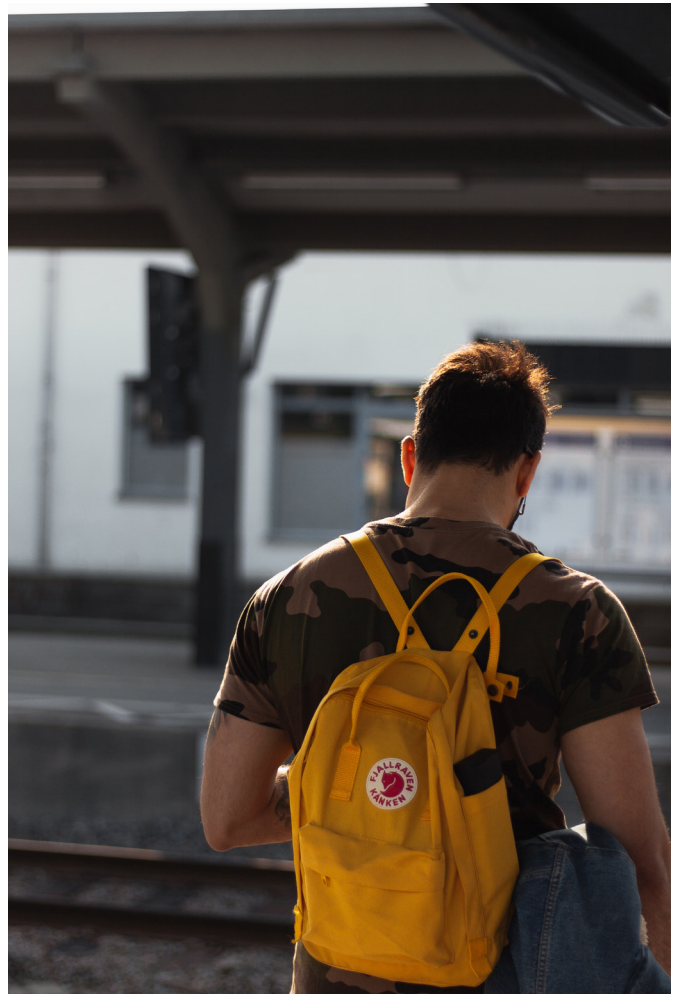
Queues - Remember in this country it is important to queue when we are waiting at bus stops, in shops, at takeaway restaurants, etc – please respect this custom

Noise – Your neighbours need to sleep and work. Enjoy your stay, but please be quiet at night

Litter - Please do not drop litter – use the bins. You could be fined up to £1,000 for dropping litter

Behaviour - Please respect people's property, including cars or garden walls

Theft - It is illegal to steal anything. If you are caught stealing, you could be arrested, and you will be sent home. Always keep your bags safe. Do not take passports, mobile phones, iPads or lots of money with you – leave them at the accommodation



ANTI-SOCIAL BEHAVIOUR

At Stay Campus London we have students & staff from many different countries & cultures. Bullying, discrimination, harassment or racism of any kind will not be tolerated. If you are subjected to, or aware of, any form of bullying, discrimination, harassment or racism, please report it to your teacher immediately.

If you can't find your teacher, tell the Head of EFL (Byron) or the Senior Academic Administrator (Gary) immediately.

- No aggressive behaviour
- No racist language
- No sexual harassment
- No offensive comments about religion, beliefs, gender, age or sexual orientation
- No bullying
- No discrimination of any sort
- Respect your fellow students and the details of our anti-bullying policy are on the following page.

Anyone found to be bullying or behaving in an abusive way (physically or verbally) may be sent home at the parents' expense.

If you are not happy with the school's response to a bullying or abusive behaviour incident, please contact our national association, English UK (please visit www.englishuk.com for details of their complaints procedure).

ANTI-BULLYING POLICY

By definition:

"Behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally".

At Stay Campus London, we firmly believe that respect creates a positive environment for everybody.

We will not tolerate bullying of any kind – physical, verbal, indirect or electronic (cyber bullying):

- Discuss, monitor and review our anti-bullying policy on a regular basis
- Support our staff and hosts to identify and deal with bullying appropriately
- Ensure students know that any concerns about bullying will be dealt with sensitively and effectively; that all students feel safe to learn; and that all students respect by our anti-harassment and bullying policy
- Report back to parents/guardians and hosts regarding their concerns about bullying and to deal quickly with complaints
- Learn from anti-bullying good practice and use the support of relevant organisations where

IF YOU HAVE ANY CONCERNS OR QUESTIONS PLEASE SPEAK TO ANY MEMBER OF STAFF IN THE SCHOOL WHO ARE ALL TRAINED TO HELP.

Procedure for dealing with alleged abuse (including bullying):

- Ensure the student is aware they did the correct thing in reporting the situation
- Investigate where the alleged incident occurred and inform the Designated Safeguarding Lead (DSL)
- The DSL will talk to the student with another member of staff being present. We will listen carefully and take the matter seriously
- Inform the student that we treat the discussions with confidentiality, but we will need to talk to those concerned in the allegations, to ensure the problems cease
- All incidents are reported in writing with details of the incident and those involved, and the action taken to resolve the situation
- Inform the Director of the outcome

STAYING SAFE ONLINE

Make sure you use the internet safely while you are studying at Stay Campus London and after you return home.

8 TIPS TO STAY SAFE ONLINE

1. Be nice to people online.
2. Take care with what you share.
3. Keep personal information private.
4. Check your privacy settings.
5. Know how to report posts.
6. Keep your password safe.
7. Never meet anyone in person you've only met online.
8. If you see anything online that you don't like or you find upsetting, tell someone you trust

RELIGIOUS AND SOCIAL OBSERVANCE

Stay Campus London values diversity and promotes equality with regards to gender, age, sexual orientation or socio-economic background.

As human beings, we all have our own values, beliefs and attitudes.

We respect ethnicity and religious beliefs. There is a multi-faith room at the school which the staff can direct you to. Please ask at reception.

Examples of Places of Worship (please ask at Reception for further faiths):

COLINDALE

Annunciation Roman Catholic Church
Edgware Central Mosque
Trinity Christian Church Hendon
United Synagogue

4 Thirleby Road, Edgware, HA8 0HQ
48 High Street, Edgware, HA8 7EJ
The Centre, Avion Crescent, Colindale, NW9 5QY
18 Raleigh Close, Hendon, NW4 2SY

WILLESDEN

Harlesden Methodist Church

25 High Street, NW10 4NE

KENTISH TOWN

St Luke's Church Baitul Aman
Mosque

Osney Cres, Kentish Town, NW5 2AT
158 Weedington Rd, Belsize Park, NW5 4NU

CAMDEN

Unity Welfare Education Centre and Mosque
Our Lady of Hal Catholic Church

8 Greenland Street, Camden, NW1 0ND
165 Arlington Rd, Camden, NW1 7EX

WHAT TO DO IN YOUR FREE TIME

MUSEUM

London has many amazing museums and most of them are free. Why don't you visit some and learn about art, history, science or in the city of London?

Our favourites are:

- The British Museum
- The Science Museum
- Museum of London
- The Natural History Museum

Visit the London Eye and see views of the whole city. You can also walk along the Southbank and see the attractions on the River Thames, for example:

- Millennium Bridge
- Tate Modern (art museum)
- Tower Bridge

Take a trip outside the city centre and visit Greenwich! Walk through Greenwich Park, go shopping or get lunch at the Greenwich Market.

London is a very beautiful city. You can walk around the different areas and explore the city yourself. Some great places to walk around are:

- Westminster
- West End/ Chinatown/ Oxford Street
- Covent Garden



EMERGENCIES AND COMPLAINTS

If something goes wrong, tell your group leader, teachers or staff in the school immediately. If it is an emergency you can get help by telephoning '999' for the police, ambulance, Fire Brigade or Air Sea Rescue.

You can also get help by phoning the school emergency number +447724062579.

The police non-emergency number for lost or stolen property (when it is not life threatening situation) is 101.

Who to talk to when you have a question/concern about:

YOUR ACCOMMODATION, FOOD, ACTIVITIES AND TRIPS, TRANSFERS OR ANYTHING ELSE



Denisa

denisa@staycampus.com



Joana

joana@staycampus.com



Gisela

gisela@staycampus.com

You can email Denisa (for Kentish Town) or Joana and Gisela (for Colindale) or speak to them at the school reception.

HOMESICKNESS OR IF YOU NEED TO SPEAK TO SOMEONE IN CONFIDENCE



Denisa

denisa@staycampus.com



Paul

paul@staycampus.com

TEACHING



Gary

gary@staycampus.com



Paul

paul@staycampus.com

You can email Gary and Paul or find them on the school floor.

COMPLAINTS AND ALLEGATIONS

If you have any problems while you are here, then please tell us as soon as possible. If you feel nervous about speaking then you can use the feedback form, which will be given to you during your first week, and give it to reception. If your issue is not resolved, then you will be referred to a senior member of staff, who will do their best to help you.



COVID-19 GUIDANCE

Under 18s (including vulnerable adults)

As to maximise your stay with us, please review our current COVID-19 student guidance that we have prepared for you. The content of this guidance is being updated regularly as needed. Should you require further information, please do not hesitate to talk to our staff.

[Please access the student COVID-19 guidance here!](#)

- I will make a positive contribution while I am in the UK and I will show respect towards my fellow students, teachers and staff.
- I know that my group leader is responsible for me during my stay.
- I understand that I must agree to the curfew time set by my school, my parents and my group leader.
- If I have permission to go out, I will never go out alone at night. I will always travel in a group with at least three people. I will always stay in well-lit areas and take public transport.
- I will behave well in public places and not make too much noise.
- I will follow the UK law and not drink alcohol, take drugs or legal highs, or carry a weapon. I know that I may be arrested if I commit any of these crimes.

- I am not permitted to leave the campus overnight without an adult (18+) or without written permission from my parent/guardian.
- If I have any health problems, I will always carry my prescribed medicine with me. I will inform the school or my leader immediately if I feel unwell.
- I will attend all my lessons. If I am going to be late, I will tell my group leader who will inform the school before 09:00 a.m.
- I know that aggressive verbal or physical behaviour will not be tolerated. I know that I can be asked to leave the school and may be sent home if I do not behave well.

For more guidance and details regarding safeguarding & student policies, please follow [this link](#)





STAY CAMPUS LONDON
ENGLISH LANGUAGE SCHOOL

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