



INTERNATIONAL STUDENT HANDBOOK

Welcome to Nacel English School London

Thank you for choosing to study at Nacel English School.

We are here to support you and will do our best for you to enjoy your stay and settle into the British way of life as quickly as possible.

The school contact details are:

Nacel English School London

53 Ballards Lane, Finchley

London N3 1XP

England

Tel: + 44 20 8343 3567

www.nacelesl.co.uk

Visit us on:

Facebook: <https://www.facebook.com/NacelEnglishSchool/>

Instagram: <https://www.instagram.com/nacelenglishlondon/>

SCHOOL STAFF:

MANAGING DIRECTOR: Having overall responsibility for all aspects of the school, Laurent often travels, as he is the Head of the group.

SCHOOL MANAGER: Anabela is responsible for the day-to-day running of the school. She is interested in getting to know you and is happy to answer any questions you may have.

ADMINISTRATION MANAGER: Ji will help you with any administrative and general questions that you may have. She will help you with services including host family accommodation, bank letters, visa letters, extension of courses, holidays, sickness and any other questions or concerns you may have. The administration staff can be found in Reception.

ACCOMMODATION MANAGER / ADMISSIONS: Makiko will help you with any queries or help you require regarding your accommodation.

ACADEMIC MANAGER: Organizing your course content and all matters related to lessons and teaching, Nick can assist you with any academic questions you may have or extra help regarding your course.

SENIOR TEACHER: Anne-Marie can also help you with any questions you may have regarding your studies

ADMINISTRATION OFFICER: Anica and Mina will also help you with any administrative and general questions you may have; and are also able to be found in Reception.

ACTIVITIES CO-ORDINATOR: Jonathan is responsible for organizing the school's social programme; please talk to him if you wish to put forward any ideas to include in it. We want you to have fun and would love your ideas and comments. Your contribution is important to us.

TEACHERS: The teaching staff can help you with all your questions about your studies

FINDING YOUR WAY AROUND NACEL ENGLISH SCHOOL LONDON:

Ground Floor:

- Reception
- Student Lounge Area
- Toilets
- Academic Manager's Office
- Management Office
- Teachers' Resource Room
- Room 1
- Room 2
- Room 3
- Room 4

1st Floor:

- Student Kitchen & Study Area
- Toilets
- Room 5
- Room 6
- Room 7
- Room 8



SCHOOL RULES:

- ✗ No smoking allowed in any area of the School
- ✗ Do not eat in classes
- ✗ Do not use your mobile phone in classes unless it is instructed by your teacher to support your learning
- 😊 Use the rubbish bins and keep the School clean
- 😊 Please treat your fellow students and School staff with respect. You will be removed from class for disruptive behavior.
- 😊 You must be on time for your lessons and attend all your classes
- 😊 If you are ill, you must notify Reception and provide a medical certificate if you are absent for more than 5 days.
- 😊 You should do your homework
- 😊 Take care of your belongings. Do not leave bags unattended. We cannot accept responsibility for any loss or damage incurred on School premises.
- 😊 Respect the School facilities; they are for your use and benefit, please look after them.
- 😊 Please speak English at all times
- 😊 Remember to book holidays 2 weeks in advance at Reception

GETTING STARTED:

Please ensure that you bring a suitable notebook and pen / pencil to School and that you arrive on time for your lessons.

You will be tested on the first day of School to determine your English level and placed in the appropriate class. Your teacher will advise you which course book you need to buy.

NACEL ENGLISH SCHOOL LONDON STUDENT CARD:

To obtain a card you will need a passport size photograph (45mm×35mm). You will also need to sign for the card, giving your D.O.B and start and finish dates. If you leave your photograph at the School Reception, you can collect your student card on the following day.

INTERNATIONAL STUDENT IDENTITY CARD (ISIC):

To obtain a card you need:

- A passport size photograph (45mm×35mm)
- Payment of £12
- Proof of age (e.g. Copy of passport, birth certificate etc.)
- Proof of full-time student status (14 weeks or more): This is either a completed application form, signed and stamped by a School official, a letter of confirmation on official headed-paper or a current, valid ID card stating full time student status.

ACADEMIC INFORMATION FOR STUDENTS:

Courses / Methodology / Assessment / Help

- We run general, exam, academic and business English courses
- General levels are from Beginner/Elementary to Advanced/Proficiency.
- Our main general English exams are First, Advanced and Proficiency.
- Our main academic English exam is IELTS.
- Our main business English exam is BEC.
- After testing and interviewing, you will be placed in the appropriate class.
- Please check the Course Timetable in Reception for class details.
- The Academic Year is divided into 4 terms
- There is one course book per class type/level per term.
- You will need to buy the course book.
- You can order the course book from Reception.
- We operate continuous enrolment to classes and have part-time students.
- We try to make each lesson predominantly self-contained.
- There is a balance of language and skills work for each day and week.
- All students receive copies of all supplementary lesson materials.
- There is also homework every day, with copies available for all students.
- Progress notes / grades are summarized in tutorials and on reports / certificates.
- In the bi-termly tutorials, you can discuss your progress with your teacher.
- There is also a bi-termly level test for each class.
- If you want to move level, please discuss it with your teacher.
- If you want advice on entering for exams, please discuss it with your teacher.
- Your teacher is also able to discuss any other academic issues with you
- You can also seek help / advice from the Academic Manager, or senior staff.

FIRE EMERGENCY PLAN:

In case of a fire, please follow the evacuation procedure displayed in each classroom. You can also ask your teacher or administration staff if you need further clarification or a hard copy.

Fire Action:

- [Step 1](#): Operate (press) nearest alarm call point
- [Step 2](#): Leave the building (follow EXIT signs)
- [Step 3](#): Report to assembly point (In front of Joiner's Arms pub next to the School)

IMPORTANT TELEPHONE NUMBERS:

Emergency (Fire, Police, Ambulance): 999

Directory Inquiries: 118118

HEALTH & SAFETY

- ✗ YOU ARE NOT ALLOWED TO SMOKE ANYWHERE IN THE BUILDING
- ✗ Do not touch any electrical wires
- ✗ Do not leave hot drinks in places where they could easily be spilt
- ✗ Do not climb or sit on the windowsills.
- ✗ You must not take any action that could threaten the health or safety of yourself, fellow students or members of staff.
- ✗ Alcohol: The use of alcohol is prohibited at Nacel English School London
- ✗ Drugs: The use of drugs are prohibited in the UK

- 😊 Always walk with care (never run within the school premises).
- 😊 You are requested to maintain a good level of personal hygiene at school.
- 😊 For hygiene reasons:
 - always wash your hands after using the toilet
 - always ensure that you leave the school as you found it (e.g.: do not drop food or drinks on the floors or tables).
 - always be aware of not spreading bacteria or viruses (e.g.: in the case of a cold, etc)
- 😊 If you come across a hazard, report the problem immediately to Reception.
- 😊 First Aid: The first aid kits are kept in Reception and Teacher's Room. Should you feel unwell or in need of first aid, please go to Reception.
 - You should report any accident or injury to Reception.
 - You need to remember that you are expected to have due regard for your own safety and that of others.
 - If you have any questions about something that is worrying you, please ask at Reception. They will help you.

OUTSIDE SCHOOL:

- 😊 Please take care of your personal possessions, especially when travelling on public transport and in busy places.
- 😊 When taking a taxi always use a licensed one (black cab).
- ✗ Do not leave your belongings unattended in public places.
- ✗ Try to avoid parks or unlit roads after dark; if possible try to travel with a friend.
- ✗ Unless you know the person very well do not accept invitations to their house or accept lifts from strangers.

KEEPING HEALTHY

It is highly recommended that students on a course of study for 6 months or more to register with a GP within the first couple of weeks of arriving in the UK. Guidance notes for students on keeping healthy in the UK are available to you on request from Reception. Please note that all students should have accident and health insurance.

GUIDANCE NOTE:

Nacel English School London is a member of UKCISA (The Council for International Education). UKCISA

Guidance notes for students on several subjects are available from Reception (International Students and Cultural Shock, Keeping healthy, International Students Preparing to Return Home, Working in the UK, etc.).

PUBLIC TRANSPORT:

Student Photo Card (for Discount on London Underground):

Only full-time students studying 14 weeks or more are entitled to the discount. To obtain a card you will need to complete a London Transport application form online and pay £20. The discount available is 30%. Please ask at Reception for further details.

BUS PASSES:



	Adult by Oyster Card
Single fare	£1.75
One Day pass	£6.00
7 Day pass	£24.70
Monthly pass	£94.90

You can't pay by cash on the bus, but you can use a contactless payment card.

UNDERGROUND TICKETS:

	Adult by Oyster Card
Single fare (zone 1-4)	£4.60
Single fare (zone 1-4)	£3.40 (off-peak)
Day Travelcards(zone 1-4)	£16.60
7 Day Travelcards (zone 1-4)	£64.20
Monthly Travelcards (zone 1-4)	£246.60



Peak times are 06:30 am to 09: 30 am and 16:00 pm to 19:00 pm Monday to Friday. Off peak times are all other times. If you lose your Oyster Card and you have your receipt you will be issued with a new one. Students can obtain them from the nearest underground station or *M^CColl's* Newsagents. More information: www.tfl.gov.uk

RAIL PASS:

A "Young Persons' Railcard" costs £35 for one year and entitles you to 33% off all national rail lines and off peak tube fares. This card offers cheaper travel on trains travelling outside of the London area. You can buy it at any national rail station such as Victoria or call 0844 871 4036

COACH CARD:

The nearest Coach Station is Golders Green (National Express). You can buy tickets at the Station or some Travel Agents. Please note that NOT all buses stop at Golders Green, the Main Station is Victoria Coach Station. A student coach card, costing £15 for one year, entitles you to 33% off National Express Coach fares.

Useful Websites for travel:

www.ryanair.com

www.easyjet.com

www.cheapflights.co.uk

www.nationalexpress.com

<http://uk.megabus.com>

www.nationalrail.co.uk

Coffee & Tea/ Lunch:

- Nanou: at the entrance of the school, sells Tea/Coffee, sandwiches and snacks. (10% discount for students)
- Tasties: a cafe next to Oxfam.
- Milani Cafe: Café opposite the School selling tea/coffee/lunch.
- Costa: is across the road from Tesco.
- Tesco Supermarket
- Local restaurants

Shopping:

Brent Cross Shopping Centre is only 15-20 mins from Nacel English School London. You will find all the big labels and high street shops and there are sales during January and June. To get there, you can take bus 326 or bus 143. For more information go to: www.brentcross.co.uk

LOCAL PLACES OF WORSHIP:

CATHOLIC

All Saints' Church

<http://www.allsaints-eastfinchley.org.uk/>

Twyford Avenue, East Finchley, London N2 9NH

TEL: 020 8883 9315

MOSQUE

Islamic Cultural Centre & Mosque

http://www.mosquedirectory.co.uk/search_mosque/mosquesearch-place.php?mosque=Barnet&page=1&town=Finchley

685 High Road, North Finchley, London N12 0DA

TEL: 020 8492 0028

HINDU TEMPLE

Hindu Cultural Society, North Finchley

<http://www.hinduculturalsociety.co.uk/>

321 Colney Hatch Lane, H.C.S. Bhawan, Finchley, London N11 3DH

TEL: 020 8361 4484

SYNAGOGUE

Finchley Reform Synagogue

<http://www.frsonline.org/>

101 Fallow Court Avenue, North Finchley, London N12 0BE

TEL: 020 8446 3244

CHURCH OF ENGLAND

SAFETY:

When surfing the internet or using social media, we remind all of our Nacel students to be SMART safe.



Safe= Don't give your personal details – full name, address, mobile number etc to anyone you meet online.

Meet= Don't meet people who you have met online – it can be dangerous

Accept= Don't accept messages, email. Pictures or files from unknown senders as they may contain viruses.

Reliable= Remember that some people you talk to on the internet or social media may be telling lies, or the information that they give you may not always be reliable. Always check with other websites or member of staff.

Tell = If you are worried about something/one, or someone makes you feel uncomfortable, tell someone! Talk to your parents, teacher, host family or our welfare officers.

TALK!:

If you have any problems or you are worried about something, please talk to somebody!!! It could be your teacher, a member of staff at Nacel, your host family, or a friend. We are all here to help you! ☺



HOST FAMILY ACCOMMODATION:

TWO THINGS TO REMEMBER: COMMUNICATION AND RESPECT

Many of you will be staying with a local host family, which is a rewarding and educational experience. Host family life may be different from life with your own family back home, and you are expected to respect your host family routine. Your host family will introduce you to their home and will advise you what time you can use the shower or bath facilities, what to do if you arrive home late and your mealtimes. Some of the food will be different from your own food back home, but you should see this as enriching your experience of English life. Eating at mealtimes with your host family will give you a good opportunity to experience the British way of life at home, and develop your knowledge of English in a real environment.

- Mealtimes will be set by your family and you must let them know in advance if you are not going to eat with them or you will be late.
- Please tell your host family, as well as the accommodation officer at the School, if you have any allergies or special dietary requirements

Laundry: Your family are responsible for washing your bed sheets and your towels. You are responsible

for washing your own clothes and this can be done at the local launderette; your family will show you where the nearest laundrette is. Some families allow students to use their washing machine for a small charge. You will always have to do your own ironing, and your family will provide ironing facilities for you.

Telephone: Telephone calls in the UK are expensive. If you wish to use the telephone, you must always ask your host family for permission. Some host families allow you to make calls provided you have a pre-pay calling card. Alternatively, you can buy a pre-pay SIM card to fit in your mobile phone, which will save on costs. Families normally allow incoming calls, provided you are not on the phone too long and do not cause any disruption.

DO:

- 😊 Make your bed every morning and keep your room tidy
- 😊 Let them know if you expect to come home late or if you will not be there for dinner.
- 😊 Offer to pay if you damage or break something
- 😊 Offer to help with small household jobs
- 😊 Always leave the bathroom as you would expect to find it
- 😊 Respect the household's rules & routine
- 😊 Keep the keys to your host family home safe and make sure you do not lose them.
- 😊 Always be polite and remember to say "THANK YOU". Your host family will appreciate it.
- 😊 Give your host family your mobile phone number so they can contact you if necessary.

DON'T:

- ✗ Give your front door key to anyone else
- ✗ Invite friends home without asking your family in advance
- ✗ Treat your host family like hotel staff
- ✗ Be scared to ask your family if you have any questions or doubts – they will be happy to help

Please speak to Makiko, the accommodation officer, at Reception if you have any concerns or questions with your host family. We are here to help you!

LARGE LEISURE COMPLEX:

- FinchleyLidoLeisureCentre(SportsGym): <http://www.better.org.uk/leisure/finchley-lido-leisure-centre> 25 metre swimming pool and fitness programmes are available.
- North Finchley Lido Warner Village:
http://www.myvue.com/cinemas/location_facilities.asp?SessionID=16A4183157B54876962552428B36D73E&cn=1&ci=28&ln=1
- Hollywood Bowl, Finchley (same location):
www.hollywoodbowl.co.uk/our_centres/finchley You can book online!

CHURCH END LIBRARY:

24 Hendon Lane, Finchley, London, N3 1TR TEL: 020 8359 3800

Opening Times
Monday: 7am – 10pm
Tuesday: 7am – 10pm
Wednesday: 7am – 10pm
Thursday: 7am – 10pm
Friday: 7am - 10pm
Saturday: 7am – 5pm
Sunday: 10am – 5pm



LIBRARY CARD:

You will need:

- [A photograph and a letter from school.](#)
- [Students can borrow up to 14 books](#); however, you have to return them within 3 weeks
- [Free internet](#) is available and you can rent a video or DVD.

SOCIAL & CULTURAL ACTIVITIES:

The school runs a social and cultural programme every week. Please check the noticeboard and ask at Reception or speak to the teachers for further details.

SCHOOL FACILITIES & RESOURCE ROOM:

You can ask at the Reception for:

- [Photocopies](#): A4 cost 10p per page.
- [Internet \(wireless\)](#): The school is a WI-FI zone so you can use your laptop. Please ask at Reception for the wireless password.

The Resources are available for all student usage. It includes a lounge area with cooking facilities, and a resource area with library.

The student kitchen area allows students to improve their English by reading newspapers and magazines, and integrating with students from other cultures. We provide students with a fridge, microwave and kettle for their convenience. However, students are required to keep the facilities clean and tidy.

In the library section, there's a range of books including fiction, non-fiction and guided readers, as well as DVDs, listening materials and study support available for students to borrow. Please ask at Reception for further details.

COMPLAINTS PROCEDURE:

Nacel English School London takes the health and welfare of their students very seriously. If you are unhappy about any aspect of your course and wish to complain the following guidelines are issued to help us to help you.

1. If you have a problem, please come to Reception and talk to a member of staff; we are here to help you. We will ask you to complete a complaints form.
2. If you still have a problem, you can speak to the Academic or Admin Manager.
3. If you are still not satisfied, you can speak to the School Manager, and if you wish to submit a complaint in writing; please write to: The School Manager, Nacel English School London, 55 Ballards Lane, Finchley, London, N3 1XP.

All complaints will be examined carefully and in the strictest confidence. We will inform you within 48

hours as to what action will be taken.

Your happiness is of upmost importance and we will do all we can to ensure we solve any problem or problems you may have.

THE LAW:

You are required to abide by all local and national laws as well as the rules of Nacel English School London. You are legally governed by the laws of the United Kingdom. If you break or contravene these laws, your consulate cannot offer you free legal assistance or bail you out of jail. You are considered responsible for your own actions.

Any student who has been issued with a student visa must comply with the regulations laid down by the UK Visa and Immigration. Please note that the UK Visa and Immigration treats unauthorized absence of 10 consecutive days from School as a failure to comply with the requirements of the student visa. This will result in a withdrawal of the student's right to remain in the UK. The school is required to report this absence to the UK Visa and Immigration.

BANKING:

Banks are usually open from 9:30am to 4:30pm Monday to Friday. Many banks also offer a Saturday morning service. If you wish to open a bank account and you have a valid visa for 6 months or more, please ask at Reception and we will provide you with documentation and advise you of the necessary requirements.

We recommend: SANTANDER

To open the account, the bank will need:

1. A letter from School (addressing your local address in London and permanent address in your country)
2. Your identification

INSURANCE:

All students should take out insurance that covers them for medical expenses, loss or theft of property, course cancellation and travel expenses before departure.

DRIVING:

You must hold a valid driving licence before driving in the UK.

You can check your eligibility to drive in the UK from this website: <https://www.gov.uk/driving-nongb-licence>

Holders of licences issued in a European Economic Area country

You can drive using your EEA licence if it is valid. You can apply at any time to sit a test to exchange it for a British licence.

Holders of licences from designated countries

You can drive using this licence for up to 12 months from the date you became resident in the UK (as long as the licence remains valid). In order to continue driving after this 12-month period, you may apply to exchange this for a British licence within five years of becoming a resident here.

Designated countries: Andorra, Australia, Barbados, British Virgin Islands, Canada, Falkland Islands, Faroe Islands, Hong Kong, Japan, Monaco, New Zealand, Republic of Korea, Singapore, South Africa, Switzerland and Zimbabwe.

Holders of licences issued from other countries

You can drive using your licence or an international driving permit for up to 12 months. Once you have been resident in the UK for 6 months, you can apply for a UK provisional license and take the UK driving

test.

FOREIGN EMBASSIES:

Details of your consular office can be found at the following website:

<https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>

REGISTRATION WITH THE LOCAL POLICE:

Metropolitan Police: <https://www.met.police.uk/area/your-area/met/barnet/>

If you need to get a police check, there are 2 stations within the Barnet Borough. The nearest station to school is Colindale Police Station (see below for contact details and station information) Please note, these contact details should not be used for any communication that might require an emergency response.

In an emergency you should dial 999

Colindale Police Station:

101 Colindale Police Station

Grahame park way, Colindale, NW9 5TW

Tube Stations: Colindale (Northern Line)

Main Line Train: Mill Hill Railway Station

CALLING HOME:

International dialing codes can be found at this URL:

<https://www.ukphonebook.com/dialling-codes/international-list>

CHEAP INTERNATIONAL PHONE CARD:

These cards can be purchased in grocery shops or newsagents displaying adverts with lists of call rates in their shop windows. The costs of the cards are usually in £5, £10 or £20 de-nominations. The more expensive cards offer more value. The cards do, however, only last for 180 days from the first call made.

Available at: Tesco

Emergency number (during School closing times)

+44 73 8363 1707

+44 73 8362 7108

This number is only to be used when the School is closed and in situations of real emergency. This number is not to be used outside of an emergency situation.