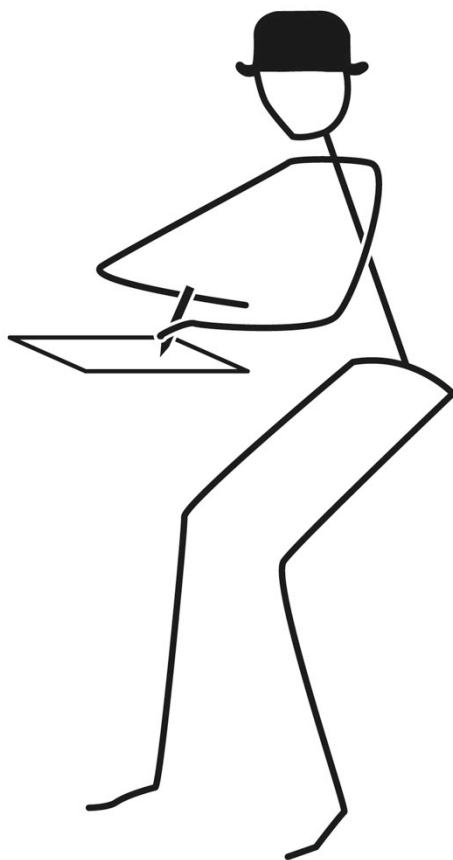


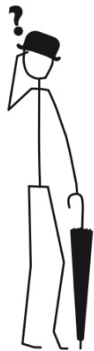
ISLINGTON CENTRE FOR ENGLISH

STUDENT HANDBOOK

LAST UPDATED APRIL 2019

AVAILABLE AT





DON'T UNDERSTAND THIS HANDBOOK?!ASK A TEACHER TO HELP!

THE SCHOOL

1st day Information

On your first day, arrive a little early to take a short grammar level test & a speaking/listening test with a native speaking teacher. This will help us place you in the best class for your level. We are in 2 buildings; 97 & 98 White Lion Street. The code for the front door of 97 & 98 White Lion Street is 4057. Please see our *My first day at ICE* document for more details. If you didn't get one when you arrived, please ask at reception or look on the first stairs in 97 White Lion Street.

Any Complaints?

We hope your experience with ICE will be an enjoyable and educational one. If you do have a complaint or any questions, there are a number of things you can do. Firstly, you can speak to your teacher. Teachers do want, like & need feedback. Secondly, if you do not wish to speak to your teacher, you may talk to your Director of Studies (Paula). Ultimately, if you still feel that your question or complaint hasn't been resolved, you can speak to Tim Shoben (Director) who will try his very best to help you. If you have a problem – WE

WANT TO HEAR ABOUT IT!

We are sure that you will find all our staff and students to be friendly and welcoming, but if you feel that you have not been treated well, please report this to Tim or Paula as soon as possible.

You will also have an opportunity to fill in an anonymous questionnaire in which you can express yourself freely (you don't have to use your name). These questionnaires are available on the first staircase on the left in 97 White Lion Street.



THE CLASSROOM

Your teacher and your lessons

Your teacher is here to help you improve your reading, writing, speaking, listening, pronunciation & grammar in English. If you ever need extra help, you must ask him/her. If you feel he/she is not giving you what you need he/she will be very happy to talk about it with you. Please ask! If there is something you feel your teacher can't help you with, you can ask the Director of Studies (Paula) for more help. For a full list of your teachers' names, look at the Staff Picture board in reception. Your teacher will display a "Scheme of Work" in the classroom. This will tell you what the study plan for the week is and will let you know what work you have missed if you are a part-time student or have been ill or on holiday. There is also a tray that contains worksheets used in class. If you have missed a lesson, you can take one away with you to do at home. Please ask your teacher if you have any questions regarding this.

In class reading, listening, speaking, pronunciation, vocabulary and reading is taught with the emphasis on communicative skills. This is so the needs of every student are catered for. Teaching methods vary depending on the class needs and ability but students will be presented language either directly or through a task and then practice through exercises and speaking activities. The aim of each lesson is for students to be able to produce the language taught through spoken English as well as expanding vocabulary and perfecting skills.

Each class is given a set course book which is used, alongside other materials, as a guided course plan.



Timekeeping

Unless you have made a special arrangement with your teacher or the Director of Studies, please try to be on time for your class. It can be very disrupting for the other students and the teacher if you arrive late. If you are more than 15 minutes late, you will have to wait until the break before entering the class. This will of course affect your attendance so please be on time!

Attendance

It is absolutely essential that students enrolled on a full-time (minimum 15 hours per week course not including break times) for a minimum of 6 months and who have received official documentation from the school for a visa achieve a **minimum of 80% attendance and must not miss 2 consecutive weeks of lessons**. These rules are set by the Home Office and are of the highest importance. Any student whose attendance drops below this figure without good reason **will be reported to the Home Office** and will not fulfil VISA requirements of stay. Please note your attendance will be calculated both BEFORE & AFTER break-times, so please don't disappear after the breaks.

Taking Cambridge First/ Advanced exam or IELTS?

We highly recommend Cambridge exams. Not only are they internationally recognised by employers; they are, more importantly, an excellent means of improving your overall English. Sometimes, simply having an objective to work towards is extremely useful - even if you don't plan to use the qualification.



During enrolment, students who want to take a Cambridge exam will be given a suggested length of course for them to learn the necessary skills and attain the correct level of English competence. If you decide to take a Cambridge exam during the course, you will have the opportunity to enrol approximately 6 weeks before the exam date. Cambridge exams require students to be available for a complete month of the exam as each exam takes place on two separate occasions that are often a number of days/weeks apart.

- **How much does it cost?**

There is an exam fee which varies from year to year and is usually in the region of £131 - £165, as well as an ICE administrative fee of £15. Please check at reception for the exact price.

- **How do we prepare?**

Students are given a 'mock' (practice) exam just before the time of exam entry. If a student is considered unable to pass the exam, he/she will not be entered for it. Cambridge exams are not easy and they need lots of extra hard work to be done at home! There are lots of exam practice apps to help you practice on our iPads.

- **When do I get my results?**

You can check your results online after 2 - 4 weeks of taking the exam. To receive your certificate, you will be required to write down your postal address when you arrive at the exam centre.

- **Where and When do I take it?**

Cambridge KET, PET, First Certificate, Advanced and IELTS exams throughout the year, usually one or two dates per month.

ICE organises exams through this centre:

**The London Exam
Centre**

Tuition House
27 St George's Road
London SW19 4EU

Cancellations & refunds for courses

For students who have not started their course or who are in their first week of study, a refund is available minus a £100 administration fee. In exceptional circumstances, if a student wishes to cancel a course after the 1st week, a refund equivalent to the value of the remainder of the course can be given at the discretion of the management. If accommodation has been booked and cancelled, your booking fee is not refundable.

In the event of a VISA refusal, a refund is given minus a £135 administration fee on receipt of an original VISA refusal letter. Full cancellations and refunds policy can be found on the back of your enrolment form.

'Bad behaviour' policy – In what situation can I be asked to leave the school?

Disrespectful behaviour of any kind will never be accepted in our school. If a student is found to have been physically or verbally offensive (shouting, hitting or being rude/offensive) to a teacher or another student, ICE reserves the right to ask the student to leave immediately without a refund of course fees. Our procedure for this is:

1. The student has a meeting with Director of Studies or Director to discuss the problem.
2. If the student continues to be offensive, he/she will have a 2nd meeting which is his/her last chance to improve.
3. If it does not improve, the student will be told at the 3rd meeting that he/she must leave the school.

ICE Online safety policy

The government introduced “The Prevent Duty” to reduce the chance of people becoming involved in violent extremism and/or supporting terrorism.

Here at the Islington Centre for English we have rules to minimise this risk that all staff and students must follow:

- Do not access websites which promote extremism or any other radical ideology;
- Students and staff must not deliberately visit, view, download, print, copy, forward or transmit published materials which support terrorism.

The Islington Centre for English has blocked access to websites containing unlawful materials as mentioned above.

If by accident you access unlawful material or see someone doing so you should immediately tell the Prevent Lead contact Paula or in her absence Tim.

Emergency evacuation

IN CASE OF A FIRE OR EMERGENCY EVACUATION: If the fire alarm is activated or you are instructed to leave the building, you must leave the building safely by the nearest exit, turn right and proceed to the meeting point, which is ICELAND CAR PARK. Under no circumstances must you return to the building.

STUDENT FACILITIES

Graded reader books

This collection is also free to use. They are ‘graded’ to allow you to take out the correct level book for your English ability and many have comprehension questions to help readers fully understand and ‘get into’ the text. If you feel you would like extra reading homework, please consider taking one out. To do so, you must leave your name and book title with Jana.



Native English books In the Coffee area on the 1st floor of 98 White Lion Street, you can find a collection of around 500 books written in English that you can take out at reception.

Please note: a fine of 30p per day for late books, DVDs or exams will apply which goes to Sobell Hospice charity. (Remember, you can always contribute to this charity if you haven’t taken anything out!!)

iPads

There are many excellent apps to practice your English in the Testing Zone, 2nd floor no.97. There are headphones to practice your listening, too.



The code is available from reception for Wi-Fi access & is free for all students.



Book Room/Coffee Area

This can be found on the 1st floor of 98 White Lion Street. You will also find a collection of around 500 books written in English that you can take out at reception. There are also other classrooms available for



quiet study. Please see the room availability chart on the noticeboards in the stairwells or ask at reception. Students can also take out specially selected magazines to help them with their IELTS exam Reading paper, such as New Scientist or National Geographic. The Self Study Area in no.97 is available from 9am for students to use the iPads.



Where to relax?

At break times, you can buy coffee from the book room between zone 7 & 8 and relax on the sofas. In the student zone you can play table football or ping pong.

Prayer and faith facilities

Zone 9 available for prayer, after class at 15.30 onwards.

OTHER COURSES & SERVICES

Language Workshops for Extra Practice

Try our one-hour and fifteen minute workshops on a specific area you want to practise.



IELTS Exam preparation Course – Get the IELTS score you need on our IELTS exam preparation courses. This runs every morning 9:15-12:15. There is also an IELTS evening class on Monday & Wednesday evening 18:30-20:30



Notice boards and other useful information

These are here to give you useful and up-to-date information on accommodation and 'What's On?' in and around Islington. There will be info on bands, nights out, clubs and student offers. You can find these boards in the common areas and along the walls of the staircase. Also, have a look at our Islington Local Information folder for ideas on things to do in one of London's most vibrant areas.

Social Programme

Our social programme runs every week. For full information, please see the 'What's on?' board. Past events include; a trip to The Kings Head Theatre, pub quiz, fireworks night, Sangria night, trips to the local cinema and karaoke. We try to keep the activities local as most of our students live nearby and Islington is a fantastic place to go out.

If you have any suggestions for future social evenings, our teachers would be very happy to hear them. If you have any questions, ask Marco, our Social Programme Coordinators.



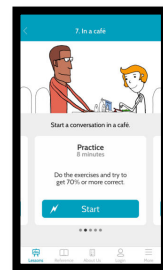
ICE Facebook and Instagram

Join our Facebook and Instagram pages to see pictures of social events, congratulate star students and see what's new!



Improve your English outside the classroom

Subscribe to our YouTube channel to improve your pronunciation and listening skills. Download our ICE app to improve your listening and reading skills. You can also learn lots of new words with the vocabulary games and functional language for everyday life in London.



TFL Oyster Card Discount

Students who are enrolled on a full-time study course (15 hours a week) for at least 14 weeks are entitled to a discount from Transport for London. Please ask at reception for details about how to apply. You must show good attendance if you wish to use this card.



Want a Bank letter, Enrolment Letter, Certificate?

On the right side as you walk up the stairs in no.97 there is a 'Document Request Form'. Complete this and give it to Jana on reception 48 hours before you need it to get your document.

Accommodation at ICE

At ICE, we offer a range of different accommodation options. For more information and a full price list, please ask Olivia at reception or go onto our website.



THE ICE MARKING CODE

Teachers at ICE mark your written work using a 'marking code'. This enables students to discover the correct answer for themselves. The symbols can be seen below:

WW – Wrong word

WO – Word order

P – Punctuation

Gr – Grammar

Sp – Spelling

T – Tense

R – Register

VF – Verb Form

? – What do you mean by...?

^ - Missing word

- **REMEMBER!** After making your corrections, you must go back to your teacher and check.