



**TORQUAY
INTERNATIONAL
SCHOOL**

Adult Student Handbook



+44(0)1803 295576

study@tisenglish.co.uk

<https://tisenglish.co.uk>

Torquay International School, 15 St Marychurch Road, Torquay, Devon, TQ1 3HY, England Registered in England 08737177



Accredited by the
BRITISH COUNCIL
for the teaching
of English in the UK



ENGLISH UK
member

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Welcome to TIS



"Welcome to Torquay International School and thank you for choosing us for your English Course.

Torquay is a great place to live and study. We want you to work hard, make good progress and enjoy your time here in the UK. You are very important to us and we are looking forward to taking care of you and making sure you make the most of your time."

A handwritten signature in black ink, appearing to read 'Kevin McNally'.

Kevin McNally,
Director

What you can expect from us:

- ★ Over 40 years of experience teaching English to students from all over the world
- ★ Friendly and dedicated staff
- ★ Professional and qualified teachers
- ★ Small classes and individual attention for every student
- ★ The highest standard of accommodation
- ★ An exciting weekly social programme to help you explore the local area and make friends

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

WIFI

Wifi is available throughout the school; password: 5544332211

Join us on Facebook:

Check for photographs of your trips and daily updates: www.facebook.com/torquayinternationalschool

Before Arrival

Travel to Torquay:

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



By Air: You can fly with a large number of airlines to nearby Exeter and Bristol airports. There are also excellent connections from London's Heathrow, City and Luton, Gatwick and Stansted airports.



By train: High-speed trains run regularly from London Paddington, Bristol and Exeter.



By coach: There are direct services from London Victoria Coach Station. You can also use this service direct from Heathrow, Gatwick, Exeter and Bristol.



By ferry: An excellent ferry service connects the nearby city of Plymouth to Roscoff and St Malo in Northern Brittany and Santander in Northern Spain.

Weather:



Be prepared! The weather in Torquay is amongst the best in the UK but it can still be surprising. Don't forget to bring a mac and sensible shoes as you may be doing lots of walking. We recommend sun protection at all times.

Meet the TIS Team



"Welcome to Torquay! We are looking forward to showing you why our town is the ideal place to stay and study. We will help you make the most of your stay at TIS. You will study hard, making great progress with your English while enjoying everything that the region has to offer; the coast, the countryside, the culture and of course the weather."

Richard Beale,
Principal

All of our team are here to help you, so please come and talk to us! You can find more information about every member of our team on the "Meet the Team" board opposite Reception. If you have a question and aren't sure who to speak to, ask at Reception.

Student Services



Lynne
School Manager



Chrissie
Accounts
Administrator



Laurie
Accommodation
and Welfare Officer



Sandra
Groups and
Logistics Manager

Academic



Vicki
Director of Studies

Activities



Martin
Operations
Manager



David
Activity Leader

Other Staff to Help You



Andy
Senior Consultant



Byron
Business
Development
Manager



Georgian
Marketing Manager



Susan
Quality Assurance
Director



Richard
Principal



Kevin
Director

Director and Principal

School Information and Facilities

Opening Hours

The school building is open from Monday to Friday, 08:00 to 17:00.

Reception Services

Come to the TIS Reception for help with any of the following and more:

- ✓ Book travel: car hire, coaches, trains, flights, hotels and London weekends
- ✓ Get recommendations for local restaurants, attractions and days out
- ✓ Buy stamps and send postcards
- ✓ Borrow adaptors and umbrellas

Books and Study Resources

We sell English dictionaries, grammar books, guided readers, course books, DVDs and audio CDs. Ask your teacher for advice and materials we have available to borrow or buy.

Games and Games Room

In the drier months, you can play volleyball on our volleyball court in the garden. In the winter months classrooms 17 and 18 become games rooms where you can spend time on your free afternoons. We have darts, table tennis, a pool table and giant jenga.

Public Holidays

Our classes run from Monday to Friday every week, even on public holidays. We close for two weeks over Christmas and New Year: ask at Reception for this year's dates.

Study Centre and Library

The Study Centre is open all day with books, resources and DVDs for you to use and borrow.

Computers and WIFI

WIFI is available throughout the School; you can borrow a laptop from Reception for use within the school building.

Attendance Policy

Please try not to be late for your class as it affects the quality of the lesson. On General Courses, if you are more than ten minutes late, your teacher may exclude you from the class until after the break. Please telephone (0044)(0)1803 295576 if you are going to be late for your lesson or cannot attend school due to illness. Students should attend all lessons that have been scheduled for them. If attendance falls below 85% you may not receive your certificate.

Arriving and Your First Day at TIS

We can recommend travel connections to Torquay. Please email lynne@tisenglish.co.uk for the latest advice.

Please tell us your arrival details at least seven days before departure so that your hosts can meet you from the train or coach station. If you are arriving by car, please give us an estimated time of arrival and someone will meet you at your accommodation in Torquay. Please make sure that we have your mobile number in case we need to contact you during your journey, and make a note of our emergency mobile number too (below).

TIS Emergency Number:

International: +44 7881 710395
UK: 07881 710395

There will be a welcome letter and map waiting for you at your accommodation with more details about your first day.

Your First Morning

Please arrive promptly to make sure your first morning runs on schedule. Please bring your passport or identity card with you.

Timetable

08:15	Arrival at the school and registration at Reception
09:00	School induction presentation Helpful advice and a health and safety talk followed by a guided tour of the school and introduction to our team
09:30 - 1220	Placement test followed by lessons
12:20	Lunch
14:00	Afternoon lessons
16:30	Guided walking tour of Torquay

Helpful Tips

Come to school at 8.15 on your first Monday. If you are lost or delayed, please call us:

Int.: +44 1803 295576
UK: 01803 295576

School address:

TIS, 15 St Marychurch
Road, Torquay, Devon,
TQ1 3HY

Your First Week

During your first week, we will do everything we can to help you settle in quickly. If you have any questions or doubts, please come to Reception and tell us as soon as possible so we can help you.

Personal Course Timetable

You will be given a personal timetable on Monday afternoon, including details of which afternoons you will have classes. You will receive your weekly timetable by Friday for subsequent weeks.

Guided Study:

All of our courses include an optional 1.5 hours of Guided Study in addition to your personal timetable free of charge. The guided study room is located at the top of the building with a member of staff available during lunch times and afternoons to help you.

Weekly Course Programme:

Check the classroom door to see the weekly course programme, which tells you what is happening in your class this week.

Concerns regarding your class or your level:

If you have any concerns regarding your course or your level, please talk directly to your teacher or to Vicki, the Director of Studies.

First week feedback:

On Thursday morning, your teacher will give you a first week feedback form. Please take the time to complete this and return it to Reception.

Joining the Social Programme:

The Social Programme board can be found in the student lounge. Check it on your first day and sign up for any trips you want to go on. The activities for the following week are advertised every Thursday morning. We ask students to pay for excursions during the Tuesday morning coffee break.

We worry about you!

If you are going to be late for any reason please telephone 0044 (0)1803 295576

Photos, Videos and our Publicity Material

During your stay, we may take some photographs or videos in the school or out on activities. These may be used on the TIS Facebook site, on our website, or in our publicity materials. If you do not wish us to use any photographs of you, please tell Reception during your first week. All photographs and videos are treated sensitively and discreetly - student surnames are not published unless you have expressly given permission.

Homestay Accommodation

All of our homestays enjoy hosting and sharing their lives with guests from different countries and cultures. Homestays can be traditional family of parents and children, an older couple whose children have grown up and left home, or a single person with or without children. All TIS hosts are carefully selected from a long list of applicants and constantly monitored by our Accommodation and Welfare Team.

Your room

You will have a desk or table for studying in your room, or access to a desk or table in another quiet room. Your host will clean your room on a regular basis, but you should keep your room tidy.

Internet

All of our homestays have wireless internet which you are free to use. Ask your homestay host for details.

Meals

You will eat breakfast and an evening meal every day at your homestay, as well as lunches at weekends. Please tell your host in advance if you are likely to be late or will miss a meal. If diet, religion, or simple dislike means that you cannot eat certain foods, please tell your hosts as soon as possible.

Laundry

Your host will do light laundry for you each week - but please do not expect your hosts to wash big heavy items for you on a regular basis. You should do your own ironing.

Keys

Your homestay host will give you a key to the house so you can come and go as you please. If you come back late at night or go out early, please remember not to disturb your hosts or other guests.

Other students in your homestay.

Some homestays have more than one international student at a time, but never more than four at once. You will never share a homestay with other students of the same mother tongue.

Inviting friends over

Always ask your homestay host before inviting your friends to their home. Any overnight visitors should be agreed with your hosts in advance.

If you have any problems or concerns during your stay, it might be appropriate to talk to your hosts directly. Remember that they are experienced in hosting international students and generally very flexible and understanding. If you are unsure, or are thinking about moving homestay, please speak to Lynne, the School Manager, or Laurie or Chrissie in the Accommodation Team.

Other Accommodation

Club TIS Hotel

- ✓ Breakfast: 7:45 – 8:45 from Monday to Friday, 8:30 – 9:30 Saturday and Sunday
- ✓ Evening meals: simple meals can be cooked in our guest kitchen. Eating out in the evening with other hotel guests is a great way to make friends
- ✓ Study Room: the study room is available all day every day. You are welcome to use the computer in the study room and borrow any of the books
- ✓ The Terrace: smoking is only permitted on the terrace
- ✓ Cleaning: your room will be cleaned and tidied each morning from Monday to Saturday. Beds are changed once a week and your towels will be changed three times a week
- ✓ Laundry: a laundry service is available: more details can be found in your bedroom
- ✓ Internet: WIFI Code: 18 03 29 76 38
- ✓ Emergencies: +44 7881 710 395 or UK: 07881 710 395

Apartments

- ✓ Meals: You are responsible for your own meals
- ✓ Cleaning: You are responsible for cleaning the apartment; however, a cleaning service is available at extra cost. We will change your bed linen once every two weeks. We will clean the flat after you check out
- ✓ Laundry: there is a washing machine and washing powder provided for your own laundry. We provide two sets of towels but you are responsible for washing them
- ✓ Rubbish and recycling: Please use the recycling box inside the apartments and put any general waste in the outside bin. Both are emptied at least once a week
- ✓ Internet: WIFI Code can be found on the welcome pack in your apartment
- ✓ Emergencies: call TIS emergency number on Int.: +44 7881 710 395 or UK: 07881 710 395

Places to Eat

Lunches at TIS

Sandwiches, fruit and home-made cakes are on sale at the school.

Eating out in Torquay

There are also plenty of pubs, cafés and sandwich shops and restaurants within a twenty minutes walk from TIS. These are some of our favourite places to eat out in Torquay. Ask at Reception for recommendations or to reserve a table.



Sandwiches
(8 Union Street)

COSTA COFFEE

Coffee
(67 Union Street)



Perfect tearoom
(49 Babbacombe Downs Rd)



Lunchtime dishes
(118 Union Street)



Sandwiches
(114 Union Street)



Hamburger restaurant
(59 Abbey Rd)



Best fish and chips
(Princes Street)
www.hanburys.net



Seafood restaurant
(Abbey Crescent)
ontherocks-torquay.co.uk

Number 7
Fish Bistro

Fish bistro
(7 Beacon Terrace)
www.no7-fish.com



Seafood restaurant
(20 Victoria Parade)
www.therockfish.co.uk

Visto Lounge

Neighbourhood food
(Abbey Crescent)
thelounges.co.uk

PIERRE
LE DISTRICT

French restaurant
(Abbey Crescent)
lebistrotpierre.co.uk

Torquay

Torquay is the largest town in Torbay and known as the Queen of the English Riviera. In 1196, French monks founded Torre Abbey, but it wasn't until the early 19th century that the small fishing village started to develop into an important town. The warm summer climate attracted sun-seekers and the mild winters were recommended for people's health. Torbay is one of the few places in Britain where palm trees thrive.

Transport

Most things are within walking distance in Torquay, but there is also a good bus service that covers most of the town. Taxis are much cheaper in England than you expect. We recommend Price First Taxis: Call Int. +44 1803 322 322 (UK: 01803 322 322) or book at Reception.

Local Events

Torquay is a very popular tourist destination and has events most weekends. Check the local events calendar: www.englishriviera.co.uk/whats-on

Gyms and Sports Clubs

There are several local gyms with and without swimming facilities within twenty-minutes walk of TIS. On average, gym membership is around £35 per month. We have very active local clubs for running, sailing, golf, tennis and football, all of which welcome our students on a regular basis. Ask at Reception for information about Sport Facilities and Clubs in Torquay.

Shopping

The main shopping street in Torquay (Union Street) runs from the Town Hall down to the harbour. Shops are usually open Monday to Saturday 9:00 to 17:30; Sunday 10:00 to 16:00.

The nearest supermarket is Tesco Express: a five-minutes walk from TIS next to the town hall. Open from 6:00 to 23:00 every day.

Local Post Office

The nearest post office is 5 minutes' walk from TIS next to the town hall. Here you can send post cards and packages home:

6-8 Tor Hill Rd, Torquay, Devon TQ2 5RA

Open Monday to Friday 9:00 to 17:30 and Saturday 9:00 to 13:00.

You can also send post cards from TIS Reception.

Library

It is easy to join Torquay Library, which is only five minutes on foot from the school: please ask us for a letter of introduction (closed on some afternoons, check website for more details: www.torbay.gov.uk/torquaylibrary).

Social Programme

Martin organises the Social Programme so that there is something for everyone. If there is something you would especially like to do, then do tell him and he will try to help you. Check the Activity Board in the Student Lounge regularly.

Example of TIS optional activities – they change each week

Afternoon Trips:
Boat trip to Brixham
Fishing trip
Mystery mini bus tour

Evening Activities:
Barbecue
American Bowling
Jazz and Pub Nights

Weekend Excursions:
Stonehenge
Dartmoor
The City of Bath



Get to know our currency

The British currency is the pound sterling. The sign for the pound is £. GBP = Great British Pound.

Since decimalisation in 1971, the pound has been divided into 100 pence.

The pound (£) is made up of 100 pence (p) exactly like the dollar is split into 100 cents. The singular of pence is "penny". The symbol for the penny is "p"; hence an amount such as 50p is often pronounced "fifty pee" rather than "fifty pence".

We have both coins and banknotes.



Long Stay Students (8+ weeks)

Student Tutorials

During your first week, we will schedule a short meeting to give you some information. You will have regular tutorials with a senior teacher to check you are satisfied with your progress and offer advice and support for your studies.

Taking Exams

At TIS, we offer preparation for IELTS and Cambridge exams. IELTS exam sessions are held locally and Cambridge exams can be taken on-site at TIS. You can move to an exam preparation course for no extra cost, and if you are studying for 24 weeks or more you can enter one exam at TIS for free.

Christmas and New Year

The school closes for 2 weeks over Christmas and New Year. Most students choose to go home, however you can stay with a homestay (additional charge of £10 per day) or take a holiday. Please tell us about your plans by the end of November at the latest.

Visas

If you are travelling on a visa, you must meet the conditions of the visa or you could be asked to leave the UK. The UK Border Agency may tell you to register with the local police on arrival. If this happens, tell us and we will go with you. If you want to travel to other parts of Europe you will require a Schengen Visa. Please speak with Lynne at Reception if you have any concerns.

Finding Independent Accommodation

We recommend staying with a homestay provider but we understand that you may prefer to stay in independent accommodation. If you are thinking about moving to independent accommodation, we can offer help and advice at Reception, and you should remember that:

- ✓ Bills such as water and electricity may not be included in the rent
- ✓ If you are required to sign a tenancy agreement, read it very carefully and ensure that you understand everything before you sign
- ✓ Your landlord will take a deposit from you which should be returned when you leave, but deductions may be made for breakages, necessary cleaning bills etc

Monitoring Progress

You will be given the option to take weekly tests during your time at TIS to monitor your progress in English. If you would like any additional help or support in monitoring your progress, please speak with Vicki, the Director of Studies.

Further study in the UK

We can help you to find more information about further and higher education in the UK. Talk to our Senior Teacher, Peter, or our Director of Studies, Vicki, for more information.

Requesting Holidays

Provided you have permission from the person or organisation paying for your course, you can take holidays while you are studying at TIS. To take a holiday, complete a holiday request form (available from Reception) and return it to us giving at least 4 weeks' notice of your holiday. Your classes can be added on to the end of your stay and you will pay a £40.00 holding fee per week for your accommodation.

Rail Card and Student cards

Sometimes worthwhile for long stays; ask at Reception for more details.

Health, Safety and Welfare

Laurie Chapman is our Designated Safeguarding Officer. Please talk to her if you have any questions or concerns about your health, safety or welfare.

Personal Safety

Torquay is a very safe town but you should still follow these "common sense" guidelines:

- ✓ Do not leave money or valuables such as laptops and smartphones in your classroom when you are not there. Keep your passport and ID somewhere safe at all times
- ✓ Do not carry large amounts of money around. We can keep money safe for you at TIS; just talk to Laurie or Lynne
- ✓ Do not walk alone after 10pm if you can help it – call a taxi (Int.: +44 1803 322322 or UK: 01803 322322)
- ✓ Be discreet in public with expensive items like mobile phones, laptops and jewellery

First Aid

We have many qualified first aiders on the staff. If you need First Aid, or just a sticking plaster, come to Reception immediately.

Medical Care

Come to the Reception or tell your homestay provider if you need to see a doctor, dentist or other medical professional. If you are an EU National you receive free medical treatment under the National Health Service. If you are not from an EU country and are here for less than 6 months, you pay for medical treatment. If you are staying for more than 6 months and register with a doctor, your treatment is free. You have to pay for medicines and dental charges which are not covered by the National Health Service.

Where to find:

HOSPITAL	Torbay Hospital, Lowes Bridge, Torquay, T: 01803 614567
PHARMACY	Boots Pharmacy, 66-68 Union St, Torquay, T: 01803 292708
POLICE	Torquay Police Station, South Street, Torquay

Emergency T: 999, Non-emergency T: 101

What to do in an emergency

If something goes wrong, tell your homestay provider or staff at the school immediately. If it is an emergency, you can get help by telephoning '999' for the Police, Ambulance, Fire Brigade or Coastguard.

You can also get help by phoning the school emergency number below. Police non-emergency number for lost or stolen property (when it is not life threatening situation) is '101'. Police officers are friendly and very approachable; they will answer any question you may have, from what the time is to directions home.

TIS Emergency Number:

International: +44 7881 710395 or UK: 07881 710395

Bullying Policy and Anti-Social Behaviour

At Torquay International School, we are very proud of the diversity of our students and staff. 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 Director of Studies or the School Manager immediately.

- ✓ No abusive behaviour
- ✓ No racism or racist language
- ✓ No sexual harassment
- ✓ No offensive comments about religion, beliefs, age or sexual orientation
- ✓ No bullying
- ✓ No discrimination of any sort
- ✓ Respect your fellow students and TIS staff

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 asked to leave TIS.

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).

Homesickness

It is natural to miss home when you first arrive in Torquay, especially if you have travelled a long way or come from a very different culture. Please come and talk to Laurie, our welfare officer, if you need some extra support.

Smoking

It is against the law in Britain to smoke in public buildings and enclosed spaces. If you are a smoker, please smoke in the designated smoking area in the garden and make use of the ash trays provided. If you are staying with a homestay, please ask them where you should smoke and for an ash tray.

Alcohol

If you look under 25, you may have to prove your age. It is illegal to buy or drink alcohol if you are under 18 or buy alcohol for someone else under 18.

Drugs

In the UK, many kinds of drugs are illegal and you might go to prison if you buy, sell or take drugs. If somebody offers you drugs, refuse and report them to the school.

Anti-Bullying Policy

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

At Torquay International School we firmly believe that respect is the most important basis for a harmonious and enjoyable working or studying relationship. We will not tolerate bullying of any kind – physical, verbal, indirect or electronic (cyber bullying) and undertake to:

- ✓ 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 abide by our anti-harassment and bullying policy
- ✓ Report back to parents/guardians and hosts regarding their concerns about bullying and to deal promptly with complaints
- ✓ Learn from anti-bullying good practice and use the support of relevant organisations where appropriate

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

Religious and Social Observance

Torquay International School values diversity and takes a proactive approach to promoting equality with regards to gender, age, sexual orientation or socio-economic background.

As human beings, we all have our own values, beliefs and attitudes that we have developed throughout the course of our lives. We acknowledge and respect ethnicity and religious belief in both the public and private spheres.

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

St John the Apostle: Montpellier Road, Torquay (Catholic)
Sunday services are at 11.00 am

St Mary Magdalene Church: Union Street, Torquay (Catholic)
Sunday services are at 9.00 am

Upton Vale Baptist Church: St Marychurch Road, Torquay (Baptist)
Sunday service at 10.30 am

Victoria Park Methodist Church: St Marychurch Road, Torquay (Methodist & Protestant)
Sunday service at 10.30 am

Central Church: Tor Hill Road, Torquay (Methodist & Utd Reformed)
Sunday services are at 10.30 am

Exeter Synagogue: Synagogue Place, Exeter (Jewish)
Services nearly every Shabbat and for most festivals

Torbay Islamic Centre: 130 Avenue Road, Torquay (Muslim)
An information sheet is available at Reception

Prayer Room

We provide a quiet prayer room at the school.

Disability

If you have a disability or illness that you wish to discuss with us, please do so. Currently, the school does not have wheelchair access to the higher floors or to the garden, nor do we have specific toilet facilities for those students with a disability. Please call Reception if you wish to discuss specific requirements in more detail.

What to Do in Your Free Time

TIS organises many afternoon activities (boat trips, barbecue, bowling,) as well as weekend trips (Stonehenge, Bath, Dartmoor). Ask at Reception for more information. However, here are some tips and ideas if you decide to organise your trip by yourself:

Brixham and Berry Head:

Travel to Brixham from Torquay by ferry or bus. Berry Head is clearly signposted and about a thirty-minutes walk from Brixham Harbour. www.countryside-trust.org.uk/berryhead

Coast path from Torquay Harbour to Babbacombe Downs:

Torquay has some beautiful coastline and beaches, all of which are linked by the South West Coast Path (approx. 6km). www.southwestcoastpath.org.uk

Steam Train to Greenway House:

Take a Steam Train to the home of the famous and much-loved author Agatha Christie, now a museum to her life. www.nationaltrust.org.uk/greenway and www.dartmouthrailriver.co.uk

Dartmoor National Park:

Forty minutes by car from Torquay (we run a trip most Sundays). A beautiful, rugged, rural area shared by farmers, tourists, riders, walkers, cattle, sheep and wild ponies. Find out more at www.dartmoor.gov.uk

Torre Abbey:

Founded in 1196 as a Medieval monastery but now a museum with gardens, Palm House and café. Find out more at www.torre-abbey.org.uk

Kent's Cavern:

One of Europe's most important ancient sites with a fascinating system of prehistoric caves - great for a rainy day! Find out more at www.kents-cavern.co.uk

Princess Theatre:

The Princess Theatre is the largest of the theatres within Torbay and hosts a wide range of productions from musicals and theatre to opera and ballet. www.atgtickets.com/venues/princess-theatre-torquay/

Living Coasts:

A marine aviary showing coastal and marine habitats with many seabirds, penguins and seals. Find out more at www.livingcoasts.org.uk

Cockington Country Park:

A lovely old village of thatched cottages with a pub, tea-rooms, shops, gardens, lakes, church and horse-drawn carriages within the village. Enjoy a cream tea! www.countryside-trust.org.uk

Complaints

You can always talk to our staff or teachers about any problems you experience. If you feel nervous about speaking then you can use the feedback form, which will be given to you during your first week, and hand it in at Reception.

We want to help you: if you are unhappy about something, it is really important that you tell us as soon as possible so that we can act quickly for you.

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.

If you are still not satisfied after this meeting then you must take the following steps:

- ✓ If you booked through an Educational Consultant in your own country, then you must put your complaint down in writing and email it to them. You can write in your own language in this case. Your Educational Consultant will then contact the school staff and try and resolve the issue for you
- ✓ If you booked directly with the school and you feel our action has been unfair, then you can seek outside help. As a British Council accredited school, TIS is a member of English UK and also of IALC. Both of these organizations have a procedure for helping students who are unable to resolve a complaint

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



Your homestay, feeling homesick or need someone to talk to in confidence

Speak to **Laurie**, our welfare officer, at the school Reception.
laurie@tisenglish.co.uk



Activities and trips

Speak to **Martin** in the student lounge.
martin@tisenglish.co.uk



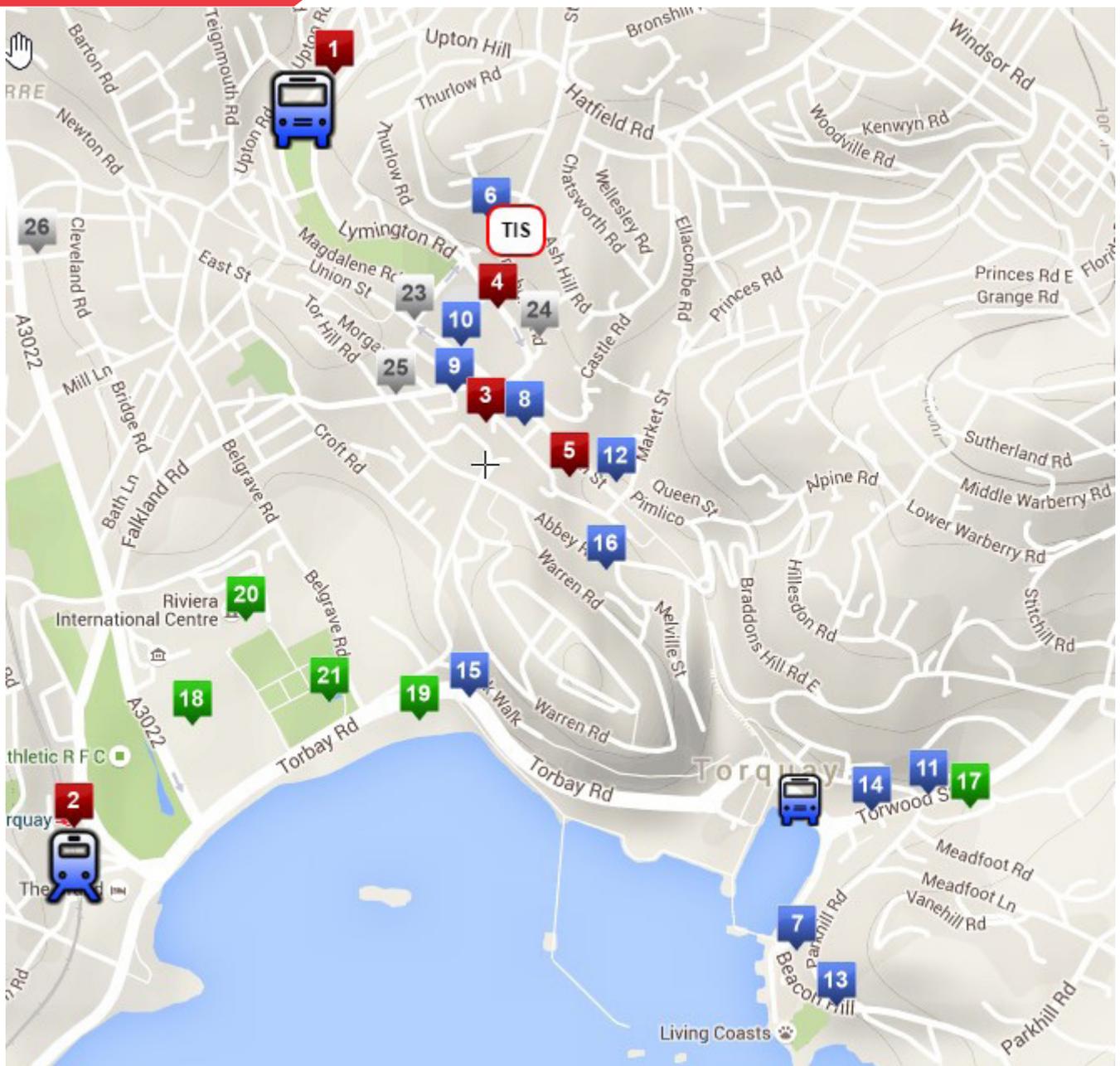
Teaching

Speak to **Vicki**, the Director of Studies, at the school.
vicki@tisenglish.co.uk



Transfers or anything else

The School Manager, **Lynne**, is really happy to speak to you at Reception, at any time.
lynne@tisenglish.co.uk



Useful places (red)

- 1 Coach Station
- 2 Train Station
- 3 Post Office
- 4 Tesco Supermarket
- 5 Pharmacy

Food and Caffe (blue)

- 7 Rockfish
- 8 McDonald's
- 9 Subway
- 10 Gemelli Restaurant
- 11 Ephesus
- 12 Costa coffee
- 13 No 7 Fish Bistro, The Elephant
- 14 Nightclub
- 15 On The Rocks, Pierre, las Iguanas, Visto Lounge
- 16 Meat 59

Sports (green)

- 17 Bowling
- 18 Torre Abbey
- 19 Beach
- 20 Riviera Centre
- 21 Minigolf

Worship (grey)

- 23 St Mary Magdalene
- 24 Upton Vale Baptist
- 25 Central Church
- 26 Torbay Islamic Centre

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