

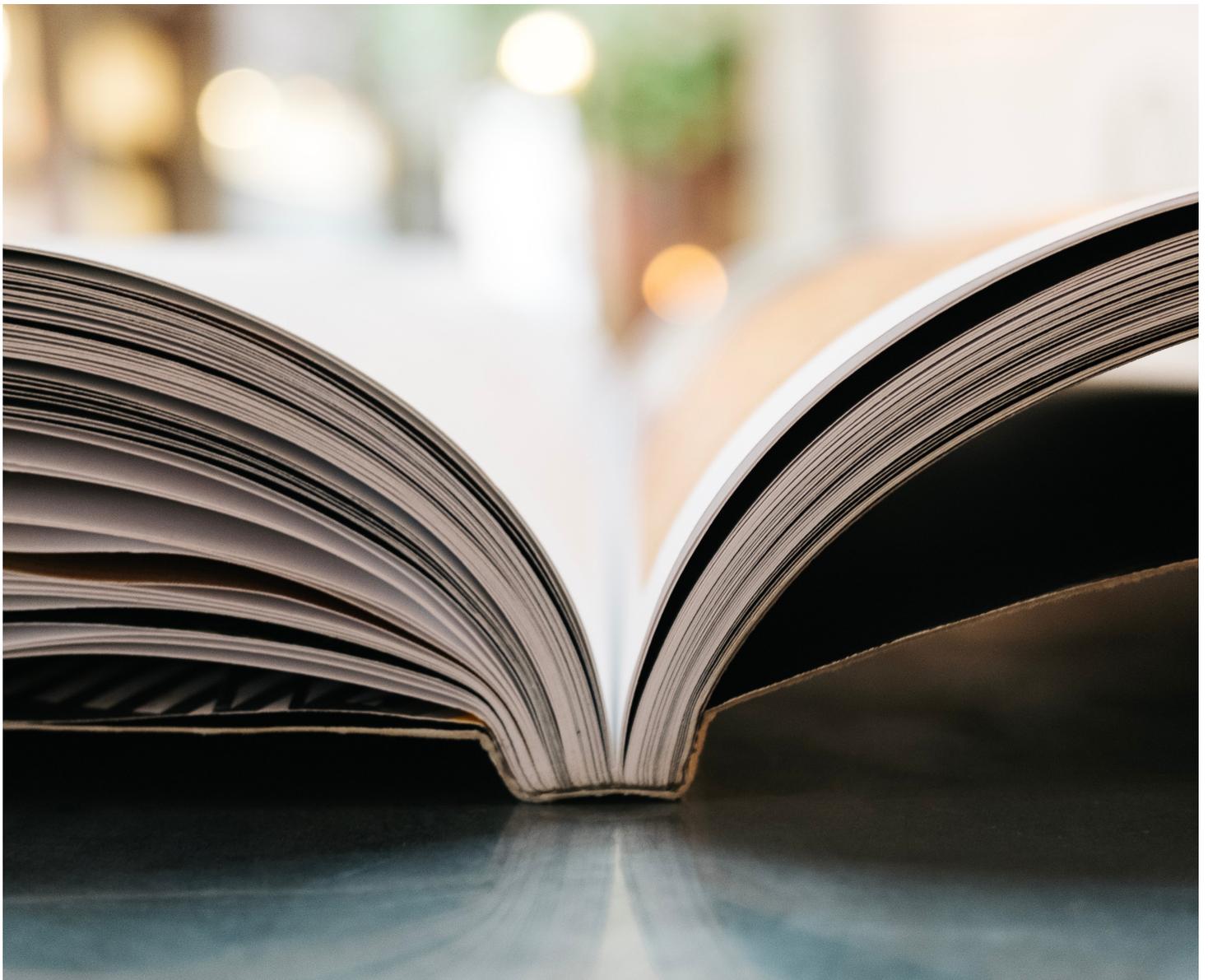


TORQUAY
INTERNATIONAL
SCHOOL



International
House
Torquay

ADULT AND YOUNG PEOPLE (16+) HANDBOOK



TIS EMERGENCY NUMBER: +44 7881 710 395

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WELCOME TO TORQUAY INTERNATIONAL SCHOOL

Welcome to Torquay! We are looking forward to showing you why our town is a great place to stay and study.

We will help you make the most of your stay at TIS. We want you to study hard, make 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.

This handbook provides essential information on your course, accommodation and life in Torquay and the UK.

Some of our most important policies and procedures are also covered here, as well as UK law so please familiarise yourself with this information.

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 teachers

Small classes and individual attention for every student

Care and attention to the standard of accommodation

A weekly social programme to help you explore the local area and make friends

“Our mission is to help every student and colleague realise their potential.

We do this by creating opportunities to develop on a **linguistic, cultural** and **professional** level in a supportive and safe environment.”

WE AIM TO:

Provide the best possible service in terms of language training, accommodation and range of extracurricular activities.

Promote the core British values of democracy, individual liberty, tolerance and the rule of law.

Provide a safe, inclusive and secure environment for study and relaxation.

Provide great value for money.

Be respectful of and responsive to the needs and expectations of our students.

GET THE MOST FROM YOUR STAY

Please try to speak English at all times, even to people who speak your language.

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

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



At Torquay International School we have been providing English language tuition for over 40 years. Our aim has always been the same: to help our students achieve their aims in a professional and friendly environment.



Torquay is the largest town on the area of coastline known as the English Riviera. The town offers excellent leisure opportunities, an attractive harbour and fantastic beaches. Torquay is also part of a UNESCO-listed coastal Geopark.

BEFORE ARRIVAL

Travel to Torquay

There are various ways of travelling to Torquay. Our team will be more than happy to help and advise you. We can also book tickets for you. Just contact us with your full flight details.

If you are staying in a homestay, TIS Partner Hotel or one of our apartments, then you will be met at Torquay Bus or Train Station on arrival.



By air: You can fly with a number of airlines to nearby Exeter and Bristol airports. If flying to London, we recommend you travel to Heathrow Airport.

<https://www.exeter-airport.co.uk/>

<https://www.bristolairport.co.uk/>

<https://www.heathrow.com/>



By coach: Coaches from London Victoria, London Gatwick and London Heathrow leave several times daily for Torquay and are reasonably priced.

<https://www.nationalexpress.com/en>



By train: trains run regularly to and from Bristol and Exeter. A frequent train service operates from London Paddington to Torquay and full details can be found on

<https://www.gwr.com/>

Exeter Airport

40 km from Torquay

Flights from many European destinations

Train to Torquay: 1 hour (approx. £35)

Private taxi: 40 minutes (approx. £75)

Bristol Airport

140 km from Torquay

Flights from many European destinations

Train to Torquay: 2 hours - 1 change (approx. £75)

Private taxi: 2 hours (approx. £155)

London Heathrow Airport

285 km from Torquay

Coach to Torquay: 4.5 hours (approx. £55)

Train to Torquay: 3.5 hours - direct or with one change (approx. £95 - if booked in advance)

Private taxi: 3.5 hours (approx. £270)

*Please note that the prices quoted above are for one way tickets. Please visit our Travel to Torquay advice page for full details and prices:

<https://tisenglish.co.uk/helpful-information/travel-to-torquay/>

How much money will you need?

It can be very difficult to open a bank account in the UK, especially if you are on a short course. You may prefer to set up an on-line bank account in your home country which will allow you to access ATM machines and issue you with a credit card that can be used for international purchases.

We advise you to use a credit or debit card during you stay as much as possible. It is not a good idea to carry large amounts of cash with you but you should bring enough cash for your immediate needs (no more than £250). Typically, you can expect to spend around £100 per week on food, transport and entertainment in Torquay.

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 raincoat and walking shoes as you may be doing lots of walking. We recommend sun protection at all times... and an umbrella!



Insurance

TIS is not responsible for any accident, resulting in the loss or damage to any students' possessions or for any illness or personal issues that result in the curtailment of the course - private travel and health insurance should cover all eventualities. We strongly recommend that you travel with adequate insurance.

A good student insurance policy will cover expenses if a student has to go home early or for flight cancellations and medical expenses. Our recommended insurers are Gibbs Denley. Their Student Studyguard policy provides travel insurance specifically designed for students travelling outside their country of residence to undertake a course of study anywhere in the world.

<https://www.gdis.co.uk/>

All students who have an EHIC (European Health Insurance Card) are covered for basic medical treatment within the UK but we recommend recommended that additional health cover be purchased for the duration of your stay.

ARRIVING AT TIS

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 below.

If your arrival is delayed, please contact the school's emergency number if you have an airport transfer booked, or phone your homestay to tell them your new arrival time.

TIS Emergency Number:

International: +44 7881 710 395
UK: 07881 710 395

YOUR FIRST DAY AT TIS

You will be sent a welcome letter electronically with more details about your first day and a map. At school you will be given a study folder for use during your course which also includes key information about the school, your studies and the Torbay area.

Please arrive promptly, at 08:15, to make sure your first morning runs to schedule. Please bring your passport or identity card with you.

If you are lost or delayed, please call us:

International: +44 1803 295 576
UK: 01803 295 576

The school address:

Torquay International School, 15 St Marychurch Road, Torquay, TQ1 3HY

Your course at TIS

TIS offers a variety of courses for adult and young people (16+).

General English classes are held in the mornings from 09:00 until 12:20 and cover all 4 skills (reading, writing, speaking and listening) with attention given to grammar. Your teacher will give you all the materials you need to complete a series of lesson objectives each day.

If you have booked a 19, 23 or 30 hour course you will also have afternoon lessons which focus on communication skills and strategies, with attention given to vocabulary development. Exam classes are also held in the afternoons.

Max 4 and Discover Devon classes are held between 08:45 and 12:10 and follow a negotiated syllabus based on your specific needs and interests. A networking lunch is included in these programmes and afternoon lessons are held from 14:00 until 16:00 (if you have booked this option).

NB - Monday lessons begin 1 hour later and finish 30 minutes later.

First day Timetable

- 08:15 Arrival at the school and registration at Reception
- 08:30 Placement test and oral assessment (individual timetable issued which will highlight your class and level)
- 09:15 Induction presentation (helpful advice and a health and safety talk followed by a guided tour of the school and introduction to our team)

	<u>Max 4 students</u>	<u>General English students</u>
	09:45 - 13:10 - Classes	10:00 - 13:20 - Classes
	13:10 - 14:30 - Networking Lunch	13:20 - 14:30 - Lunch break

14:30 Afternoon lessons (if applicable)

16:30 Short orientation tour of Torquay

MEET THE TIS TEAM



“Welcome to Torquay International School and thank you for choosing us.

Torquay is a great place to live and study. We want you to work hard, make good progress and enjoy your time here. 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.”

Kevin McNally
Director/Principal

All of our team are here to help you, so please come and talk to us. You can find more information about team members of our team on the ‘Meet the Team’ board opposite Reception. If you have a question and are not sure who to speak to, please ask at Reception.

Logistics Team



Georgian
Business Manager
Prevent Lead
GDPR Lead
H&S Officer



Chrissie
Financial Administrator



Laurie
Accommodation and
Welfare Officer
Designated Safeguarding
Lead



Sandra
Groups and Logistics Manager
Deputy Safeguarding
Prevent Deputy

Academic Team



Vicki
Academic Manager



Linda
Academic Administrator



Susan
Quality Assurance
Director



Bruno
Global Sales &
Marketing Manager

Other staff to help you

SCHOOL INFORMATION AND FACILITIES

Opening Hours and Reception Services

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

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

- Book travel: car hire, coaches, trains, flights, hotels and London weekends
- Recommendations for local restaurants, attractions and days out
- Borrow adaptors and umbrellas

Student Lounge

The Student Lounge is the place to meet and socialise with your fellow students.

Smoking Area

It is illegal to smoke in all public buildings in the UK. The school has a designated smoking area in the garden which you will be shown on your first day.

Quiet Study Area, Books and Study Resources

The Quiet Study Area is open all day for you to do your homework, prepare presentations or use the tablets for self study; there is also a small number of books and dictionaries for you to use. You can also buy English dictionaries, grammar books, guided readers, course books and DVDs. Ask your teacher or Vicki for advice on materials we have available to borrow or buy.

Computers and Wifi

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

The Wifi password is: **5544332211**

The management team at Torquay International School takes e-safety very seriously and will ensure that policies and procedures are in line with best practice and the safeguarding agenda.

TIS's network infrastructure is safe and secure and we use Draytek Web Content Filter to ensure no one can connect to inappropriate sites or material. We have a specific filter that is in line with Prevent Regulations (as directed by CONTEST - UK's Counter-terrorism strategy).

Prayer Room / Multi-faith Room

We provide quiet prayer rooms at the school, room 10 for men and room 5 for women.

Both rooms are available at the following times: 12:30 - 13:30 and 16:00 - 17:00.

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 social media sites, on our website, or in our publicity materials.

You will be asked to give permission before we use any pictures or videos - there is consent box on the enrolment form (either online or paper form) or on the contact form which you will be asked to fill in on your first morning. All photographs and videos are treated sensitively and discreetly - student surnames are not published.

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.

Student card and lanyard

You will be issued with a personal student card and a lanyard. You are expected to wear the lanyard at all times. Lanyards are colour coded for safeguarding purposes: adult students = white, 16 -17 years = green, under 16s = orange, staff = red.

Orientation Tour

As part of your induction you will be given a short tour of the school followed at the end of the day by a guided walk through the centre of Torquay which will help you locate important landmarks and facilities, such as: the post office, banks, the shopping centre etc.

2nd Day Feedback and First Week Interview

On Tuesday morning, your teacher will give you a 2nd day feedback form. Please take the time to complete this and return it to Reception so we are aware of any problems you may have and we can deal with them immediately.

During your first week you will be invited to attend an interview with the Academic Manager. This will give you the opportunity to discuss your course, accommodation and leisure programme to ensure you are happy with everything.

Personal Timetable and Weekly Course Programme

You will be given a personal timetable on Monday morning, including details of which afternoons you will have classes, if applicable. After the first week please look on the class register in the student lounge for your class timetable.

Your teachers will remind you to check the classroom door to see the weekly course programme which tells you the planned objectives of each lesson throughout the week. You will also be encouraged to request any additional learning goals you may have.

Concerns regarding your class or your level

If you have any questions about your course, please speak to your teacher first. You can also speak to the Academic Manager, Vicki, in Room 4 or the Academic Administrator, David, at 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 join. The activities for the following week are advertised every Friday morning. Many activities are free but some have a charge (generally about £15). We ask students to pay for any excursions during Tuesday morning coffee break, if possible.

Attendance and lateness

Please try not to be late for your class as it affects the quality of the lesson. If you are more than ten minutes late, your teacher may exclude you from the class until after the break. Please telephone +44 1803 295 576 if you are going to be late for your lesson or cannot attend school. Students should attend all lessons that have been scheduled for them. If attendance falls below 80% we reserve the right not to issue your end-of-course certificate.

HOMESTAY ACCOMMODATION

All TIS hosts are monitored by our Accommodation and Welfare Team. Homestays can be a family of parents and children, an older couple whose children have grown up and left home, or a single person with or without children. Our homestays provide a welcoming and caring environment and they are genuinely interested in making your stay as comfortable as possible.

Bus Pass

Most of our homestay providers are within reasonable walking distance (maximum 1.5 miles or 30 minutes walk). If you have to take the bus to school then the school will provide a bus pass for you at no extra charge.

Your room

You will have a single room (unless you booked a twin room with a friend or partner) which contains a bed, hanging space for your clothes, 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 preferences mean that you cannot eat certain foods, please tell your hosts as soon as possible.

Breakfast: a typical breakfast in the UK is a hot beverage, cereal and toast. Dinner: will be meat or fish or a vegetarian alternative, potatoes, pasta or rice and fresh vegetables (a dessert or fresh fruit will also be served). Weekend lunch: may be a packed lunch if you are joining an excursion or a simple light lunch such as pizza or sandwiches. British food may be different to that in your home country. This is part of the experience of living in the UK so try to sample new dishes, we hope you like them!

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. You will be provided with clean towels and bedsheets at least once per week.

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 unless you and they have requested it.

Inviting friends over

Always ask your homestay host before inviting your friends to their home. Overnight visitors are not allowed unless 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 Laurie, our Accommodation and Welfare Officer.

HOMESTAY GUIDELINES

Please remember

1. We ask you to behave as a considerate guest. Your homestay provider will behave as considerate hosts.
2. You are responsible for keeping your room and the bathroom tidy.
3. You must inform your homestay if you will not be in time for dinner - homestays are advised to still prepare your meal and leave it for you to heat up unless you tell them that you are eating out. Please do not use the kitchen or help yourself to food or drink unless you have agreed this with your homestay.
4. Homestays will have general 'house rules'. These rules are in place to ensure your safety and wellbeing.
5. Please give your mobile number to your homestay and make sure you save their number in your phone as well.
6. Your host will do your light laundry but you are expected to iron your own clothes.
7. There are a limited number of homestays within walking distance of the school. If you have to take public transport then the school will provide a bus pass at no extra charge.
8. Please try and speak English at all times. Your homestay will speak in English but they are not your English teacher - please do not expect them to teach you, but do ask them for help.
9. Always let your homestay know where you are and what your plans are, especially if you are under 18.
10. Most of our homestays will not allow smoking inside the house - please ask your homestay where you can smoke (usually in the garden).

OTHER ACCOMMODATION

It is necessary for TIS to have a record of your address, mobile number and emergency contact details while you study with us. Please make sure you tell us if you change your accommodation or any other details at any time.

TIS Partner Hotel - Ferndale Lodge

- Our Partner Hotel is situated just opposite the school (1 minute walk). Accommodation is on a bed & breakfast basis.
- Continental breakfast is served from 07:45 - 08:45 Monday to Friday; 08:30 - 09:30 on Saturday and Sunday.
- Evening meals are not provided. We encourage you to eat out in the evenings with the other students staying at the hotel as this is a great way to make friends and improve your English. However, there is also a guest kitchen for you to prepare simple meals if you prefer, which has a fridge and microwave. Cooked food should be eaten in the guest kitchen or breakfast area, not in your bedroom.
- Study space: You are welcome to use the breakfast area for your personal study every day (with the exception of breakfast time).
- Smoking: is only permitted on the terrace. It is illegal to smoke inside the hotel or in your room.
- Cleaning: your room will be cleaned and tidied each morning. Bed linen is 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 welcome pack in the hotel.
- Emergencies: +44 7881 710 395 or UK: 07881 710 395

Self-catering Apartments

Our apartments are within 25 minutes walk from the school and on a self catering basis.

- Meals: you are responsible for your own meals.
- Smoking: is only permitted outside of the apartments; It is illegal to smoke inside the apartments.
- Cleaning: you are responsible for cleaning the apartment during your stay. Your bed linen will be changed every week.
- 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.
- Emergencies: +44 7881 710 395 or UK: 07881 710 395.

Finding Independent Accommodation

We recommend staying with a homestay provider or in our hotel or apartments, 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:

- You will have less contact with English speakers after school so your English may not improve so quickly.
- You will need to do your own cooking, washing and cleaning.
- Make sure the accommodation has internet as it might be difficult to install your own Wifi.
- Do not send money to anyone for accommodation before seeing the property. Check that the person who shows you the accommodation is the actual landlord or an official representative (e.g. the letting agent).
- Bills such as water and electricity may not be included in the rent.
- Ask to see a tenancy agreement and 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.
- You may have to pay Council Tax - you may not have to pay if you are studying full time (minimum 24 weeks, 21 hours per week). More information can be found at the following link: <https://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Council-Tax>

You can contact the agencies below should you wish to stay in independent accommodation:

Torbay Letting Agents:
130 Union Street
Torquay TQ2 5QB
01803 298 402
Torquay.lettings@haart.co.uk

Torbay Property Management
35 Torwood Street
Torquay TQ11ED
01803 285 291
info@tpmtorbay.co.uk

If you are unsure about anything, please ask for advice at Reception. Please note that Torquay International School cannot accept any responsibility for any accommodation that is not booked through the school.

TORQUAY

Torquay is the largest town in Torbay. 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 grow.

Transport

Most places are within walking distance in Torquay, but there is also a good bus service that covers most of the town. You can buy weekly bus passes at the school for £17.00 which cover all public Stagecoach buses in the Torbay area. For a taxi service we recommend Torbay Taxis: Call Int. +44 1803 211 611 (UK: 01803 211 611) or book at Reception.

Local Events and Shopping

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

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-minute walk from TIS next to the Town Hall. Open from 6:00 to 23:00 every day.

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.

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 Road, Torquay, Devon TQ2 5RA
Open Monday to Friday 9:00 to 17:30 and Saturday 9:00 to 13:00.

Banks

We recommend that you use on-line banking services but if you need to visit a bank to change money or open an account, here are some of the most popular in the UK:

NatWest Bank - 108 Union Street; 0345 788 8444

HSBC Bank - 4 Strand; 0345 740 4404

Lloyds Bank - 51-52 Fleet Street; 0345 300 0000

Barclays Bank - Fleet Walk, Fleet Street; 0345 734 5345

RELIGIOUS OBSERVANCE AND PLACES OF WORSHIP

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)

SOCIAL PROGRAMME

We run an extensive weekly social programme. If there is something you would especially like to do, then do tell us and we will try to organise this for you. Please check the Activity Board in the Student Lounge regularly for up to date information about the social programme. Our website also has an extended social programme of events: <https://tisenglish.co.uk/social-programme/>.

Some activities are free of charge, however, the average charge for the other activities is approximately £15 - £20.

Sample TIS optional activities (they change each week):

Afternoon Trips:

Boat trip to the fishing town Brixham
Agatha Christie's summer home, Greenway
Coastal walks

Average cost: £15 - £20

Evening Activities:

Barbecue
10 Pin Bowling
Jazz and Pub Nights

Average cost: £10 - £15

Weekend Excursions:

Stonehenge
Dartmoor
The City of Bath

Average cost: £35



Greenway



Boat trip to Brixham



Coastal walk



Dartmoor

GET TO KNOW OUR CURRENCY

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

The pound (£) is made up of 100 pence (p).

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.



Please see page number 4 for advice on how much money you will need.

We strongly advise against carrying large amounts of cash with you. If you need any assistance or would like the school to keep some of your cash in the school safe, please come and talk to us at Reception.

WHAT TO DO IN YOUR FREE TIME

TIS organises many afternoon activities (boat trips, barbecues, 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 a 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-minute walk from Brixham Harbour. www.countryside-trust.org.uk/berryhead
Approximate price per adult: £5

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
Approximate price per adult: N/A

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
Approximate price per adult: £25

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
Approximate price per adult: £10 by bus

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
Approximate price per adult: £8

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
Approximate price per adult: £12

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/
Approximate price per adult: £30 depending on performance

Living Coasts:

A marine aviary showing coastal and marine habitats with many seabirds, penguins and seals. Find out more at www.livingcoasts.org.uk
Approximate price per adult: £15

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 traditional cream tea! www.countryside-trust.org.uk
Approximate price per adult: £8

PLACES TO EAT

Sandwiches and light lunches are on sale at the school. A selection of vegetarian and halal options are available as well. Free drinking water is available throughout the day and we also have a paid hot drinks machine.

Eating out in Torquay

There are plenty of pubs, cafés and sandwich shops and restaurants in the local area. Ask at Reception for recommendations or to reserve a table.

The Cary Arms (typical British cuisine) ££
Babbacombe Beach - 01803 327 110

Mirch Masala (vegetarian friendly and Halal) £
44 Babbacombe Road - 01803 311 296

Me & Mrs Jones (Vegan + vegetarian + gluten free) ££
11 Ilsham Road - 01803 298 745

Rockfish (seafood) ££
Victoria Parade - 01803 212 175

Bistrot Pierre (french cuisine + vegetarian friendly) £
Abbey Crescent - 01803 221 213

Subway (sandwiches) £
1 Daison Farm Cottages, Chatto Road - 01803 201 246

Costa Coffee (good coffee, sandwiches and cakes) £
67 Union Street - 01803 296 848

Angels (tearoom - afternoon tea and cakes) £
49 Babbacombe Downs Road - 01803 324 477

McDonalds £
114 Union Street - 01803 201 072

Meat 59 (hamburger restaurant) ££
59 Abbey Road - 01803 431 221

CUSTOMS AND CULTURE

Recognising cultural differences can help you adapt to life in UK so it is important to try to understand them before you arrive.

Alcohol

You must be over the age of 18 to drink alcohol in the UK and you may be asked to show proof of age before you can buy it in shops or pubs. Pubs are popular meeting places and they sell non-alcoholic drinks as well as alcohol. Both men and women may visit pubs and bars in the UK.

If you drink with English friends, the custom is to buy drinks for one or two other people in the group as well - they will then buy you a drink in return. We also pay for the drinks when we get them, not when we leave.

Equality

Men and women have equal rights in the UK. It is illegal to discriminate against anyone according to gender, race, class, religion, sexual orientation or disability. You are free to live according to your own personal beliefs and not feel pressured to adopt those of any of your fellow students. Tolerance and respect for different beliefs is a fundamental British value.

Greeting people

When meeting people for the first time, it is polite to shake hands with the right hand, say hello and ask the person how they are. Kissing or hugging is usually reserved for greeting family or close friends.

In the UK, it is acceptable to keep one arm's length between yourself and those you are speaking with.

General politeness

We use 'please' and 'thank you' and it is important that you do too. It is polite to say 'excuse me' when wanting someone to move out of your way and 'sorry' if you accidentally bump into someone.

Queuing

British people like to form orderly queues (standing in line) and wait patiently for their turn. You will be expected to form a queue at bus stops for example - you must take your correct turn and do not push in; 'queue jumping' is not acceptable.

Smoking

Since 2007, it has been illegal to smoke in enclosed public spaces in England - this means that you cannot smoke in restaurants, pubs, cinemas, theatres or anywhere on the school's premises.

Punctuality

It is considered rude to arrive late. If you are going to be late to something, contact those involved as soon as you know you will be late. If you have a business meeting it is always better to arrive 5 or 10 minutes earlier than the appointment time.

The elderly

The British show respect for older adults and the disabled. If you are on public transportation, you are expected to give up your seat for someone who is disabled or older if there is no other seat available. If an older adult or someone who is disabled seems to be struggling with something, you are also expected to ask the person if they need your assistance.

16 - 17 YEAR OLD STUDENTS

Under British Law, anyone under the age of 18 is considered a child or an adult at risk.

16 and 17 year old students are issued with green lanyards for easy identification. Adult students are issued with white lanyards.

It is very important that over 18s recognise that 16 and 17 year olds are considered children and that they should behave accordingly. If you are 16 or 17 years old you will be given the opportunity to eat your lunch separately from the adults at break time. You will also be asked to sign in before your morning and afternoon lessons. If you are studying for longer than 3 weeks you will have tutorials with Laurie, our Safeguarding Lead, every 3 weeks to discuss your Pastoral care.

If you are more than 10 minutes late for class or you are going to be absent you need to inform the school immediately. If you are more than 10 minutes late for class, without explanation, the school will automatically send an alert to the Welfare Team who will try to contact you.

Please be aware that 16 and 17 year olds are under the legal age for buying or consuming alcohol or tobacco. It is also illegal for adults to purchase alcohol or tobacco on behalf of anyone under 18.

FAMILY PROGRAMME

Children aged 6 to 15 are welcome at Torquay International School with an accompanying parent or guardian. The parent or guardian must follow a course with the same timetable as their children and are responsible for them at all times outside of class.

Under 16s will be taught in separate classes to the adults and will have a different break time to the adults.

IF YOU HAVE ANY CONCERNS

Disability

If you have a disability or illness that you wish to discuss with us, we are here to help. 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 certain disabilities. Please call Reception if you wish to discuss specific requirements in more detail.

If you need a Personal Emergency Evacuation Plan (PEEP) due to a disability which may affect your ability to leave the building in the event of an emergency, please contact Reception.

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 Designated Safeguarding Lead, if you need some extra support.

Who to contact

Laurie Chapman - Accommodation and Welfare Officer (laurie@tisenglish.co.uk) If you have any concerns regarding your welfare, if you feel homesick, have any problems in your homestay or need someone to talk to in confidence.

Sandra McCord - Groups and Logistics Manager (sandra@tisenglish.co.uk) - Sandra will be able to help with all of the above in Laurie's absence as she is the Safeguarding Deputy.

Vicki Rabicano - Academic Manager (vicki@tisenglish.co.uk) or **David Williams - Academic Administrator** (david@tisenglish.co.uk) if you need any help or have any queries about your academic programme.

Georgian Marin - Business Manager (georgian@tisenglish.co.uk) for financial queries, enrolments, marketing or anything else.

CODE OF CONDUCT - ADULTS AND YOUNG PEOPLE (16+)

Duty of Care

TIS has a duty of care to its students and staff to ensure that they do not come to any harm. We have rules in place that students and staff must follow to ensure that everyone can study and work in a safe and secure environment.

Behaviour Towards Others

Everyone is treated equally in the UK. We cannot treat someone differently because of their gender, race, nationality, religion, sexuality or if they have a disability. We expect all students and staff to treat everyone equally and with tolerance and respect.

Behaviour towards Under 18s

Behave in an appropriate manner, at all times, when in contact with students Under 18.

If you are in class with students aged 16 or 17 please be aware of the following:

They will be identified with a green lanyard and a wristband.

They will be offered a separate sitting/eating area in the student lounge which must be respected.

Attendance and Punctuality

Please be on time for your lessons. If you are late it will disrupt your class and your teacher may not allow you to join the class until after the break. We expect you to attend all classes but if you have good reason not to attend class i.e. if you are ill, you must tell TIS reception (0)1803 295 576.

Homework

Your teacher will give you regular homework tasks. These are important to consolidate class work but also help you prepare for the following day's lessons. Please make every effort to complete homework tasks.

Weekly Plans

Your teacher will show you the teaching plan for each week. We encourage you to use this document to help you check what you have learned, what is planned and, if you wish, make suggestions for alternative topics or language.

Speak English

We want you to speak English as much as possible to improve your communication skills. Speaking only English in class and during social programme activities is especially important.

Identification

On your first day you will be given a white coloured lanyard (green if you are 16 or 17) and identification card which you should wear at all times in the school or on any activities. This will also contain the emergency contact number for the school (07881 710 395).

Appearance

Please be aware of cultural differences and avoid wearing anything which might cause offence to anyone else i.e. clothing which contains rude or offensive words or images. You may be asked to change into something more appropriate.

Talk to us

Please talk to us if you have any problems. TIS staff are trained to deal with a range of situations and there is always someone available to help you.

LONG-STAY STUDENTS

Rail Cards

For long-stay students it can be worthwhile to buy a rail card if you are planning to visit other parts of the UK on your own - it costs approximately £30 per year and will give you a 1/3 discount on rail fares (<https://www.railcard.co.uk/>). Ask at Reception for help if you would like to apply for a rail card.

Student Tutorials

During your first week, we will schedule a short meeting with the Academic Manager to check on how you have settled in to your course. You will then have monthly tutorials with your teacher to check you are satisfied with your progress and given advice and support for your future studies. Your teacher will prepare a study plan for you based on your individual strengths, weaknesses and overall study objectives.

Monitoring Progress

On General English courses, you will be given weekly and monthly 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 Academic Manager.

Progress Reports

Attendance and Progress reports can be requested and Vicki, the Academic Manager, will be more than happy to discuss this with you. For students under the age of 18, parents may request regular attendance and progress reports by emailing Vicki at vicki@tisenglish.co.uk.

Adult students, parents or third-party sponsors will need the permission of the student to request such reports. Please contact the school for more details, if required: study@tisenglish.co.uk.

Taking Exams

TIS is the Open Centre for the Torbay Area and we offer preparation courses for IELTS, Language Cert and Cambridge exams. IELTS tests are held locally and Cambridge and Language Cert exams can be taken on-site at TIS. If you are studying for 24 weeks or more you can enter one exam (of your choice) at TIS free of charge.

Further study in the UK

We can help you to find more information about further and higher education in the UK. Talk to our Academic Manager, Vicki, or our Academic Administrator, David, for more information.

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.

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 course and you will pay a £50.00 holding fee per week for your accommodation.

Long stay students may take 1 week of holiday for every 3 months studied if attendance is over 80%.

Library

Long term students usually want to work on their English outside of the school hours - Torquay library is a great place to study. It is easy to join and it 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.

Employment

European and EEA nationals (The European Economic Area) are entitled to work in the UK and do not need to obtain a visa or work permit in order to do so. English language students from outside Europe are not permitted to work in the UK.

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 help you (more details on how to register with the police can be found in our Police Registration policy on our website).

If your visa allows you to stay in the UK for longer than 6 months you will need to collect your biometric residence permit soon after you arrive. Check your visa to find out when you must leave the UK. If you break the conditions of your visa you may not be able to return to the UK again.

You must intend to leave the UK within 30 days of the end of your study (if it is before the date your immigration permission ends). If you do not leave the UK within this time, it could affect any future immigration applications to the UK.

Important Facts:

1. You must leave the UK within 30 days of the end of your course (as stated on the original visa letter) or at the end of the visa period - whichever is earliest.
2. You cannot study in the UK for extended periods through frequent or successive periods as a short-term student - there must be at least 2 months in between courses or refusal will be automatic.
3. You cannot add any additional study in excess of 30 days at the end of the original period of entry requested (or when the visa expires, whichever is earlier).
4. You cannot switch visas.
5. Immigration Rules do not allow for short-term students to extend and this will be automatically refused.
6. For students on 6 months visas - the course must end within the 6 months based on the original visa dates.

For more information about visa rules and up to date information please visit <https://www.ukcisa.org.uk/>.

Travelling outside the UK

If you do not have a European passport and want to travel in Europe, you may be required to apply for a Schengen visa before you travel. A Schengen visa is a short-stay visa that allows a person to travel to any members of the Schengen Area, for stays of up to 90 days for tourism or business purposes. There are currently 26 countries in the Schengen Zone and you can travel between these countries using only one visa (you can use your UK visa to travel to Northern Ireland but not to the Republic of Ireland):

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Liechtenstein

Depending on your reasons for visiting the Schengen countries and the frequency of your visits, the Schengen consulate can issue you a single-entry visa, double-entry visa, or a multiple-entry visa.

To apply for a Schengen Visa to travel to Europe you will need to review all the Europe visa application requirements you need to fulfil (<https://www.schengenvisainfo.com/schengen-visa-application-requirements/>) and start the process of setting up a visa appointment at one of the Schengen consulates in your country (<https://www.schengenvisainfo.com/how-to-apply-schengen-visa/>).

More information about the Schengen visa can be found at the following link: <https://www.schengenvisainfo.com/>

HEALTH, SAFETY AND WELFARE

The safety and welfare of our students is of the utmost importance for TIS. Laurie Chapman is our Designated Safeguarding Lead and Sandra McCord is our Safeguarding Deputy. Please talk to them if you have any questions or concerns about your health, safety or welfare, or that of any of your fellow students.

Personal Safety

You should follow these guidelines:

- Do not leave money or valuables such as laptops and smart-phones 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 ask at Reception.
- Do not walk alone after 10pm if you can help it – call a taxi (Int.: +44 1803 211611 or UK: 01803 211611).
- Be discreet in public with expensive items like mobile phones, laptops and jewellery.
- Be aware of people around you or on motorcycles when taking selfies or using a cash machine ATM.
- When crossing the road, remember that vehicles drive on the left in the UK - ALWAYS look both ways before crossing the road.

Devon and Cornwall Police has a website dedicated to keeping international students safe which is available in various languages. Please visit: www.dcdhub.org/columbus

If you are assaulted, followed or threatened, go into a shop, a police station or any public building and ask for help. Ask somebody to contact the Police for you. Do not worry about language difficulties, the Police will find someone who speaks your language if necessary. If anything happens to you, do not keep it to yourself, tell Laurie, your teacher, your Host or someone you can trust.

First Aid

If you need medical attention at any time, please come to Reception immediately. Many of our staff are qualified first aiders and there will always be someone there to help you.

Medical and Dental Care

Most EEA students studying in the UK qualify for full NHS treatment. You should obtain a European Health Insurance Card before arrival in the UK. Non EEA students studying on a course of less than 6 months are not eligible for free NHS treatment and must take out private insurance.

If you are studying for 6 months or more and are staying with a TIS homestay provider it is sensible to register with your homestay's GP as a temporary resident. Please ask your homestay host to contact their GP for you or speak to Laurie Chapman, our Welfare Officer, for more information. A member of staff will always be available to accompany you to your appointment if you require this assistance.

If you are from an EEA country you should register with a GP first, otherwise you may have to pay the full cost of treatment. Private treatment is considerably more expensive than the NHS but you may receive a faster service. Non EEA students will have to pay for all dental treatment.

You can choose between private or NHS dentists in the UK. NHS Dental Treatment is cheaper than private but it is not free. Ask at Reception for information on recommended dentists in the local area.

Where to find:

POLICE	Torquay Police Station, South Street, Torquay, T: 01392 420 320
HOSPITAL	Torbay Hospital, Newton Road, Torquay, T: 01803 614 567
PHARMACY	Boots Pharmacy, 66-68 Union St, Torquay, T: 01803 292 708
A&E (Accident and Emergency)	Located in Torbay Hospital, Newton Road, Torquay, T: 01803 614 567
DENTIST and WALK IN CENTRE	Castle Circus Health Centre, (Dental Main Office), Abbey Road, Torquay, T: 01803 217 777

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, please phone '999' for the Police, Ambulance, Fire Brigade or Coastguard.

The police non-emergency number for lost or stolen property (when it is not a 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 710 395 or UK: 07881 710 395

POLICE NON EMERGENCY: 101

EMERGENCY: 999

National Health Service (NHS): 111

BULLYING AND ANTI-SOCIAL BEHAVIOUR

TIS is proud of the diversity of our staff and students. We welcome students from all backgrounds and cultures – we are an inclusive and international community and we expect our staff, students and accommodation providers to treat everyone with respect and tolerance.

Bullying, discrimination, harassment or racism of any kind – physical, verbal, indirect or electronic (cyber bullying) - will not be tolerated. If you experience any form of this, please report it to your teacher or to Laurie, our Designated Safeguarding Lead (DSL). Anyone found to be bullying or behaving in an abusive way (physically or verbally) may be asked to leave the school.

DISCIPLINARY POLICY AND PROCEDURE

We aim to create a learning environment that is enjoyable, free from discrimination and academically strong. We therefore expect all students to follow our school rules and policies to ensure that everyone can enjoy a positive learning experience.

Discipline problems may consist of any of the following:

- Persistent failure to comply with the Attendance Policy (see page 25)
- Persistent lateness to class
- Class disruption
- Expressions of intolerance towards other cultures or beliefs
- Expressions of extremist opinions which contradict core British values
- Harassment or lack of courtesy towards other students or teachers
- Inappropriate behaviour or activity with students aged 16 or 17 years
- Verbal abuse of staff or students

Most issues can be dealt with quickly and without further discussion between the relevant member of staff and the student. However, if this is not possible, the disciplinary procedures would be followed which consist of a 3-step process where TIS staff try to help students improve their behaviour or performance:

1. Meeting with Academic Manager and/or Welfare Officer: 1st written warning issued
2. Meeting with Business Manager: 2nd written warning issued
3. Meeting with Business Manager and/or Director/Principal: final written warning issued

These steps may be omitted in the case of gross misconduct by a student. Gross misconduct includes, but is not limited to:

- Theft of another person's property
- Consuming alcohol or using/dealing drugs on school premises
- Deliberate damage to TIS or accommodation property
- Violence towards another student, accommodation provider or member of staff
- Sexual misconduct
- Incidents involving weapons
- Downloading inappropriate material from the internet

Exclusion Policy (When a student is asked to leave the school immediately)

A student may be asked to leave the school with immediate effect if they behave in any way that could seriously harm the education or welfare of any members of the School community. This includes any incidents of Gross misconduct (see above) or that is against UK law.

If a student is excluded from the school, no fees or charges will be refunded. If you came into the school on a visa, obtained on the basis of your attendance at the school, we have to inform the authorities of our decision.

UK LAWS

Laws in England may be different from those in your country. This especially applies to tobacco, alcohol, carrying of knives and self-defence sprays etc.:

- You must be 18 to buy alcohol – most English pubs don't welcome under 18's. If you look under 25, you may have to prove your age.
- You must be 18 to smoke or buy cigarettes or tobacco.
- You must not carry drugs with you of any kind (unless prescribed by a doctor), or use any illegal drugs.
- It is illegal to carry weapons, including self-defence sprays.

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. Most homestays will only allow you to smoke in the garden, if at all.

If you need legal assistance at any time, please come to Reception.

If You Are Arrested:

When you arrive at the police station you will be told what your rights are (these will be written on a piece of paper but if you don't understand you should ask).

You have the right to:

Have someone told that you have been arrested (e.g. Contact Torquay International School 01803 295 576 or the Emergency number 07881 710 395).

Have a solicitor and talk to them in private.

Have medical help if you are feeling ill.

See the rules the police must follow (Code of Practice).

If you are under 18 years of age you also have the right to have an appropriate adult with you at the police station and to talk to them in private if you want to. If you are under 18 the police must try to contact your parents, guardian or carers.

If you are under 18 years of age the custody officer must find out who is responsible for your welfare i.e. parent, guardian, Torquay International School.

An appropriate adult can be with you during the interview to ensure you understand the questions being asked and that your rights and interests are being protected.

Please note it is an offence to refuse to give your name and address to a Police Officer.

You may be held up to 24 hours before being charged with a crime or released.

You can be held for up to 14 days if you are arrested under a Terrorism Act.

For more information see LAWSTUFF <http://lawstuff-1nvk.temp-dns.com>

Traffic regulations

In most cases students can use their full valid driving licence issued in their own country for up to a year whilst studying in the UK.

All drivers are legally required to have a licence and valid car insurance.

Drive on the LEFT and overtake on the RIGHT.

Give way to traffic approaching from the right unless you are directed to do otherwise by signs or traffic lights.

Pedestrians have right of way when crossing the road on a Pedestrian Crossing.

Read the Highway Code for road safety and vehicle rules: <https://www.gov.uk/browse/driving/highway-code-road-safety>

CANCELLATION POLICY

After booking a course at TIS you are entitled to a 'cooling off' period of 14 days with the right to free cancellation. We will refund in full all fees paid for any course cancelled within 14 days of booking. After this period the following rules will apply:

Pre-arrival cancellations and refunds:

- All cancellations must be made in writing.
- Registration and Accommodation Fees are non-refundable in all circumstances.
- If you cancel more than 28 days before the course starts, we will refund all fees paid less the Registration and Accommodation fees.
- If you cancel 28 days or less before the start of the course, we will refund all payments after deduction of the Registration Fee, Accommodation Fee and one week of tuition and accommodation.
- For cancellations made after midday on Friday before the course start date or non-arrival – no refund will be given.
- If you cancel your course because your visa application has been refused, you will need to provide documentary evidence before any refund can be considered. Once we receive a copy of all pages of the Visa Refusal letter including the last page with the signature of the ECO and date of refusal, and our original letter of enrolment, we will refund all payments received less the Enrolment Fee, Accommodation Fee and bank charges.
- Any refunds due will be made to the person or organisation that made the payment. If you paid by credit card or bank transfer then the fees will be refunded to the same account.

Postponement of your course or accommodation:

- In case of postponements, a credit note may be issued. The credit note will be valid for 12 months from the date of issue.
- If fees have increased during this time, the difference will become payable. Credited fees cannot be transferred to another person.

Cancellations/changes for course or accommodation after arrival:

- All changes must be made in writing or by email to study@tisenglish.co.uk. No refunds of course fees are payable after arrival.
- We are unable to offer credit notes to students who leave early.
- If you cancel your homestay, we will refund all accommodation fees less two weeks' fees.
- If you cancel our Hotel or Apartments with less than 28 days' notice, no refund is due.
- Periods of absence due to accident or sickness are non-refundable – we recommend taking out student insurance.

Our full Terms and Conditions can be accessed at the following link: <https://tisenglish.co.uk/terms/>.

LEAVING POLICY

Torquay International School understands that some students wish to leave their course earlier than scheduled for a variety of reasons. The school aims to be flexible but must also manage resources and staffing levels and therefore cannot refund paid course fees.

We strongly recommend all our students to take out comprehensive travel insurance to cover all eventualities - more details about our recommended insurers can be found on page number 4.

DATA PROTECTION AND GDPR

At Torquay International School, we understand our responsibilities with regards to the types of personal information we collect and use throughout our business in order to deliver our English Language Learning services.

When you enrol on a course, you give us the permission to process your personal data. We will also ask you to provide contact details in case of an emergency - this data will be used or disclosed only in an emergency. Please check that your emergency contact agrees with you sharing their personal details with us.

Torquay International School will never sell your personal information to other organisations. We will not disclose your personal information to third parties unless we have your permission or are required by law to do so.

Right of Access and Erasure - if you would like a copy of all your personal information held by the school, or want the school to erase all your information, please write to the GDPR Lead, Georgian Marin, to arrange this: georgian@tisenglish.co.uk.

We keep your data only for as long as we need it. How long we need data depends on what we are using it for, whether that is to provide services to you, for our own legitimate interests (described above) or so that we can comply with the law. Our full privacy notice can be seen at the following link: <https://tisenglish.co.uk/privacy-policy/>.

COMPLAINTS PROCEDURE

Principles

Torquay International School is committed to providing clear lines of communication for students to voice complaints and suggestions.

The school will make every effort possible to resolve any complaints received by students quickly, fairly and without discrimination.

Complaints are viewed as an opportunity to review and improve the services offered by TIS.

Complaints

Any student wishing to make a complaint regarding any pastoral issues should, in the first instance, address his or her complaint to Laurie Chapman, the Accommodation and Welfare Officer/Designated Safeguarding Lead (DSL). If she is unable to deal with the problem, the complaint will be passed on to the relevant person.

Where possible, action will be taken to resolve the complaint and where necessary, procedures will be amended to satisfy the complaint.

Where no action is taken, the student making the complaint will be advised of the reason for this.

A full record of the complaint and any action taken, will be kept by the Welfare Officer/ DSL.

Where possible students are asked to see their teacher if they are unhappy with their class or level. If you prefer not to speak to your teacher, any academic issues should be addressed to the Academic Manager, Vicki Rabicano. The matter will be discussed with the teacher and possible solutions identified. The Academic Manager will check after a suitable length of time that the problem has been resolved. If a student is still unhappy, he/she may be moved to another class.

The Academic Manager will provide the teacher and student with as much support as possible.

Complaints about accommodation should be made to Laurie Chapman, the Accommodation and Welfare Officer, who will try to resolve the matter by speaking to the accommodation provider and explaining the problem. If this is not possible a change of accommodation will be offered. For serious complaints the student will be asked to put the complaint in writing. The matter will be treated with extreme sensitivity.

Unresolved Issues

Complaints should be put in writing and sent to The Ombudsman, English UK, 47 Brunswick Court, Tanner Street, London SE1 3LH.

info@englishuk.com

020 7608 7960

Please visit www.englishuk.com for details of their complaints procedure.

ATTENDANCE POLICY

Torquay International School takes attendance at the school very seriously and expects students to attend every lesson. It is important that students understand what the procedure will be if they do not attend lessons.

The school keeps a record of each student's attendance at every lesson and calculates total attendance each week.

The Academic Administrator will check attendance every week and letters will be issued to students if their attendance is below the accepted level of 80%.

Arriving on time for a lesson is also very important and teachers may not let a student, arriving late, join the class. In this case the student will be marked absent and the student must report to the school Reception.

To receive a course certificate a student must attend at least 80% of their lessons. Any unauthorised absences may result in a certificate not being issued.

If a student's attendance is poor the school will try to help the student improve. Failure to improve may result in the student being asked to leave the school.

If a student is studying on a visa it is important to know how poor attendance can affect a student's rights to stay in the UK. Please check the UK Visas and Immigration government website for more information: <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

MENTAL HEALTH ISSUES

TIS takes the welfare of all our students very seriously and we aim to create an environment in which all staff and students feel safe and can be open and honest about any mental health issues that may affect them.

Our Safeguarding team are available to support students in a confidential manner and can, if necessary, refer anyone to a doctor or health professional.

Students or their parents/guardians must inform the school, prior to enrolment, of any history of mental health problems so we can advise whether our courses are suitable for them. We are unable to accept students with significant mental health issues.

EQUALITY AND DIVERSITY POLICY - STUDENTS

TIS promotes equality at every opportunity and strives to ensure that everyone is treated fairly and equally, regardless of issues such as age, gender, ethnicity, sexual orientation or religious belief.

We value the contribution that all individuals make in creating a school that is safe, inclusive and free from discrimination of any kind.

CORE BRITISH VALUES

It is our responsibility to keep our students safe.

We encourage our students to express their views and beliefs as long as these respect these British values:

Democracy
The Rule of Law
Individual Liberty
Mutual Respect and Tolerance of those of Different Faiths and Beliefs

Extremism

TIS is required by law to follow the government's "Prevent" policy which is an initiative to stop extremism and terrorism. Much of this policy relates to the above principles of treating everyone with tolerance and respect, and recognising core British values. It includes the use of "hate" terms to exclude others, or incite violence against a section of society or Western views in general.

We will not tolerate extremist views of any kind and any prejudice, discrimination or extremist views displayed by staff or students will always be challenged and subject to disciplinary procedures.

If you witness or have any concerns about extremism in any form, please speak to our Prevent Lead, Georgian Marin. In extreme cases the police may need to be notified.

HOW WE HELP STUDENTS STAY SAFE

The school will:

- Have a Safety and Welfare talk with students on their first day at school with a guided tour of Torquay highlighting safe areas and any areas to avoid at night.
- Introduce the Designated Safeguarding Lead - Laurie Chapman.
- Advise students to travel together in 3s or small groups, if under the age of 18.
- Provide public transport advice and a local taxi number.
- Advise students to keep mobile phones fully charged with their homestays mobile number and address plus the TIS Emergency number saved in their mobile phone.
- Advise students always to tell their homestay and friends where they are going.

Preparing for emergencies

- Make sure 999 has been called if people are injured or if there is a threat to life.
- Do not put yourself or others in danger.
- Follow the advice of the emergency services. Try to remain calm and think before acting and try to reassure others.
- Check for injuries - remember to attend to yourself before attempting to help others.

RUN HIDE TELL

Recent events in the UK and around the world remind us all of the terrorist threat we face. Although Torquay is considered a safe town, the current threat level of international terrorism in the UK is SEVERE (threat level as reported by the MI5 Security Service in March 2019 - <https://www.mi5.gov.uk/threat-levels>).

The UK Government's advice is that if you are caught in an incident to 'run, hide and tell':

RUN - run to a place of safety. This is a far better option than to surrender or negotiate. If there is nowhere to go, then...

HIDE - it is better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and ONLY when it is safe to do so...

TELL - tell the police by calling 999.

A DESCRIPTION OF YOUR LEVEL BASED ON THE CEFR

The CEFR (COMMON EUROPEAN FRAMEWORK) describes what a learner is supposed to be able to do in reading, listening, speaking and writing at each level.

A1

Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce themselves and others and can ask and answer questions about personal details such as where they live, people they know and things they have. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

A2

Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of their background, immediate environment and matters in areas of immediate need.

B1

Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.

B2

Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in their field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.

C1

Can understand a wide range of demanding, longer texts, and recognise implicit meaning. Can express themselves fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.

C2

Can understand with ease virtually everything heard or read. Can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express themselves spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.

Torquay International School

15 St Marychurch Road, Torquay, TQ1 3HY, United Kingdom

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Accredited by the
BRITISH COUNCIL
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of English in the UK



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At Torquay International School / International House Torquay we take the welfare of our students extremely seriously. If you need to contact the school in an emergency, outside regular school hours, please use one of the TIS Emergency Numbers: +44 (0)7881 710 395 or +44 (0)7970 997 275