

2015



# CITY SCHOOL OF LANGUAGES

City School of Languages

93/94 Mansel Street

Swansea—SA1 5TZ

## STUDENT HANDBOOK



<https://www.facebook.com/cityschooloflanguages>

@CSLSwansea







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# Message From The Principal

Hello and welcome to City School of Languages (CSL). You have chosen to study at a highly professional school with a team of staff dedicated to making your learning experience an enjoyable one. The mission of our school is to help you achieve your goal of improving your English.

We do this by:-

- Providing quality courses taught by highly qualified teaching professionals.
- Using a wide variety of up-to-date techniques to match different learning styles.
- Providing a safe, clean and comfortable environment for learning and socialising.
- Constantly striving to improve programmes and provisions.
- Providing a positive and engaging atmosphere with class sizes kept to a minimum.



My vision is to make City School of Languages one of the premier schools for learning English in the UK. We are always looking for new ways to enhance the experience of our students and welcome your valued feedback during and at the end of the course.

What separates City School of Languages from other schools is our focus on conversation and our English Out There™ programme, which will enrich your learning experience and increase your confidence and ability to use the English language naturally.

*Ismara Antunes*

**Ismara Antunes**

**Principal**



# Your First Day

You may be very nervous and scared about joining City School of Languages on your first day. There is no need to be worried! Our Student Support Officer/s will welcome you to the school and will ask you to do a couple of things. You will need to enrol at the school (which takes minutes) take a placement test and attend your student induction.

For enrolment at the school you will need:-

- Your passport or a valid identification.
- Visa documents (If applicable)
- Your offer letter from City School of Languages
- English Language certificates (If applicable)
- Your Original examination certificates fully translated (Foundation course only)
- Payment of course fees or evidence of sponsorship.

Once the Student Support Officer/s has completed enrolling you, She/he will ask you to take a placement test. This test should take no more than 30 minutes.

The placement test consists of three parts; multiple choice questions, writing and oral.

## Part A

For each question (which there are 30), you need to choose the correct answer out of four possible options.

## Part B

There are three questions in which you have to choose one to write about in no more than 100 words.

## Part C

You will need to take an oral test with either the Director of Studies or a Teacher. Please do not worry about your oral test. You will be asked.....

Once this is finished, you need to speak to the Welfare and Accommodation Officer about your school induction. Before your induction starts, you will need a passport photo for your student card. Your student card will be ready within 1-2 working days. The induction will include lots of information which is already in this student handbook and therefore it is important to keep this handbook safe and read it properly to ensure that you know what to do if you are unhappy about something or who to speak to if you have a problem.







## Student Welcome Sheet and Timetable

Welcome, and thank you for choosing City School of Languages! Below you will find the timetable of your classes here. Should you require any information or any help please don't hesitate to ask one of the team!

<b>Name</b>	
<b>Student I.D.</b>	
<b>AM Class</b>	<b>Time:</b> <b>Level/Teacher:</b> <b>Room:</b>
<b>PM Class</b>	<b>Time:</b> <b>Level/Teacher:</b> <b>Room:</b>

-----  
*Please hand this to your teacher*

<b>Name</b>	
<b>Student I.D.</b>	
<b>AM Class</b>	<b>Time:</b> <b>Level/Teacher:</b> <b>Room:</b>
<b>PM Class</b>	<b>Time:</b> <b>Level/Teacher:</b> <b>Room:</b>



## Starting your classes and timetable

Once you have completed your induction with the Welfare and Accommodation Officer, the Student Support Officer will give you information about your classes and your new teacher/s. You will usually start class on your first day at 11 o'clock.

During the lunch hour, you need to let the Director of Studies know whether you are happy with your class level. Let us know whether you are finding the class too easy or too hard so that we can decide whether you are strong enough for a higher level of English learning.

Below is the school's daily timetable. If you are studying General English (17 hours per week), you need to attend morning classes only. If you are studying Intensive English (25 hours per week), you need to attend all classes in the timetable.

Time	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
09:15AM-10:45AM	CLASS	CLASS	CLASS	CLASS	CLASS
10:45AM-11:00AM	COFFEE BREAK	COFFEE BREAK	COFFEE BREAK	COFFEE BREAK	COFFEE BREAK
11:00AM-13:00PM	CLASS	CLASS	CLASS	CLASS	CLASS
DURATION	3.5 hours	3.5 hours	3.5 hours	3.5 hours	3 hours
13:00PM-13:45PM	LUNCH BREAK	LUNCH BREAK	LUNCH BREAK	LUNCH BREAK	
13:45PM-15:45PM	CLASS	CLASS	CLASS	CLASS	
DURATION PM	2 hours	2 hours	2 hours	2 hours	

# Attendance

If you want to improve your English, you must attend your classes everyday. Attendance is recorded 3 times per day; at the beginning of class, after break, and in the afternoon.

If you are late by more than ten minutes for your class, the teacher can stop you from entering and it will go against your attendance record.

City School of Languages wants all students to attend at least 85% of lessons.

Please note, sponsored students may be required to attend a higher percentage - please check with your sponsor.

## Improving Your English

There are many ways to improve your English whilst staying in Swansea.

**HOMEWORK:** Students who complete homework on a regular basis will learn more—proven fact! City School of Languages therefore expects all students to complete their homework. Failure to do so will affect your ability to learn and progress to the next level of English language.

**THINK POSITIVELY AND IDENTIFY YOUR MOTIVATIONS FOR LEARNING ENGLISH:** Is it to get a better job or to go to University? By identifying why you want to learn English, it will encourage you to learn quicker.

**SET YOURSELF SOME GOALS:** Once you have identified your motivation, set yourself some goals. Working towards and achieving your goals will build your confidence.

**PRACTICE YOUR ENGLISH:** Practice within the community, in shops, restaurants and cinemas etc. The more you practice the more confident you will become. You will start to recognise what sounds right and what sounds wrong.

**WIDEN AND BUILD YOUR VOCABULARY:** Having a large vocabulary is the basis of learning a new language so build your vocabulary by reading, doing puzzles, listening to the radio, playing word games or simply watching television and films. The more you expose yourself to the language, the bigger your vocabulary will become, which will enable you to hold longer conversations in English.

ليالي  
المطعم اللبناني الأصيل  
Lebanese Restaurant  
ayalee  
RESTAURANT  
92 465015



ted English Courses



CSL  
City School of Languages  
01792 450513  
www.cityschooloflanguages.co.uk



facebook

CSL  
City School of Languages

TEL 01792 450513  
www.cityschooloflanguages.co.uk

Cambridge Examination Centre

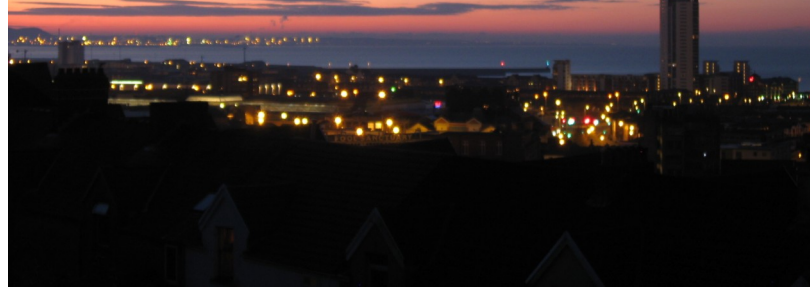
Approved by the  
BRITISH  
COUNCIL  
For the teaching  
of English  
Able





# English Levels Explained

COURSES If you have chosen ....	AIMS This course aims at ...	ACHIEVEMENT/OUTCOMES By successfully completing this course, you will be able to ...
GENERAL ENGLISH		
Beginner	... gradually introducing you to the English language through simple listening, speaking, reading and writing tasks.	... understand and use everyday expressions in a simple way, and communicate personal details, etc with confidence.
Elementary	... further language development (vocabulary, grammar, etc) and communication on a simple level.	... deal with everyday English at a basic level and 'survive' everyday situations such as shopping, greeting or travelling, and be generally understood by people.
Pre-Intermediate	... helping you acquire basic grammar and develop it further. ...	... communicate well in everyday social and travel situations and understand some of what is said to you.
Intermediate	... helping you acquire and use more complex structures and sophisticated vocabulary.	... feel confident, be a fluent speaker, understand much of what you read and hear, and survive well in most everyday situations.
Upper-Intermediate	... helping you to continue broadening your vocabulary to become both more fluent and more accurate.	... communicate effectively in most situations and discuss, as well as, express opinion on a wide range of topics, and even join university degree programmes.
Advanced	... helping you to become aware of and successfully use more sophisticated language, become aware of the relationship between language and culture, realise the importance of register, produce a variety of types of texts, use the language creatively.	... the structures of the language with ease and fluency, be even more sensitive to any cultural issues affecting language, realise the importance of register, create a variety of types of texts and utterances, respond to almost all sorts of situations and even produce complex utterances.



EXAM CLASSES		
Beginner	... introducing you to the English language through simple listening, speaking, reading and writing tasks but also help you acquire the necessary skills to take your first exam soon if you wish.	... deal with simple everyday language and be able to do simple tasks (at CEFR A1 level) similar to the ones on your exam at the next level.
KET	... language development and preparing you for the KET exam which assesses a basic level of everyday English.	... confidently and successfully face all parts of your KET examination which assesses general, basic language used in everyday situations (CEFR A2 level).
PET	... covering every aspect of the PET exam in detail and provide you with practice, information and advice about it.	... deal with most everyday situations, and successfully deal with all parts of the exam. (CEFR B1 level)
FCE	... training you in all FCE exam skills required and also providing you with solid language development.	... demonstrate your ability to communicate effectively in most situations and tackle all parts of your FCE exam successfully. (CEFR B2 level).
CAE	... providing you with CAE preparation, practice, information and advice for your exam.	... use the language creatively, with ease, deal with almost all sorts of situations, and successfully tackle all parts of the CAE exam. (CEFR C1 level)
IELTS	... preparing you for the IELTS exam by training you in broad academic skills and developing your thinking strategies.	... demonstrate a variety of language and academic skills for all parts of your exam and attain a high IELTS score.
IFP		
Foundation	...giving you the academic and English language skills you need to enter an undergraduate degree programme, and getting an introduction to your subject area.	... demonstrate that you possess the necessary language and academic skills to be automatically given the opportunity to join the first year of your university degree.

# The School's Amenities

## The Prayer Room

We respect your faith and have therefore provided you with a Prayer Room. If you so wish to know where the Prayer Room is, you need to speak with the Welfare and Accommodation Officer at the school.

Please respect other people's faiths and beliefs at the school.

## Refreshments and Snacks

We have vending machines situated in the Self-Access/Computer Room. If you require any guidance using the machine, please ask a member of staff.

If the vending machine isn't working, please let a member of staff at reception know.

We also have a hot beverage machine situated in the Student Common Room. Please take care when using the hot beverage machine, as drinks can be hot.

In the student Common Room, we also have a water dispenser. Please let a member of staff in reception know if the water has run out so that we can refill the water dispenser.

## The Common Room

The Common Room can be used during your break time or lunch time. There is plenty of space for you to sit and chat with friends and relax.

As well as the drinks machines provided there is also a microwave to heat your lunch.

If you could suggest any improvements that could be made, please let our Welfare and Accommodation Officer know.

## Self-Access/Computer Room

The Computer Room has been created so that students can study at the school. You could use [bbc.co.uk](http://bbc.co.uk) to receive local and international news in English.

Please do not download music, films and software onto our school system unless a member of staff has told you to.

Most Moodle sessions will be held in the Self-Access/Computer Room.



# What do I do in an emergency situation?

Firstly, there is no need to worry about emergency situations. The school is very safe. We do ask that you treat test fire alarms VERY SERIOUSLY. The Welfare and Accommodation Officer will show you the Fire Exits at City School of Languages during your Student Induction.

## PRIMARY EMERGENCY ROUTE

The emergency exit for the above route is at the FRONT of the building. Should you hear the sound of the alarm, please follow the instructions below:-

- Remain calm
- Do not stop to collect your personal belongings
- Leave your room quietly and quickly
- Do not re-enter your room once you have left
- Follow the green fire exit signs which will take you **down the stairs (if you are on the first or second floor) and through the foyer on the ground floor.**
- Everyone will go through the main exit of the school at the front of the building.
- Please stay at the front of the building with your teacher. Your teacher will then mark your name off the register.
- Once you have left the building **do not re-enter** until advised to do so by a member of staff or the emergency services.



All emergency exits in the building will be coloured in green. Please familiarise yourself with the emergency route when you first start at the school.



All fire alarm points will be colour coded in red. If you see a fire, please hit the button to set off the fire alarm.



## SECONDARY EMERGENCY ROUTE

If you are situated in the back of the building, it is far safer to use the emergency exit **through the door at the back of the building (on the first floor).**

Should you hear the sound of the fire alarm, you must follow these instructions:-

- Remain calm
- Do not stop to collect personal belongings
- Leave your room quietly and quickly
- Do not re-enter your room once you have left
- Follow the green fire exit signs which will take you **through the computer room/ library and out through the back door at the top of the stairs.**
- The assembly point is at the back of the building. PLEASE NOTE: some people may be at the front of the building but you should stay where you are with your teacher until you are told otherwise. **Do not go to the front of the building even if your teacher or classmates are not with you.**
- Once you have left the building, **do not re-enter** until advised by a member of staff or the emergency services have told you to do so.

If you have further questions or concerns about these plans, please come and see a member of staff on reception.

We have two fire marshals at the school named Cristina Teixeira and David Darbyshire who ensure that fire safety rules and regulations are met. They are both also the first aid officers at the school so if you have any problems regarding health and safety at City School of Languages, please do not hesitate to ask.





# How To Behave At School

In order to develop joint respect between teachers and students it is important to follow these following rules:-

- Respect your teacher and fellow classmates
- Respect the traditions and religions of others
- English is the **only** language to be spoken in class
- Put your mobile phone on silent and answer only if it is an emergency
- Do not use translation apps on your smart phone or tablet during a test or while the teacher is trying to explain the language rule
- Arrive to and leave class on time
- Please do not talk when the teacher is talking
- Be polite to both your teacher and classmates
- No food or drink to be consumed during the lesson
- Keep your class clean

Students not respecting these rules will be asked to leave the classroom.

## ACCEPTABLE BEHAVIOUR

Students at the school are expected to foster good habits as if they were within a real working environment. Please follow the regulations and guidelines in respect of good behaviour:-

### **Anti-social behaviour**

Anti-social behaviour is:-

- When another person or group of people feel threatened by your actions
- When you are becoming a nuisance to your fellow students and teachers
- When your actions have a detrimental impact on the school

If you display any signs of anti-social behaviour, we have the right to stop you from entering the school.







# What Is Bullying?

There are four types of bullying. They are:-

## Physical

Hitting, kicking, pinching, punching, scratching, spitting, or any form of physical attack. Damage to or taking someone else's belongings also constitutes as bullying.

## Cyber

Any type of bullying that is carried out by using electronic gadgets:-

- Text message bullying
- Picture/Video clip bullying via mobile phone cameras
- Phone call bullying via mobile phones
- E-Mail bullying
- Chat-room bullying
- Bullying through Instant Messaging (IM)
- Bullying via websites.

## Verbal

Name-calling, insulting, making racist, sexist or homophobic jokes, remarks or teasing, using sexually suggestive or abusive language, offensive remarks. This is the most common form of bullying.

## Emotional

Spreading nasty stories about someone, exclusion from social groups, being made the subject of malicious rumours.



City School of Languages does not allow any form of bullying at the school. If you are found to be bullying students at the school, you will be dismissed from the school with no refund.

If you do not understand bullying, please speak to the Welfare and Accommodation Officer.

If you are the victim of a bully and you want to speak to someone in private about it, please ask a member of staff. It is our job to make sure that your stay at City School of Languages is enjoyable and fun. If you want to call the Welfare and Accommodation Officer on the phone, please call after school has finished. He is there to listen to your problems and to sort them out.





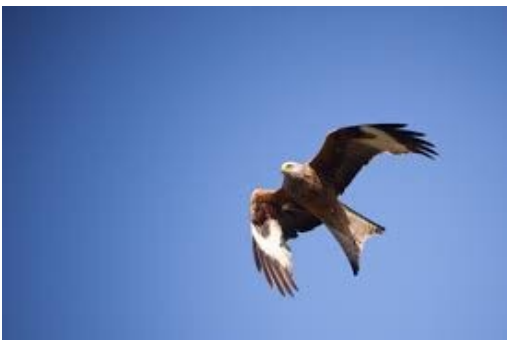


# Special Requirements

If you have a condition which may affect your health for example; epilepsy, diabetes, etc; please let us know in advance. If you have not included this information in your application form, please tell a member of staff. It is really important that we know so that we can create the best environment for you.

If you have a disability, we need to know about it in advance. We can take students with disabilities but we **MUST** receive information from the individual so that we can pre-arrange the class.

If you require a host provider with the school, we can also arrange accommodation for those with conditions which may affect your health or students with disabilities. Please let us know in advance so that we can pre-arrange this.



If you take any medication which is prescribed, you would need to register with a doctor in the United Kingdom in order to find an equivalent as certain medicines which can be found in your country might be banned in the UK.

## If you are ill?

If you become ill you need to visit a local GP. You will need to take your passport with you to the GP and complete a form. The form will ask you general questions about where you live in Swansea and your health. Once completed, you will be able to make appointments with your doctor.

Please note: You will have to pay for all treatment (Unless you are an EU/EAA Citizen) if your stay is shorter than 6 months.

If your illness is of a serious nature, please contact emergency services and ask for Ambulance. The number for this service is 999. Please note: If you call the ambulance and your injury isn't life threatening, they have the right to contact the police and you may get fined heavily for wasting emergency services' time.

**IF YOU ARE NOT COMING TO SCHOOL DUE TO ILLNESS, PLEASE CONTACT THE SCHOOL**

# Opening your Bank Account

As an international student, it is advised that you opening a current account in the UK so that you can keep your money safe.

You should be able to open a “basic bank account” or “current account”. A “basic account” enables you to have easy access to banking facilities.

## How to open your bank account

Once you have chosen your preferred bank account you need to collect the following documents:-

- Passport with student visa/ID Card (EU)
- Letter from City School of Languages confirming your UK studies and the length of stay.
- A copy of your bank statement (from your home country) with your address printed on the statement.
- Proof of your UK address (utility bill)

Once your account is open, it is important to let your bank know if there is a change of address.





## Registering with the Police

If you are required to register with the police, you will have a stamp in your passport which says “**register with the police within seven days**” If you are here with your family, your wife/ husband will usually have to register with you. Children under 18 will not have to register.

To register with the police you will need to take the following documents:-

- Your passport and UK identity card
- 2 passport photos
- £34 in cash
- A letter from CSL confirming that you are a student.

Once you have registered with the police it is your duty to keep them informed of any changes in your circumstances or personal details. This includes:-

- Any changes of address
- New visa or whenever you extend your visa.
- Any absences over 2 months have to be reported to the police in the district where you are registered.
- Changes in personal information such as a name change, address, marital status or nationality changes.
- New passports or any changes to your passport or other documentation used for establishing identity.

If you have any changes in your status as shown above you must report these to the police **within 7 working days**.

Should you be unable to attend on one of the designated days you are invited to register at the Civic Centre every Friday morning:

Civic Centre  
Oystermouth Road  
Swansea  
SA1 3SN

Telephone (During office hours): 01792 636 000



# Are you insured?

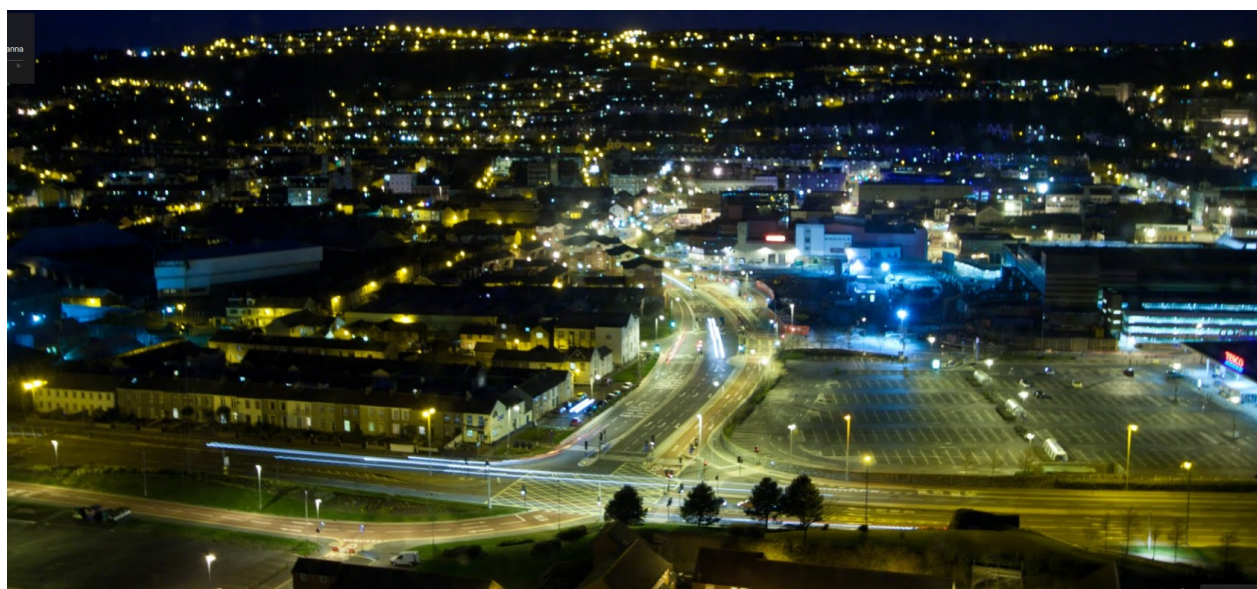
Even though Swansea is a friendly, vibrant city it is important that you have insurance just in case you experience personal theft or accidental damage. It is advised that you take an international student's insurance as it should cover medical costs and possessions.

If you haven't got insurance before coming to the United Kingdom, please enquire with our Welfare and Accommodation Officer who will be able to arrange your insurance on your behalf.

## Registering with a GP

For students who are staying in Swansea for more than six months, you will need to register with a doctor. Please ask our Welfare and Accommodation Officer regarding rules and regulations to treatment costs. In order to register you will need your passport. The secretary at the GP will give you some forms to fill in. These are personal forms and are not to be filled in by the Welfare and Accommodation officer.

If you are from the European Union and you are staying for a short period of time, you will need to get a European Health Insurance Card (EHIC). The European Health Insurance Card covers all of your medical problems when you are in the UK.



# Traffic regulations in the UK

In the United Kingdom, vehicles drive on the left-hand side of the road. Therefore, when crossing the road it is important to look right on a one way road system and right, then left on a normal two way traffic road.

If you wish to drive in the United Kingdom, you may have to take a driving test and get a British driving licence before you are allowed to drive on British roads legally. Some countries are exempt from this rule.

Once you have your British driving licence please remember:

- ⇒ It is a criminal offence to drive a car without:-
  - Adequate insurance.
  - Road tax.
  - A valid MOT Certificate.
- ⇒ Lock your car and keep valuables out of sight.
- ⇒ Keep within the speed limit.
- ⇒ Pay any parking fines promptly.
- ⇒ Don't drink and drive.
- ⇒ Wear a seat belt at all times, including in the back seat.
- ⇒ Check lights, tyres and exhausts regularly.

**THERE IS NO PARKING AREA RESERVED FOR STUDENTS  
AT THE SCHOOL**





# MEET THE STAFF

## DIRECTOR OF STUDIES

Is responsible for the academic management & running of the school to support staff and students in their development to achieve the highest possible academic standards.

If you are unhappy with any aspect of the course or a teacher, you should make an appointment to see.



### Director of Studies

Helen Kenna— Is responsible for your attendance and your courses. If you have a problem with either, you will need to speak with Helen.



### Customer Services and Sales Manager

Monica Biesenbach— Is in charge of the running of reception and making sure that you have a wonderful time at the school. Monica is normally your first point of contact before your arrival.



### Student Support Officer

Sam James – Is responsible for all aspects of your support including offer letters. She also deals with general enquiries, visa queries, attendance, applications and admissions. She can be found at the main reception .



### Welfare & Accommodation Officer

David Darbyshire— David is responsible for all aspects of your welfare. If you are having problems such as accommodation worries, or not being able to operate your SIM card, he can help you to overcome your problems. David is also responsible for all students under 18 years of age.

**In cases of Emergencies you can call the 24 hour emergency mobile phone 07954 191 905—** and a member of the above team will be available on a rota basis.







## Transport in Swansea

The City of Swansea and its environment is easily accessed by local buses, taxis and trains. A short bus ride away and you will be in the stunning surroundings of the Gower Peninsular with its long stretches of golden sandy beaches. The City of Cardiff is a mere 45 minutes away by train and London is just 3 hours away by train. Further information on travel can be found on:

- <http://www.swansea.info/>
- <http://www.swansea.gov.uk/index.cfm?articleid=1428>
- <http://www.nationalexpress.com/home.aspx>
- <http://uk.megabus.com/>
- <http://www.firstgreatwestern.co.uk/>
- <http://www.traveline-cymru.info/>
- <http://www.wales.info/>

## Swansea, Wales and your Religion

Swansea and Wales as a whole has a strong multi-cultural and multi-faith tradition and caters for most religions. Some of the religious places of worship can be found below:-

### **Baptist Churches**

Bethany Baptist Church

Time: Sunday 11.00am and 6.30pm

Venue: Bethany Lane, West Cross, Swansea

Contact: Mike Leaves— 01792 533161

Email: [mike@bethanyswansea.co.uk](mailto:mike@bethanyswansea.co.uk)

Website: <http://www.bethanyswansea.co.uk>



### Ebenezer Baptist Church

Time: Sundays 11.00am and 6.30pm

Venues: Ebenezer Baptist Church, Ebenezer (Near High Street Station), Swansea

Contact: David Evans—Telephone: 01792 419080

Pastor—Rev Graham John

Email: [david.evans45@ntlworld.com](mailto:david.evans45@ntlworld.com)

Website: <http://www.ebenezer.org.uk>

### Mount Pleasant Baptist Church

Time: Sundays 11.00am and 6.00pm

Venues: Mount Pleasant Baptist Church, The Kingsway, Swansea, SA1 5LF

Contact: Church Offices 01792 412128

Email: [info@mountpleasantchurch.org.uk](mailto:info@mountpleasantchurch.org.uk)

Website: <http://mountpleasantchurch.org.uk>

### Corner Stone Christian Church

Time: 9.30am to 11.00am

Venue: 32 Mynydd Newydd Road, Penlan, Swansea, SA5 5AE

Contact: 01792 516031

Email: [info@cornerstonechurch.co.uk](mailto:info@cornerstonechurch.co.uk)

Website: <http://www.cornerstonechurch.co.uk/> and <http://the-gap.org>

### Swansea Chinese Christian Church

Time: 2.00pm on Sundays

Venue: Spring Terrace, Tabernacle, Swansea, SA1 3TD

Contacts: Benjamin Lau on 01792 467794 or [Benjamin.lau@ntlworld.com](mailto:Benjamin.lau@ntlworld.com)  
(chairman)

Miss Mei Ling So on 01792 642503 or [so\\_meiling@yahoo.com](mailto:so_meiling@yahoo.com) (church worker)

### Church of Jesus Christ of Latter Day Saints Swansea

Venue: Cocket Road, Swansea SA2 0FD

01792 585 792

### Swansea City Temple (Elim)

Time: Sunday 10.30am and 6.30pm

Venue: City Temple, Dyfatty Street, Swansea  
SA1 1QQ

Contact: 01792 648927/01792 474927

Email: [elimswansea@aol.com](mailto:elimswansea@aol.com)

website: <http://www.elimswansea.org.uk>

### Jehovah's Witnesses Church

Kingdom Hall of Jehovah's Witnesses

Christopher Road, Ynys Forgan, Swansea, West Glamorgan SA6 6QR

Tel: 01792 796010

### Swansea Mosque & Islamic Community Centre

14-15 Saint Helen's Road, Swansea, W Glamorgan SA1 4AW

Tel: 01792 654 532

### Imam Khoei Islamic Centre

88a St Helen's Road, Swansea SA1 4BQ

Tel: 01792 458372

### Swansea University Mosque

Building number 6

Singleton Park

Swansea University

Swansea SA2 8PG

Telephone: 01792(60)2936

<http://www.swansea.ac.uk/faith/mosque/>

Email: [swanseauniversitymosque@outlook.com](mailto:swanseauniversitymosque@outlook.com)

Face book: [www.facebook.com/groups/UniversityMosque/](http://www.facebook.com/groups/UniversityMosque/)



# Culture Shock

**Introduction**—Even though you have planned and prepared really well for leaving home and travelling to study in a new country, you may still have a stressful experience due to the changes in general lifestyle and new customs.

This applies no matter which country you come from, even though some cultures are more similar than others.



**What is culture shock**—“Culture shock” describes the impact of moving from a familiar culture to one which is unfamiliar. It is an experience described by people who have travelled abroad to work, live or study; it can be felt to a certain extent even when abroad on holiday. It can affect anyone, including international students.

It includes the shock of a new environment, meeting lots of new people and learning the ways of a different country. It also includes the shock of being separated from the important people in your life such as family, friends, colleagues and teachers. People you would normally talk to at times of uncertainty, people who give you support and guidance.

When familiar sights, sounds, smells or tastes are no longer there you can miss them very much. If you are tired and jetlagged when you arrive small things can be upsetting and out of all proportion to their real significance.



The following are some of the elements that contribute to culture shock:-

**Climate**— Many students find that the British climate affects them a lot. You may just find the greyness and dampness, especially during the winter months, difficult to get used to.

The average temperatures in Swansea City Centre

	<a href="#">Jan</a>	<a href="#">Feb</a>	<a href="#">Mar</a>	<a href="#">Apr</a>	<a href="#">May</a>	<a href="#">Jun</a>	<a href="#">Jul</a>	<a href="#">Aug</a>	<a href="#">Sep</a>	<a href="#">Oct</a>	<a href="#">Nov</a>	<a href="#">Dec</a>
High °C	7	6	9	11	14	17	19	19	17	14	10	8
High °F	45	43	48	52	57	63	66	66	63	57	50	46
Low °C	4	3	5	6	9	11	14	14	12	10	7	6
Low °F	39	37	41	43	48	52	57	57	54	50	45	43

**Food**—You may find British food strange as it may taste different or be cooked differently. Some people find British food bland or heavy compared

to what they are used to. If you are in self-catering accommodation we have local shops and supermarkets selling familiar foods. Make sure you eat plenty of fruit and vegetables.

Typical British meal



**Language**—Constantly listening and speaking in a foreign language is tiring. If English is not your first language, you may find that you miss your familiar language which at home would have been part of your everyday environment. Even if you are a fluent English speaker it is possible that the regional accents you discover when you arrive in the UK will make the language harder to understand. People may also speak very quickly and you may feel embarrassed to ask them to repeat what they have said.



**Dress**– If you come from a warm climate, you may find it uncomfortable to wear heavy clothing. Not all students will find the British style of dress different but, for some, it may seem immodest, unattractive, comical or simply drab.



**Social roles**– Social behaviours might confuse you or even surprise or offend you. For example you may find people appear cold or distant or always in a hurry. This may be particularly likely in the centre of large cities. You may be surprised to see couples holding hands and kissing in public places. You may find the relationships between men and women are more or less formal than your are used to, as well as different in same sex social contact and relationships.

It is very normal to feel the symptoms of culture shock and it is nothing to be ashamed of. If you are experiencing any of these symptoms of feelings contact a member of our student support team in the reception area or call us in confidence on 01792 459615

**We are here to help you**





# Under 18s at City School of Languages

## It is not illegal

- For someone over 18 to buy a child over 16 beer, wine or cider if they are eating a table meal together in licensed premises.
- For a child aged 5 to 16 to drink alcohol at home or on other private premises.

**If you have any concerns about an under 18 drinking alcohol please speak to David Darbyshire our Welfare and Accommodation Officer.**

At the City School of Languages we do receive several students from around the world who are under 18 years of age. It is very important that you as an adult treat minors as children and not as adults.

## Message for those who are under 18

An under 18s booklet will be provided for you along with the student handbook to outline other rules and regulations which you must follow.





# Drinking and Smoking Laws

The UK is governed by very strict regulations on drinking alcohol and smoking cigarettes under the age of 18. If you are under 18, it is important that you follow these rules or you could end up with a conviction for underage drinking.

## **It is against the law:**

- To sell alcohol or cigarettes to someone under 18 anywhere.
- For an adult to buy or attempt to buy alcohol or cigarettes on behalf of someone under 18.
- For someone under 18 to buy alcohol or cigarettes, or to be sold alcohol or cigarettes.
- For someone under 18 to drink alcohol in a licensed premises, except where a child is 16 or 17 years old and accompanied by an adult. In this case it is legal for them to drink, but not to buy, beer, wine and cider with a meal. Smoking is strictly prohibited indoors in any public place in the United Kingdom.
- For an adult to buy alcohol for someone under 18 for consumption on licensed premises, except as above.
- For children under five to drink alcohol at home or on private premises unless following a doctor's advice for health reasons.

## **Consequences of breaking the law**

- If the police suspect someone under 18 has alcohol in a public place, they have the power to confiscate it.
- If young people get caught with alcohol 3 times they could face a social contract, a fine or arrest.
- The police can also confiscate alcohol or cigarettes from someone, no matter what their age, if they believe it has been, or will be drunk by someone under 18 in a public place.

## Safety Tips

- Always close your windows and doors at home before you go out.
- Take out insurance to protect yourself in case your valuable items are stolen.
- Be careful when you're taking money from an ATM machine. Try and use them when a friend is available. **DO NOT WRITE DOWN YOUR PIN NUMBER ANYWHERE.**
- Keep your mobile in your pocket and when making a call, make sure there are no strangers close to you.
- Walk in groups, especially at night. If you take a taxi, share it with a friend.
- Mark your expensive items with your initials. This way it will be easier to get them back.
- Don't show your money off when you are out. Know your credit card details so that you can cancel them if necessary.
- If you have a car, always lock it up. Do not leave any valuables on the seats. Never leave the key (s) in it.
- Drinking alcohol makes people more vulnerable. Be extra cautious at a party, when having fun, etc.





# Important Information

## IMPORTANT TELEPHONE NUMBERS

CSL School Reception:	01792 459615
CSL Emergency Phone:	0795 419 19 05
Emergency (Fire, ambulance, police):	999
NHS Direct Helpline (Medical advice):	0845 4647
Yellow cabs (taxis):	01792 644446
Tourism Information:	01792 468321

## IMPORTANT ADDRESSES

Tourism Information:	9, Nelson Street, Swansea (Near bus station)
Main Train Station:	High Street, Swansea
Central Bus Station:	Quadrant Shopping centre
Crossfire (Internet Café)	46, Princess Way, Swansea
Central Library	County Hall/Oystermouth Road

## FOOD SHOPPING

Tesco Express	24-27 St Helens Road, Swansea
Swansea Indoor market	Oxford Street, Swansea
Tesco Supermarket	Swansea Marina, Albert Row

St Helen's Road also has a variety of international food stores and take-aways







# Further information on our courses and Cambridge English Language Assessment

## Courses

Our courses aim at helping you improve general language skills at all levels from Beginner (CEFR A1) to Advanced (CEFR C1). They aim at language accuracy and fluency and include grammar, vocabulary, speaking, writing, listening and reading. At all levels, there is emphasis on day-to-day communicative use of the language.

Classes start any Monday but Beginners are recommended to start at the beginning of the term. A full term is usually 12 to 13 weeks long and you have up to 25 hours a week of general and conversational, academic, exam preparation classes. General English classes, for example, are taught 17 hours a week and examination classes 8 hours a week.

At City School of Languages our classes are small (10-12 students per class).

Once a week, you are given the opportunity to use the language acquired in the classroom in a real life context with native English speakers (Through the compulsory “English Out There™” component).

## Exams

At City School of Languages, we offer IELTS preparation courses every afternoon from Monday to Thursday. We are not an examination centre for the IELTS examinations but we can help you find a testing centre. We are however a Cambridge English Language Assessment testing centre. If you would like to take a Cambridge English Language Assessment exam or would like to find out more, please enquire with our Student Support Officer.

# Appeals Policy

The City School of Languages aims to ensure that all assessments are fair and consistent. However, we recognize that there may be instances when a student wishes to question an examination or test result. Therefore, the Appeals Policy is designed to allow students to apply for reconsideration of a recommended grade for any assessment and aims to:-

- Review, and where appropriate implementing, a decision made by the school or a teacher towards the student.
- Review, and where appropriate revise, a decision made by the examining body towards a candidate.
- Review, and where appropriate take action against any incident that is perceived to have gone against the school's Equal Opportunity Policy.

## Process of Appealing

You must apply in writing as soon as the exam or test has been sat. You must not wait until the result has been released. If it is clear that you have reasonable and sufficient evidence that has affected your results, the appeal will be upheld.

## Complaints procedure

To ensure fairness and full support, the school has put in place a strict complaints policy procedure which provides the students with an opportunity to have a complaint reviewed and resolved as soon as possible. There are three levels of procedure:-

- Informal
- Formal
- Panel

We hope that most complaints can be dealt with informally by speaking to a member of staff immediately after the offence. If the complaint cannot be resolved informally, students must then put the complaint in writing to the Principal of the School, who will then decide on the form of action to be taken following further investigation.

Should the complaint still not be resolved, it will be taken to a panel. The decision will be final and will be sent in writing to you, giving a full explanation of their decision and the reasons for it.

Students can be assured that complaints will be treated seriously and confidentially.

If you are not satisfied with the response from the school, you can contact English UK or ABLIS Accreditation for further advice. For private schools and language centres such as ours, English UK or ABLIS Accreditation will attempt to mediate. If this fails, the complaint can be put to the independent ombudsman, who will issue an adjudication which is binding to the school. You can ask at reception for further information on the ABLIS Accreditation complaints procedure, and go to English UK website for details on how to complain through them:

[http://www.englishuk.com/uploads/assets/students/complaints/EN\\_students\\_complaints\\_info.pdf](http://www.englishuk.com/uploads/assets/students/complaints/EN_students_complaints_info.pdf)

City School of Languages aims to ensure that all students are treated respectfully by the school, staff within the school and fellow pupils. We are committed to providing a high-quality educational experience for all students, supported by appropriate academic, administrative and welfare provisions. However, as a school we recognize that there may be instances when a student feels dissatisfied with the teaching and learning facilities or welfare support and may wish to make a complaint.



## Key

- Pedestrianised Streets (at all times)
- Pedestrianised Streets (permitted only, traffic loading)
- Retail
- Pubs / Clubs / Restaurants
- Place of Interest
- Hotels
- Police Station
- Public Transport
- The Metro
- Cycle Path
- Taxi Rank
- Car Parks
- Public Toilets
- Tourist Information Centre
- City Centre Management
- City School of Languages

