



Hilderstone College • English Studies Centre

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Student handbook 2015



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■ Introduction

We are very pleased that you have enrolled on a course at Hilderstone College and look forward to meeting you soon.

This Handbook has been written to help you to plan your journey and to give you some useful information on studying at Hilderstone and on living in Broadstairs. On your first day at the College, you will receive detailed information on your course, our study facilities and the exciting social programme.

This Handbook is also available to you during your stay on any of the computers in the Learning Centre, which also has several printed versions.

We hope you have a safe and pleasant journey and I look forward to welcoming you to the College.

Jon Burton BA, PG DIP, DIP TESOL, DELTM
Principal



■ Before you leave home

■ Planning your journey

Where possible, try to plan your journey so that you arrive in Broadstairs the day before your course starts (students usually arrive on a Sunday and start their course on a Monday) and leave on the day after your course finishes (students usually finish on a Friday and depart on a Saturday). If you wish to arrive earlier or depart later please let us know in advance.

Try to arrive in Broadstairs during the afternoon if possible. This will give you plenty of time to meet your homestay family and make yourself at home. Please note: as some homestay families tend to go to bed between 22.30 and 23.00, there may be an extra charge for arriving late.

As soon as we receive your completed Arrival Information Form (link below), we will inform your homestay family of your expected arrival time. You may also wish to write a short letter to your homestay family introducing yourself and giving your travel details. There is a link to an example letter below.

Links: [Information on travelling to Broadstairs](#)
[Streetmap of Broadstairs](#)
[Arrival Information Form](#)
[Example letter to a homestay family](#)

■ Insurance

We strongly recommend that you take out suitable insurance before leaving your country. This should include your travel, health, loss or theft of personal property and the cost of course cancellation due to illness etc. If you are not from an EU country or one that has a health agreement with the UK, you should make sure your insurance policy includes medical insurance before leaving home. You can do this on our website.

Link: [Insurance for your course at Hilderstone College](#)

■ Visas

You may need a visa to enter the UK. The nearest British Consulate, Embassy, High Commission, British Council office or your travel agent will give you full information. If you need to apply for a visa, you will be asked for a letter from Hilderstone College to prove that you intend to study in the UK. This is your 'Confirmation of Booking' which will normally be sent to you with your course confirmation, and provides evidence that you are enrolled at Hilderstone College on a full-time course.

If you wish to travel to other countries (e.g. Paris is less than 3 hours away by Eurostar/Channel Tunnel), you may also need a visa for the country you intend to visit. Please talk to our Head of Administration for further information about this.

Link: [Information on visas to study at Hilderstone College](#)

■ Money





Five pounds (£5)



Twenty pounds (£20)



Ten pounds (£10)



Fifty pounds (£50)

There is no restriction on the amount of money that you can bring into the UK. Please do not carry large amounts of cash - it is much safer to use a debit card or credit card. You will need to bring some cash for your journey and for the first one or two days. You can change money at your port or airport of arrival, or at banks, post offices and travel agencies in England.

If you are planning to study in the UK for more than six months, you may want to open a bank account here and have money transferred from home. We will help you to open an account at a bank, but please note that transfers of money can sometimes take up to two weeks.

The amount of spending money you might need each week will depend on whether you are staying with a homestay family or self-catering, and also on how you choose to spend your evenings and weekends taking into account excursions, cinema, night clubs, gymnasiums and sports clubs and adult education evening classes which are all available. Please see the link below for an idea of costs.

Links: [Opening a bank account in the United Kingdom](#)
[Prices and the cost of living in Broadstairs](#)

■ What to bring

1. **From your country and culture:** Photographs of your family and your home town, or famous places in your country would all be very interesting for other students, your teachers and your host family to see.
2. **For your studies:** If you already have a good English/English dictionary, you may want to bring it. Bilingual dictionaries are not used in class, but you may find a small one useful. You can buy English/English dictionaries and grammar books at the College. We also have dictionaries and grammar books which you can use when studying in our multimedia Learning Centre.
3. **Electrical items:** The electrical voltage in the UK is 230/240 volts (standard European voltage). If you own a laptop or a small radio/MP3 player you may want to bring this with you, as it will be useful for your studies and recreation. You will also need an adaptor if you wish to use personal electrical items during your stay in the UK.
4. **Mobile phone:** a UK SIM- card will give you cheaper calls. You can buy one at the College or in town. Please make sure Student Services have your phone number.
5. **Sports equipment:** If you are keen on sport, please bring your sports shoes, clothes and light equipment e.g. tennis racket. The College arranges sport at least once a week.
6. **Driving Licence:** Do not forget this if you intend to drive in the UK.
7. **Don't forget your toothbrush!** Please bring your own toiletries e.g. toothpaste, shampoo, deodorant...

Link: [Information on driving in the United Kingdom and hiring a car, as well as cycling](#)

Useful language:



Mobile phone charger



Mains electrical adaptor



USB Memory stick



SIM card

▪ Weather

Broadstairs is situated in one of the warmest and driest parts of the UK. Even so, British weather can be very changeable, even in summer. Be prepared for the cold in winter: pullovers, a winter coat, hat, scarf, gloves and practical shoes will all be useful. Warm clothing and umbrellas can all be bought quite cheaply in the UK. A light pullover and jacket will also be useful in summer.

Link: [The weather in Broadstairs](#)

▪ Clothes

Students generally wear casual clothes in College. You will need smarter clothes i.e. no jeans or trainers if you want to go to a nightclub.

▪ Checklist

- Do you need a visa?
- Arrange insurance to cover travel, health and course cancellation - bring the policy with you.
- Complete the [Arrival Information Form](#) on our website and, if possible, write a short letter to your host family.
- Complete a [Pre-Course Questionnaire and Test](#) on our website.
- Check that arrangements have been made to pay your fees. You can [pay for your course securely on-line](#). If you pay through a bank, bring any papers with you.
- Personal money - bring some cash for the first few days and the rest as travellers cheques, or use a credit card.
- Remember to bring:
 - your confirmation letter from Hilderstone
 - your host family address
 - (non-EU students) any papers showing that you have enough money to support you.
 - your insurance documents
- Have you packed everything you want to bring? For example sports equipment, dictionary, adaptor, CD-player, mobile phone, photographs, towel for swimming etc.

If you have any questions before you arrive, email us at: info@hilderstone.ac.uk

■ When you arrive in Britain

■ Customs and Immigration - Students from non-EU countries

If you are not from an EU country, the Immigration Officer may want to ask you some questions about your stay in the UK - for example, they will usually ask to see proof that you are enrolled on a course of study for 15 or more hours a week. Make sure you bring your booking confirmation (which you will have received by e-mail or mail) of your place on a course at Hilderstone. You may also be asked to prove that you have enough money to pay for your course and to support yourself during your stay. Make sure you bring any papers with you that will show this - for example, the receipt from Hilderstone showing you have paid your fees.

If you have any problems, ask the Immigration Officer to telephone Hilderstone College (Monday to Friday, 09.00-17.00) or to use the emergency number given with your host family details at evenings and weekends.

You may be required to register with the police when you arrive in Broadstairs. Student Services will arrange this for you. If you need to extend your visa at a later date, the Head of Administration will also arrange this. (Please give yourself enough time to apply for a visa extension- don't wait until the expiry date in your passport.)

■ Travelling to Broadstairs

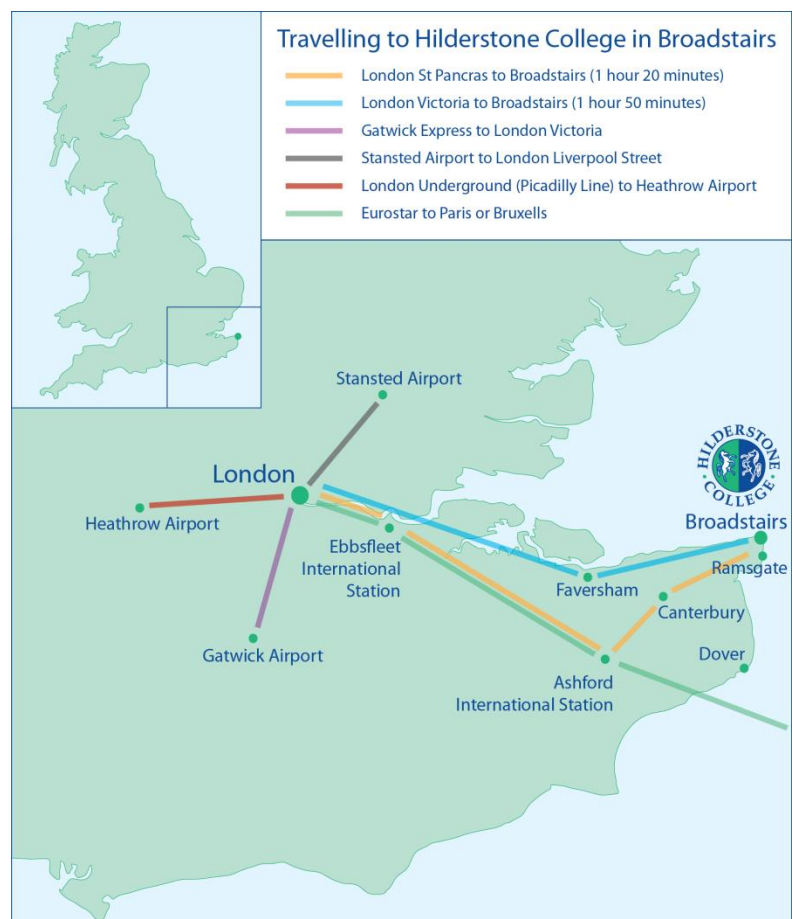
Hilderstone College is only 200 metres from Broadstairs railway station. Student Services is open Monday to Friday, from 09.00 to 17.00. **If you have any problems when travelling (evenings and weekends), please telephone the emergency number included with your host family details.**

Taxis: If you would like us to arrange a taxi to meet you at the port or airport, please complete our Arrival Information Form (link below). The cost can be paid to us in advance with your course fees or on arrival. Do not take a public taxi at the airport - it is extremely expensive.

When you arrive in Broadstairs, you should go directly to your homestay family. You will usually find a taxi outside the railway station. If not, use the public telephone nearby : 0044 1843 888888 and 0044 1843 601601 are the numbers of two local taxi companies. A taxi from the railway station to your homestay family will cost around £3 to £5.

Your confirmation letter will tell you what time to come to the College - usually 08.30.

When you arrive, come to the Common Room or Student Services, where we will be waiting to welcome you.



- Links:** [Information on travelling to Broadstairs](#)
[Streetmap of Broadstairs](#)
[Arrival Information Form](#)
[Train timetables and prices from London airports to Broadstairs](#)
[Coach timetables and prices from London airports to Broadstairs](#)

■ Studying at Hilderstone College

■ The first day of your course

On the first day of your course our aim is to make you feel relaxed and at home at Hilderstone College.

- When you arrive at the College (usually 08.30 but please check your confirmation letter), please report to the Registration Desk in our Common Room.
- We will need to see your passport, with any relevant visas, or your national identity card (EU citizens) to register you. We will also take your photo and you will receive a Hilderstone College Identity Card the following day.
- After registration, when your enrolment dates, payment of fees and other details will be checked, you will meet teaching and administrative staff and have plenty of opportunity to ask questions.
- You will have a short written test and speaking test so that we can place you in a class at the right level (English language courses).
- You will be shown round the College so that you know where everything is and receive a Welfare briefing and Learning Centre induction.
- If you arrive on a designated course start date, we will take you on a coach tour of the local area after lunch.



■ Classes

You will study in a small class (maximum 12 students) at your level. Our very experienced teachers aim to help you as much as possible during your stay. We concentrate on the skills of speaking and listening, but will also help you to improve your reading and writing, and, of course, your knowledge of grammar, vocabulary and phonology. There is great variety of activities in class, including individual work, in pairs and in groups.

All students on our advertised courses are over the age of 17 and treated as adults. We listen to your views on what you want to learn, your comments, and of course any worries you may have. We believe that it is very important for you to be involved in your own learning. We will also suggest ways of studying more effectively.

In addition, we have excellent self-access facilities at the College which you can use after classes, including a multimedia Learning Centre with free access to e-mail and the Internet. We will guide you towards the most suitable materials and show you how to use them to get the most out of your free time.

■ Example of a typical timetable

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09.00 - 10.30 break 11.00 - 12.30	Morning classes: language development					Full day excursion to London, Oxford or Cambridge	Family day
	Lunch in College						
13.45 - 14.45 break 15.00 - 16.00	Sport or supervised self-study	Afternoon classes: language practice			Self-study or half-day trip to Canterbury		
16.00 - 17.30	Supervised study in Multimedia Learning Centre						
	Dinner with host family						
Evenings	Welcome evening or quiz	Folk or salsa dancing	Talk on an aspect of British culture	Multimedia Learning Centre	International Evening		

▪ Examinations

We offer a large number of English language examinations at all levels. During your course, a tutor will advise you on those suitable for your level. If you are interested in taking the IELTS or University of Cambridge Examinations (First Certificate; Cambridge Advanced English), then please let us know in advance so that we can make sure that you have enrolled on the right course.

▪ University / College courses

If you are hoping to continue your academic studies at university or college in the UK, we will give you help and advice on making applications. As applications have to be made well in advance, we advise you to enquire about suitable courses before coming to England, either by contacting your local British Council Office, or by writing direct to any universities or colleges you are interested in.

▪ Extending your stay

If you wish to extend your stay at Hilderstone or to enrol on a future course, please go to Student Services, who will arrange for you to meet the Head of Administration.

▪ Leaving Hilderstone

If for any reason you have to leave the course earlier than you had planned, please tell Student Services and Director of Studies as soon as possible. For the College's policy on refunds please consult our [terms and conditions of enrolment](#).

At the end of your period of study, we will give you a Hilderstone College Certificate which includes a report on your progress and attainment.

We are confident that you will have a happy and successful stay at Hilderstone College. Most of our students come here on personal recommendation - we very much hope that you will recommend us to your friends when you return home.

▪ Living with your homestay family

Most Hilderstone College students live with a homestay family, and some remain friends with their families for many years.

Living with a homestay family can be a very rewarding and important part of your stay. We hope you will enjoy the friendly atmosphere and learning about family life in England - your homestay family will also be interested to know about your country and your life and family there. As you will be living as part of the family, feel free to offer to do the washing up or clear the table! Little things like this help everyone to get to know each other more quickly.

▪ What will my homestay family be like?

Most of our homestay families have been welcoming students from Hilderstone into their homes for many years. Some are couples with young children, some are older couples whose children are grown up and may have left home, while others are single or widowed people. All really enjoy having an international student staying with them. The majority of families are within walking distance of the College (maximum 30 minutes). If you are placed with a homestay family further away you will be given a weekly bus pass giving you unlimited travel around the local area at no extra cost.

The homes of our homestay families are very varied in size and style, but we feel sure you will find the home you are going to live in comfortable and welcoming. Most students are in homestay accommodation (usually, with a maximum of 2 other students, who do not speak your language). At the busiest times of year, some students may be accommodated in private homes with 3 or 4 other students. Before you arrive, we will send you details of your homestay family, their home and their interests.

▪ What can I expect from my homestay family?

Your room: You will have your own room with adequate heating for the time of year, and a desk available in the house for quiet study. Most British families do not heat their houses during the night, so please do not ask them to put the heating on after bedtime. If you are cold, ask for an extra blanket or quilt. Bed linen (sheets, pillowcases) and towels are provided, but please bring your own towel for swimming or going to the beach.

Your laundry: Your homestay family will be happy to wash your clothes once a week. They will show you where to put clothes you wish to be washed. Please ask them if you would like to hand-wash small things yourself.

Bath / shower: When you wish to have a bath or shower, check that it is convenient, and not too late at night. Take care not to spend too long in the bathroom.

Breakages / damage: If you break or damage something in the home, please tell the family immediately. You should offer to pay for repair or replacement.

Telephone: We strongly recommend that you do not use the telephone in the homestay family to make calls. If you receive calls in the homestay family please keep these to a minimum, and keep them brief! Never use your family's telephone without their permission and always pay for the calls you make. You can buy an International Telephone Card as well as a UK SIM card for your mobile phone in the Finance Office.

E-mail/Internet: If your homestay family has internet and/or Wi-Fi at home which they are happy for you to use then they will explain how to use it and any rules they may have. You should not download films, music or stream media online without asking permission first. Both computers with internet access as well as Wi-Fi are available free of charge at the College.

Problems: Talk to your homestay family (or the Accommodation Officer if you prefer) if you have a problem or do not understand something. Small problems only become big ones if you do not talk about them.

▪ Food

You may find our food different, but we hope you will be pleasantly surprised, especially by some of the traditional meals you will have with your family. Do not be afraid to ask about the food or to tell your family at the beginning of your stay if there is anything you cannot eat or do not like. If you are here for some time, perhaps you may like to introduce your hosts to food from your own country?

Your homestay family will provide you with breakfast and dinner during the week and breakfast, lunch and dinner at weekends. Lunches during the week can be bought at the College or any of the pubs and cafés in Broadstairs. Your family will provide a packed lunch (Saturdays or Sundays only) if you are going out for the day e.g. on a Hilderstone excursion so please make sure you tell your family in advance.

Typical meals with your family

Meal times vary from family to family. Your family will tell you the time of meals but please ask if you are not sure.

Breakfast: usually between 07.00 and 08.30. A typical breakfast would be cereal with milk, bread/toast, butter and marmalade/jam with tea or coffee. Often students may be invited to help themselves to breakfast as it can be a very busy time if children are going to school. Breakfast at weekends is usually more relaxed!

Lunch: between 12.00 and 14.00 on Saturdays and Sundays, often a light meal e.g. sandwiches. However, Sunday Lunch can be the most important meal of the week and sometimes the only time when all the family eat together.

Dinner: some time between 17.30 and 20.00. Some British families prefer to have dinner earlier than in many other countries, but you will soon get used to this. On Sunday, if the main meal has been at lunchtime, you may have a lighter meal ("tea") instead of dinner.

▪ Points to help you

- Be punctual for meals and, if you know you are going to miss a meal, please tell your family in advance.
- You should expect to make your own bed and keep your room tidy.
- You will have a door key, but remember to tell your family if you are going to be out late or stay away for the night, so that they do not worry.
- Ask in advance if you would like a friend to visit you.
- In Britain, we do not normally telephone someone before 08.00 or after 22.00.
- On weekdays, your homestay family will probably get up between 06.30 and 08.00, and go to bed between 22.00 and 23.00. Please do not make any noise if you are coming home late at night!
- Please do not play music and computer games or talk loudly on your phone late at night. Always ask if you want to watch television after your family have gone to bed.
- Please close windows and the door when you leave the house. Your homestay family will show you how to lock the door.
- Please remember not to connect the house key to a document with the address of the house, and to return the house key to your homestay family before you leave.

AND REMEMBER... If there is anything that you do not understand or are worried about during your stay with your homestay family, please talk to the Accommodation Officer. She will always be pleased to help.

▪ Example letter to a homestay family

Dear Mr/Mrs,

My name is and I come from (country). I am a (occupation) in my country. Hilderstone College has told me that you will be my host family during my stay in the UK. I will be travelling to the UK by (plane/boat/car) and I expect to arrive in Broadstairs at (time) on (date).

I look forward to meeting you and your family.

With best wishes,

..... (your name).

▪ Other accommodation

Some students decide to make their own accommodation arrangements. Often they stay with friends or relatives nearby, in a hotel, or hope to rent a house or flat. If you are thinking about arranging your own accommodation, please note the following:

▪ Hotel and guest house accommodation

If you prefer, we can arrange accommodation for you in a guest house or hotel here in Broadstairs. The cost will depend on the standard of the hotel, but it will be much more expensive than host family accommodation. Current prices for a guest house or small hotel are £200 - £250 per week for bed and breakfast plus approximately £75 per week with dinner included. This can increase considerably at certain times of the year such as during the middle of the summer or during British school holidays. Please contact us for information on local guest houses and hotels in Broadstairs.

▪ Renting a house or flat

This is usually only possible if you are staying in Broadstairs for at least six months. When you arrive, we can suggest local agencies who may have flats and houses to rent but we cannot make arrangements for you.

Rented accommodation in this area is in very high demand throughout the year and can be very expensive unless you arrange to share with other students.

If you arrange your own accommodation, please make sure you give us your address.

▪ Bringing your family to England

Some things to think about before you arrive:

- Host Family accommodation is usually only suitable for single people or couples who are both studying on courses at Hilderstone. If you are planning to bring your family, then you may have to rent a house or flat (see above).
- If you and your partner wish to attend classes and you are planning to bring children with you, you will need to arrange for them to be looked after during the day.
- If you bring your family with you, you may find it more difficult to practise speaking English.

▪ Living in Broadstairs and the UK

▪ Broadstairs and surrounding area

Broadstairs is a small, attractive and friendly seaside town which welcomes visitors and students from other countries all year round. Facilities in Broadstairs and the surrounding area include: cinemas, museums, theatres, sports centres,

swimming pools, discos, and of course beaches, cafes, pubs and restaurants. Not far from the College is the new Westwood Cross shopping centre. The city of Canterbury with its university and famous cathedral also has a large, modern shopping centre and is 25 minutes away by direct train.



▪ Social activities programme

Social activities are a very important part of your course - by joining in you will meet and make friends with people from all over the world and be able to practise your English. Your programme will be arranged by our Social Activities Organiser and given to you at the start of your course. Here are some typical activities and excursions that we offer:

Evening activities: We organise a range of exciting evening activities, such as music evenings, parties, quizzes, mediaeval evening, folk dances, evening talks, etc.

Sports: We use the facilities of the local community and schools to provide a range of sports at different times of the year e.g. tennis, football, volleyball, badminton, table tennis, pool / snooker, swimming, etc.

Excursions: Broadstairs is in the beautiful county of Kent (known as 'The Garden of England'). We want to give you the opportunity to see as much of Kent and England as possible during your stay. We organise full-day Saturday excursions to many other parts of southern England, including London, Brighton, Oxford, Cambridge, etc.

On an excursion, we give you full information about the place you are going to visit, plus maps and printed guides so that you can explore with your friends when you get there. Members of staff always accompany our excursions to point out interesting things on the way, and to give help and advice. There are also a number of half-day excursions to places in Kent, such as Canterbury, Dover and Sandwich.

In addition to these regular excursions, our programme includes a number of optional visits and activities, for instance: Kent castles, London theatres, shopping centres, sporting events, bowling, ice-skating, etc. We can also help students to arrange travel to other European countries (for example, a weekend in Paris or Amsterdam).

Costs: Most of the evening activities and sports are free. There is a small charge for excursions and optional visits / activities.

Link: [The current College social programme](#)

▪ Eating out

If you like eating out, you will find a wide variety of restaurants in Broadstairs and the local area - English, French, Italian, Chinese, Indian, Greek, Thai, Spanish, Vietnamese and more! Many pubs in Broadstairs also serve meals

(mainly at lunchtime) and are usually less expensive than restaurants. And of course you must try some fish and chips while you are in England!

▪ Pubs

Public Houses, (or “pubs”), are important social meeting places for adults. They serve mainly alcoholic and cold non-alcoholic drinks but many pubs also serve coffee and food. There are approximately 20 pubs in Broadstairs! The following points will be useful if you have never visited a pub before:

- Most pubs open around 11.00 and stay open until 23.00, but some close at midnight or later.
- By law, you must not buy or drink alcoholic drinks in a pub if you are under 18. Pubs may ask for proof of age.
- Order your drinks directly from the bar and pay as you receive them.
- You will be expected to buy a drink when you arrive, and to order another if you are staying for any length of time.
- Traditionally, friends buy “rounds” - you take it in turn to buy drinks.
- Pubs are busiest on Friday and Saturday nights - we advise you to avoid the area around pubs at closing time.

▪ Times

- Shops are usually open from 09.00 to 17.30, Monday to Saturday. Large supermarkets and some small shops (three near Hilderstone) stay open much later or even 24 hours and are also open on Sundays.
- Banks usually open from 09.00 to around 17.00, Monday to Friday. Some banks now open on Saturday mornings.
- Office hours in Britain are usually 09.00 to 17.00, Monday to Friday.
- At Hilderstone, classes start at 09.00 and finish at 16.00. Lunch is from 12.30 to 13.45.

▪ The cost of living in Broadstairs

The information below gives you a good idea of the cost of living in Broadstairs whilst you are studying at Hilderstone College. The prices given do change and so may not always be accurate and so should be used to give a general impression only.

Food and drink	A cup of tea or coffee in the College	70p
	A hot lunch meal at the College	£2.95
	A panini or sandwich at the College	£2
	A sandwich and drink bought in a local supermarket	£4
	A soft drink in a pub (etc. coca-cola, orange juice, mineral water)	£2
	A pint of beer or glass of wine in a pub	£4
	A 3 course meal in a local restaurant	£25
Social Programme	Afternoon sport and evening activities and talks	Free
	Half day guided trip to Canterbury with the College	£8
	Half day trip to Dover Castle (including entrance fee) with the College	£20
	Full day guided trip to London with the College	£20
	Full day guided trip to Oxford or Cambridge with the College	£20-28
Travel	A 'dayrider' bus ticket for unlimited travel in the local area for a day	£3
	A 'megarider' bus ticket for unlimited travel in the local area for a week	£11
	A taxi to travel in the local area (Broadstairs, Margate, Ramsgate)	£6
On sale at the College	An electrical adaptor	£3
	An international SIM card	Free
	An elementary learners dictionary	£10
	An advanced learners dictionary	£26
	A Hilderstone College phonemic chart poster	£5

▪ Travelling in the UK

You may want to travel around the UK after your course and we can recommend plenty of wonderful places for you to visit. We can help you to buy a student railcard or coach card, which entitle you to reduced fares on public transport, or, if you would like a holiday organised for you, there are many package tours available through local travel agents.

If you wish to travel to other countries (for example Paris is less than 3 hours away by train), you may need a multiple entry visa and you may also need a visa for the country you intend to visit. Our Head of Administration will be able to advise you.

■ Driving and cycling

The minimum age for driving a car in the UK is 17. You will be able to use your own driving licence from your country for up to a year in the UK. If you are bringing your own car, you must organise insurance before you arrive. To hire a car, you usually have to be at least 21. With your Hilderstone College student card you can also receive a 10% discount on hiring a car with a local company.

Link: [Information on driving in the United Kingdom and hiring a car, as well as cycling](#)

■ Health and personal safety

■ Health

National Health Service (NHS) medical treatment is free:

- to all EU nationals
- OR – if you are from a country with a health agreement with the UK
- OR – if you are enrolled on a course of study for more than six months.

However, we strongly recommend all students to take out full insurance before leaving home.

- You may need to pay a NHS surcharge if you are travelling on a Tier 4 General Student visa.
- If you have any health problems, please tell us before you come. If necessary, bring your medication and a letter in English from your own doctor.
- If you need to see a doctor during your stay, please speak to your homestay family or to the Accommodation Officer, who will arrange this for you.
- If you do not qualify for free treatment, you will have to pay a consultation fee of approximately £25 - £45.
- Drugs prescribed by a doctor currently cost around £8 per item. UK residents also pay this charge.
- You cannot see a specialist without first seeing a local doctor.
- Most accident and emergency treatment is free to everybody.
- If you bring your family to the UK, providing they are staying longer than 6 months, they will also qualify for free NHS treatment.
- In the UK a doctor will only visit you at home if you are too ill to go to the doctor's surgery.
- If you need to see a dentist, Student Services will be happy to make an appointment for you. Dental treatment is not free in Britain and can be expensive. Always ask in advance how much your treatment will cost.
- The cost of a sight test is approximately £20.00. The exact cost of glasses or contact lenses will depend on the ones you choose, so ask the optician. We will be happy to make an appointment for you.

■ Personal Safety

Please remember:-

- Never carry large sums of cash with you.
- Never leave bags, cameras or other valuables unattended.
- Avoid the area around pubs at closing time - especially at the weekend. Also avoid beaches and parks after dark.
- If you are returning home late at night, share a taxi with another student living near you.
- Look both ways when crossing a road - remember we drive on the left!
- If you need to call one of the national emergency services (police, fire, ambulance) use any telephone and dial 999.
- Keep your Hilderstone College student card with you. It has our emergency telephone number on it.

■ First Aid

First Aid kits are kept in different locations throughout the College:



Student Services
The Tutors' Room
The Main Adult Education Reception Office
The Learning Centre
Room 17
The Art Room
The Pottery
The College minibus
With College sports equipment

■ Fire alarms

Fire Alarms are tested regularly, as well as all fire exits. The College also runs regular practice drills. If you hear the fire alarm sound please follow the signs, exit the building as quickly as possible and report at the Meeting Point.



■ E-Safety

When using the College computer system, our Wi-Fi connection or that of your homestay family, and at any other time it is important to stay safe and protect yourself, your identity, your profile and your information. For further information on staying safe online, as well as the College's internet usage policy please use the links below:

Links: [Hilderstone College internet usage policy](#)
[Staying safe online](#)

■ Students under the age of 18

Students under the age of 18 attending a course at Hilderstone College should be aware of several points in particular:

- The College has two nominated Designated Safeguarding Persons (DSPs), who are the Accommodation and Welfare Officer and the Deputy Accommodation Welfare Officer. They have particular responsibility for students under the age of 18. If you have any questions, problems or concerns you should see these people. Our Designated Safeguarding Lead (DSL) is the Principal.
- The College has a Safeguarding Policy (available on the website, see link below), which all staff members are aware of, to address the wellbeing of students under the age of 18 and vulnerable adults.
- The College requires the completion and return of Consent to Study and Travel Form prior to travel for all students under the age of 18.
- What under 18s are permitted to do varies from country to country. You should check with your host family or a DSP if you are in doubt. For example in the United Kingdom people under the age of 18 are not permitted to purchase alcohol in shops or pubs.
- Students under the age of 18 should abide by any curfew time which is imposed on them.

Links: [Hilderstone College Consent to Study and Travel Form](#)

■ Other useful documents

Links: [British Council pre-departure guide for international students coming to study in the UK](#)
[British Council guide to making sure that your time in the UK is safe and enjoyable](#)
[British Council personal safety guide for international students](#)
[Hilderstone College Welfare Briefing](#)
[Hilderstone College Safeguarding Policy](#)