

# WELCOME TO BRITANNIA ENGLISH ACADEMY!

This handbook contains useful information to help you prepare for and enjoy your stay in Manchester.



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# GET READY FOR YOUR FIRST DAY!

## BEFORE YOU ARRIVE

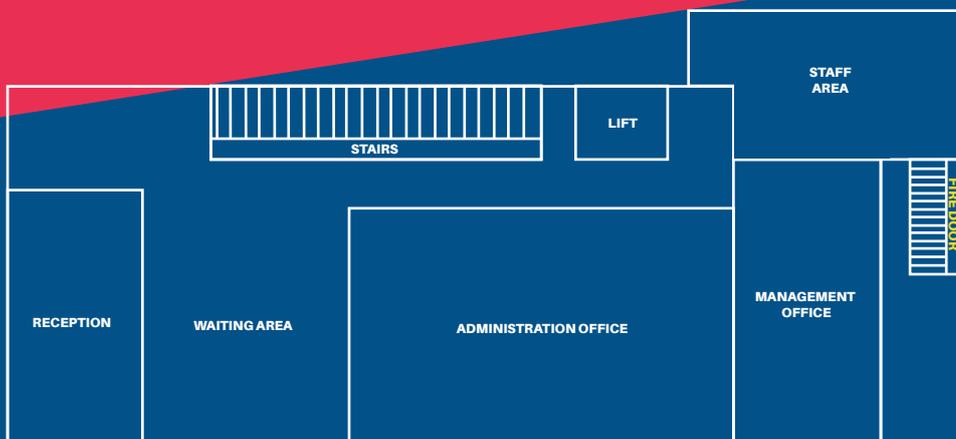
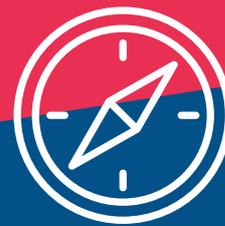
- Read your timetable to know what time you should arrive and to which class you must go.
- Check the address of the school on Google Maps and plan your journey in advance.
- Get a notebook and some pens for class.

## ON YOUR FIRST DAY

- Arrive 10 minutes before your first class
- Come to reception with your ID card or passport
- Ask for a student card if you want one
- Go to your first class
- Collect your books and your bag
- If you want a student card - ask our receptionists



# SCHOOL MAP

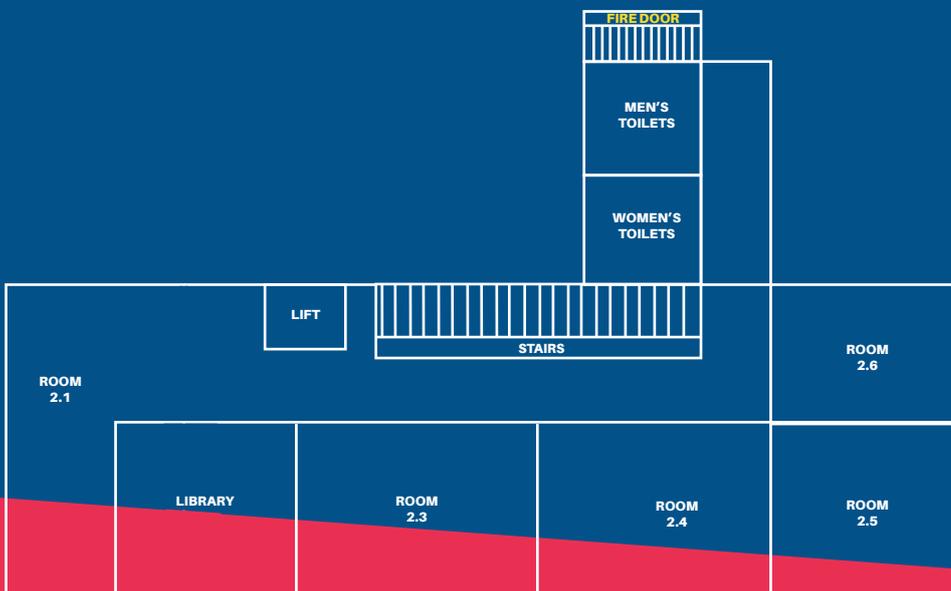
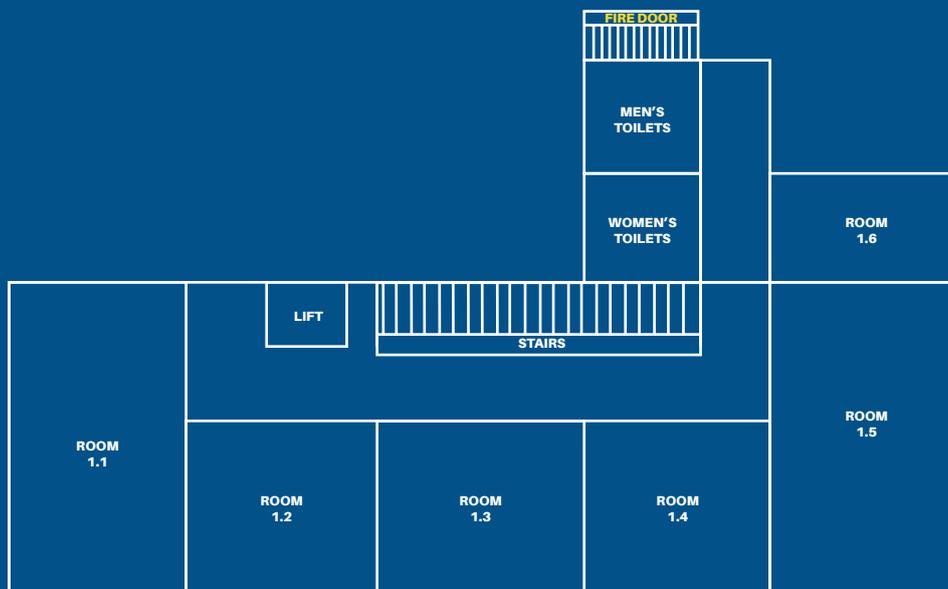


## GROUND FLOOR

- Reception
- Management office
- Administration office
- Accommodation office
- Welfare office

## FIRST FLOOR

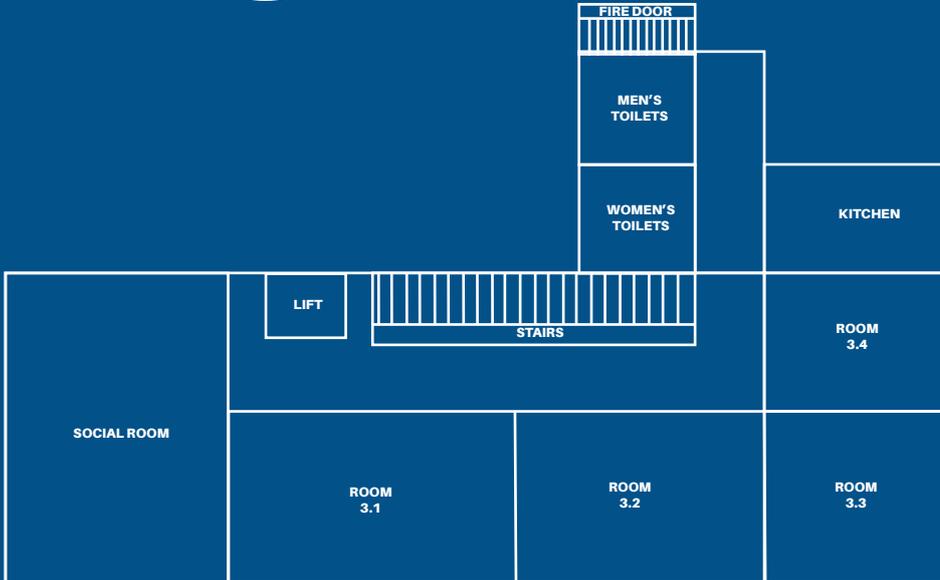
- Room 1.1
- Room 1.2
- Room 1.3
- Room 1.4
- Room 1.5
- Room 1.6
- Toilets



## SECOND FLOOR

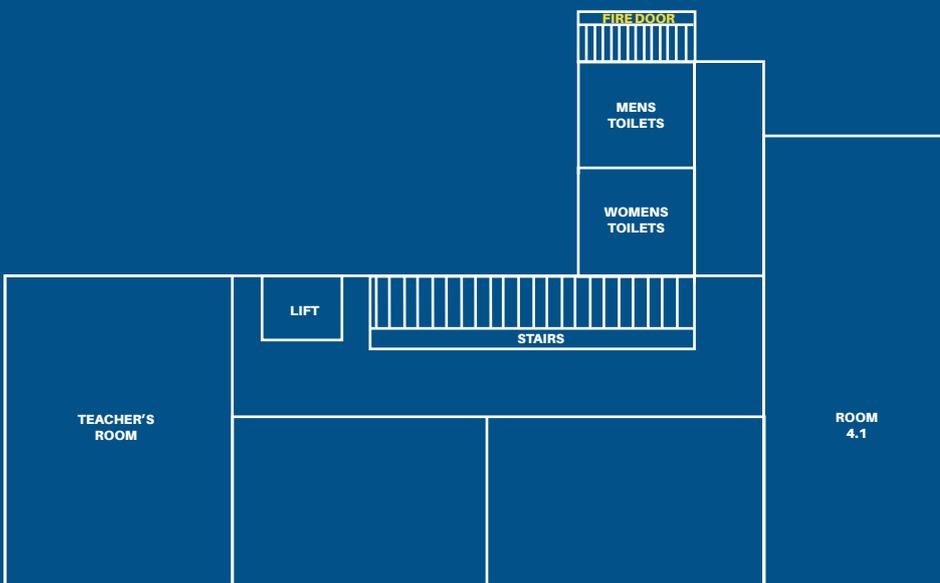
- Library + Computers
- Room 2.1
- Room 2.3
- Room 2.4
- Room 2.5
- Room 2.6
- Toilets

# SCHOOL MAP



## THIRD FLOOR

- Social Room
- Room 3.1
- Room 3.2
- Room 3.3
- Room 3.4
- Kitchen
- Toilets



## FOURTH FLOOR

- Teacher's room
- Room 4.1
- Toilets

In case of fire, you must follow our staff's instructions, and exit the building as soon as instructed.

Do not use the lifts. Stay grouped with your class and your teacher.

Assembly point is:  
Saint James Tower  
7 Charlotte Street  
M1 4FL



Smoking is strictly forbidden inside the school and on the steps at the entrance of the building.

## IMPORTANT



# SCHOOL FACILITIES

## RECEPTION

The reception is on the ground floor.

It will be your main point of communication with the school.

Our receptionists are available all day to help you with your requests and questions.

If the reception is busy and you do not have time to wait, you can send an email to [info@britannia-school.com](mailto:info@britannia-school.com).

We will get back to you as quickly as we can.



## SOCIAL ROOM

On the third floor, you will find our social room, which is at the heart of the school. It is the ideal place to relax, have fun and meet other students!

## LIBRARY + COMPUTERS

Our library is on the second floor. If you want to study or read in a quiet environment, this is the place to go!

The library and social room also have free to access computers.

# SOCIAL ACTIVITIES

**PRACTISE ENGLISH WHILE HAVING FUN AND MAKING NEW FRIENDS! HERE IS OUR WEEKLY PROGRAMME:**

Monday	Yoga from 6.30pm to 7.30pm
Wednesday	Conversation Club from 5pm to 7pm
Friday	Football and Volleyball from 5pm to 7pm Conversation Club from 7pm to 9pm
Saturday	Conversation Club from 1pm to 3pm Day Trip with Smile Adventure
Sunday	Day Trip with Smile Adventure



# STUDENTS WELFARE

**YOUR WELLBEING IS OUR PRIORITY !**

Our reception team will be able to help you with the following requests:

- Course booking
- Timetable organisation
- Level change requests
- Holiday requests
- Accommodation queries
- Activities booking
- Document requests
- Document printing



## WELFARE OFFICE

If you are experiencing any issues in your personal life, or with other students, you can speak to our welfare officer.

We will make time for you and listen to you in all confidentiality and without judgement.

We have a strict anti-bullying policy and, in agreement with you, we will take the necessary steps to stop the problem.

If you are not yourself a victim, but witness another student being bullied or disrespected, please take action by informing us. We will respect your privacy and take the necessary action to protect the student in question.

## COMPLAINTS

Our goal is to provide the highest quality of service and learning, and to keep our students happy. However, if you are unhappy with the service provided, here are the steps to follow:

**STEP 1 :** Speak to a receptionist, who will try and solve the problem.

**STEP 2 :** If you are not satisfied with the answer provided, you will fill a complaint form that will be reviewed by the management team and feedback will be given to you within a few working days.

**STEP 3 :** If you are still not satisfied, we will organise a meeting with a member of the management team and/or the school's director to address the problem. Feel free to bring a friend or witness. if you want to have support.

# CODE OF CONDUCT

**WE WANT BRITANNIA TO BE A SAFE AND HAPPY PLACE FOR ALL OUR STUDENTS. HERE ARE SOME RULES TO FOLLOW EVERYDAY DURING YOUR STAY WITH US.**

- Always speak in English when you are in school.
- Be polite with your fellow students and our staff at all times.
- Say “Please” and “Thank you” to show your good manners.
- Attend your classes and arrive on time.
- Bring your course material with you everyday.
- Do your homework.
- Be proactive and engage with the discussion in the classroom.
- Do not speak over other students or your teacher.
- Do not use your phone in the classroom.
- Do not eat or drink in class (except sealable drinks and small snacks).
- Keep the school clean and tidy and respect the premises.
- Smoke outside and away from the entrance of the school.



## **THE MOST IMPORTANT RULE: RESPECT EACH OTHER!**

We expect our students to stay respectful of their colleagues and our staff at all times. Remember that you will meet many people from different cultures. It is likely that you will come across concepts and ideas that are different from yours. We ask you to respect differences in religion, sexuality, race, ideas and philosophy. We will not accept behaviour or language that is offensive to others.

Failure to respect this rule will be taken very seriously, and have consequences, and could mean being expelled from the school.



# SCHOOL RULES

## ATTENDANCE & PUNCTUALITY

- In order to reschedule a class that cannot be attended, students must provide 24 hours notice and bring a valid justification (health or visa related appointment, work rota). Travel tickets are not considered a valid justification.
- Students are expected to attend all classes
- Students are expected to arrive on-time to each class. No entry will be allowed until the next break, 10 minutes after the class has started.

## HOLIDAYS & DAYS OFF

- Holidays must be booked for full weeks (Monday to Friday) and 1 week notice must be given in order to recover the classes booked.
- Days off are not permitted and will not be recovered, unless the student is able to provide a valid justification and 24 hours notice (cf. ATTENDANCE AND PUNCTUALITY)
- The classes to be recovered will be added at the end of the course.

## CHANGE OF TIMETABLE

- Changes of timetable are only permitted under certain conditions, please refer to the reception to enquire about this.

## CHANGE OF LEVEL

- To change level, students must place a request at the reception. A level test will be given and the student will be notified within 2 days of the test completion. The change of level will be effective from the following Monday, unless exception.

## CERTIFICATE & PROGRESS REPORT

- Students can request a certificate at the reception at the end of their course.
- Students can also ask for a progress report from their teachers. The reports will be returned within 10 working days.

## STUDENT CARD

- Full-time students (for 8 weeks minimum) are eligible to a free student card. Other students can also request a student card for an extra fee of £10. The card must be requested in reception and will be issued within 3 working days.

## BOOKS

- Books are mandatory for each course, no matter the duration of your stay.
- The reception holds a small stock of second hand books that can be bought at a cheaper price.

## DURATION OF THE COURSE

- The student's course is booked each time for the duration that has been paid for. No course can be booked in advance, without payment.
- Students are responsible for renewing their course on time and availability cannot be guaranteed for unpaid courses.

# ACCOMMODATION

## MEET YOUR NEW FAMILY!

You will become a part of your host family and you will be able to join their daily life and live through many happy moments with them. You will be expected to join your family for dinner, share your experiences and stories with them, which in return will help you with your fluency of English.

Each family is different so you need to ensure that you follow the family house rules the same way as all the other family members.

All of our homestay providers are very welcoming and friendly people, interested in foreign cultures and meeting new people. The society in the United Kingdom is a very diverse society and many of our hosts come from different cultures and backgrounds, but they are all British citizens which speak fluent English. In modern Britain, couples are not always married, and both partners often work. During your stay you will learn more about them and, hopefully, they will become like your second family.

You must be considerate to other people in the house and follow the house rules.

- Always let your host family know by 3:00 pm if you're going to have dinner with them or not.
- Let them know if you will be back home late at night.
- Do not invite anyone into their house without their permission.

## EXPERIENCE THE BRITISH WAY OF LIFE!





## UNDER 18'S

**IF YOU ARE YOUNGER THAN 18 YEARS OLD, THERE ARE A FEW MORE RULES YOU NEED TO FOLLOW, IN ORDER TO MAXIMISE YOUR SAFETY AND WELL-BEING.**

- Wear your Britannia lanyard and student card at all time in the school and on your way to and back from school.
- Always inform the receptionist if you are going to be absent or late. You can do so by calling 0161 923 46 49 between 8am and 8pm - Monday to Friday. Or by sending us an email to [info@britannia-school.com](mailto:info@britannia-school.com) before the start of your class.
- If you are more than 10 minutes late and that we cannot reach you by phone, we will have to contact your parents and inform the police.
- If you want to go away for a few days and not stay with your host family - ask for a parental authorisation to our reception team. We will need to receive a completed authorisation letter before allowing you to leave the host family.
- If you are experiencing any problem, you can ask to speak to our Welfare Officer at any time.



# LIFE IN MANCHESTER

**MANCHESTER IS A BUZZING AND EXCITING CITY, OFFERING A LOT OF OPPORTUNITIES FOR ENTERTAINMENT.**

## **SAFETY**

Like in any big cities, it is important to take some precautions to protect yourself and your safety.

Here are some suggestions:

- Always plan ahead by checking where you want to go, how you will get there and how you will come back
- Make sure that you have enough battery and credit on your phone, if you need to reach out to someone
- If you are going somewhere by yourself, tell a friend, or your host family
- If you go out, watch how much you drink and make sure not to get isolated from your friends
- Avoid walking home alone at night, especially in isolated places such as bridges, car parks and gardens.
- If you struggle to find your way home, book a taxi via a taxi service (mobile app) to get home. Do not get into a random taxi in the street.
- Do not leave your belongings unattended
- Do not carry large amounts of cash
- Do not flaunt expensive jewelry, tech gadgets or mobile phone in public
- Do not walk around while texting or being on your phone

**In case of emergency - contact us 24/7 at:**

**+44 (0) 787 492 9268**



# LIFE IN MANCHESTER

## TRANSPORTS

### PLAN YOUR JOURNEY

Transport for Greater Manchester (TfGM) is the official public transport body for the city. Its website has a wealth of information and a number of journey planning tools to take the stress out of travelling.

[tfgm.com](http://tfgm.com) | [@OfficialTfGM](https://twitter.com/OfficialTfGM)

### FREE BUS

Within the city centre, free bus (formerly Metro-shuttle) provides a free service linking all the main rail stations, shopping districts and business areas.

[tfgm.com/public-transport/bus/free-bus](http://tfgm.com/public-transport/bus/free-bus)

### BUS

Commercial bus services run right across Greater Manchester helping you to get to your destination. Get advice, and buy tickets and Travelcards for Greater Manchester buses, trains, trams and national coaches at one of our Travelshops.

Pick up free leaflets, maps and timetables, and purchase tickets up to two days before you want to travel.

No1 Piccadilly Opening times

Monday to Friday: 7am – 6pm

Saturday: 7am - 6pm

Sunday: 10am – 6pm

Bank Holidays: 10am – 5.30pm

### TRAIN

In addition to the inter-city links, the rail network connects you to the neighbouring towns and districts of Greater Manchester including Ashton-under-Lyne, Bolton, Oldham, Rochdale, Stockport and Wigan.

[tfgm.com/trains](http://tfgm.com/trains)



### TRAM

The Metrolink network is one of the most successful light railway systems in the UK. With frequent services there's no need to worry about a timetable, just head to your nearest stop and the next tram won't be far away. Metrolink can transport you to popular venues and attractions across the region and, if you're planning on sightseeing, Travelcards offer unlimited travel across the network. Please be sure to purchase a ticket from the on-stop ticket machines before boarding.

# LIFE IN MANCHESTER

## HEALTHCARE

### WALK-IN CENTRE

If you have a small injury or symptoms that you would like to requires medical attention you can go to a walk-in centre.

You will be able to see a nurse, without having to make an appointment but you might have to wait a little.

The closest walk-in center is:

Boots  
32 Market Street  
Manchester M1 1PL  
Phone: 0161 839 6227

### HELPLINE

The NHS provides a helpline available 24/7.

Ring 111 ann speak to an advisor to:

- Find out what local service can help you
- Speak to a nurse, emergency dentist, pharmacist or GP
- Get a face-to-face appointment if you need one
- Be told how to get any medicine you need
- Get self-care advice
- You can ask for a translator if you need one.



### PHARMACY

If you are feeling slightly ill but do not have worrying symptoms - for example, if you have a cold, you can go to a pharmacy and ask for advice from a pharmacist. They will advise you on which medicine to take and if necessary direct you to a doctor.

One of the closest pharmacies from the school is:

Boots  
32 Market Street  
Manchester M1 1PL  
Phone: 0161 839 6227



### EMERGENCIES (A+E)

If you have a life-threatening illness or injury, you must go to the A&E.

The closest A&E to the City Centre is:

Manchester Royal Infirmary  
Oxford Road, Manchester, M13 9WL  
Phone 0161 276 1234  
Open 24/7

# USEFUL NUMBERS AND APPS

## A NON-EXHAUSTIVE LIST OF OUR STUDENTS FAVORITE APPS AND OF USEFUL NUMBERS

### SCHOOL

During the school's opening times, you can contact us on:

+44 (0)161 923 4649

In case of emergency regarding your accommodation outside of the school's working hours, you can dial:

+44 (0) 787 492 9268

### EMERGENCIES

Dial 999 in case of emergency to speak to:

- Police
- Fire Brigade
- Ambulance Services

### COMMUNICATION



Whatsapp



Skype

### BANKING + CARD



Monzo

monzo



Revolut

### TRAVEL



TfGM



Trainline

### LEARN + PRACTICE



duolingo

Duolingo



BBC  
LEARNING  
ENGLISH

BBC Learning  
English

### DISCOVER + SOCIALISE



EventBrite

### HEALTH



NHS

# MANCHESTER BUCKET LIST

- Go to a football game
- Try traditional fish and chips
  - Visit a real pub
- Visit the John Ryland's Lybrary
- Explore the Museum of Science and Industry
- Go behind the screen at BBC Studios
  - Shop at the Trafford Centre
  - Enjoy food on the Curry Mile
- Discover Manchester Northern Quarter Street Art
  - Get Lost in Affleck's Palace
- Listen to acoustic live music at Band on the Wall
- Spot great art at Manchester Art Gallery
  - Enjoy the views at Cloud 23
- Go behing the scenes of Etihad and Old Trafford Stadiums
- Discover Manchester Campus and its Museum

SEE YOU SOON IN MANCHESTER!