



WELCOME TO
ANGLOLANG

ACADEMY OF ENGLISH
STUDENT HANDBOOK

01	Welcome
02	Before arrival
03	Your first day
04	Reception
05	Map of the school
06	The Orangery Cafe
07	Internet access
08	Accommodation - homestay
09	Accommodation - guest house / hotel
10	Changing accommodation
11	Timetable
12	How we teach
13	Progress and exams
14	Learning outside the classroom
15	Emergency contacts numbers
16	Doctors and dentists
17	Emergency medical treatment
18	Places of worship
19	Banks and post offices
20	Libraries
21	Social programme
22	Social programme (summer months)
23	Shopping
24	Cafes, pubs and restaurants
25	Places to visit and things to do in Scarborough
26	Sports
27	Transport
28	Work and visa guidance
29	Safety and Personal Belongings
30	Conduct
31	Useful websites
32	Making a complaint

WELCOME TO ANGLOLANG ACADEMY OF ENGLISH AND SCARBOROUGH



For more than 35 years, Anglolang has provided a range of English courses for individuals and groups. As well as being accredited by the British Council, we are members of English UK. Our school provides a friendly and professional atmosphere, with excellent learning facilities and a dedicated team giving each student individual attention.

Located just a 15-minute walk from the beach and the town centre, the school is in a convenient location. We hope you will have the best possible experience whilst studying at Anglolang, and also enjoy the beauty of Scarborough and the surrounding area.

Welcome to Scarborough
The Anglolang Team

BEFORE ARRIVAL

What to Bring?

Don't forget your passport/ID card and any supporting documents you may need to get through customs, especially if you are travelling on a visa.



Your medical insurance documentation.

Your host contact details. Please call them if you are delayed on your journey (If you are in a group, the school will do this).



Money, and credit/debit cards. See later for advice on changing money at banks.

You need your phone charger etc but please remember that English plugs are different so make sure you have an adapter.



Scarborough has chilly winters and warm summers and, like everywhere in the UK, rain is likely at some point during your stay, so be prepared. For clothing, layers are best with something warmer for the evenings, and either bring an umbrella or you can buy one very cheaply in the town. Comfortable shoes are a must because of all the beautiful places to see in and around Scarborough.



You will be given a folder when you arrive with a pen, a notebook and some useful information about Scarborough and the School.

If you are staying with a host family they will show you the quickest way to get to school.

The school is open from 08.30 to 17.00 Monday to Friday.

You should arrive at the school at approximately 08.45 on your first day and go to reception. You will be met at reception and given a student folder. This will include a registration form (which you should complete on your first day), a new student questionnaire (which you should complete during your first week) and information on learner training. If you are part of a group you will have a special folder with information on staying safe in Scarborough and on excursions.

In the entrance hall there will be a class list board. Your name will be on a list so you will be able to see which class you are in. Lessons will begin at 09.00 so you should find your classroom before the lesson starts.

In the entrance hall you will also see a staff photo board which can help you to decide the person you need to talk to if you have any questions or problems.

On your first day you will receive an induction and be given a student card which has the Anglolang emergency number written on it. This number is for emergencies only. If you would like to have your photo on the student card, please bring a passport sized photo with you.

If you have obtained a visa, you will need to have your passport ready to show us.



Our team at reception are on hand to help you. The services that we offer include:

- **booking theatre tickets**
- **booking a table in a restaurant**
- **giving advice on good places to go**
- **providing bus or train timetables**
- **helping you to access Anglolang's Wi-Fi network**
- **booking taxis**

MAP OF THE SCHOOL

FLOOR AND SITE PLAN



(Note nearest fire exit to your classroom)

THE ORANGERY CAFÉ



During break and lunch times, you can relax in our orangery café overlooking the garden. Students usually eat their lunch here or enjoy coffee, tea and light snacks. You can also read newspapers and magazines and enjoy subtitled TV programmes.



Anglolang has a computer room on the first floor (Room 11), where you can use the Internet, send emails and use Skype. The school also has a Wi-Fi network for students. The password can be found in the reception area and in your folder.

ACCOMMODATION - HOMESTAY



If you are staying with a host family, you will be provided with breakfast, a packed-lunch and dinner every day. Breakfast usually includes cereal, toast, fruit juice, tea or coffee. You can eat your packed-lunch at school during the lunch break which is from 13.00-14.00. In English homes dinner is usually served between 17.30 and 18.30, depending on your host family's routine. If you intend to not be home for dinner, or will be late, it is important that you inform your host family.

The hosts will clean your room and do your laundry at least once a week while you are with them. Please follow your hosts' instructions on where to leave laundry to be washed.

ACCOMMODATION - GUEST HOUSE / HOTEL



If you are staying at a guest house or hotel accommodation breakfast is included. Dinner can be arranged in some guest houses by prior arrangement with the landlady/landlord. Lunch is not included in the price. There is a bakery near the school where you can buy sandwiches, and there are also pubs and cafes nearby serving reasonably priced lunches.

Some guest houses do not have late night check in, so you must send your arrival details asap.

Laundry facilities may be available at a cost and your room will usually be cleaned daily unless you specify differently.

CHANGING ACCOMMODATION



We hope that you will be happy with the accommodation we have selected for you. If you need to discuss any aspect of your accommodation, please go to reception and the Accommodation Manager will assist you.

If you are staying with a host family and you decide that you want to leave your accommodation, then we normally require one week's notice, unless there are special circumstances.

Unfortunately we are not able to offer refunds if you are staying in a hotel, bed and breakfast or self-catering accommodation. Refunds are also not offered if you decide to go away for the weekend or short periods of time during the course.

If you have arranged your own accommodation and change address you must inform us. You must also inform us of a change of telephone number and email address.



At Anglolang we like to make sure that you are put in the right class from the very beginning of your course. The placement test you completed before arrival is used as a guide to placing you in the best possible class level.

Class times are as follows:

Morning timetable

09.00-10.45	class
10.45-11.15	break
11.15-13.00	class

Afternoon timetable

Afternoon lesson times can vary depending on your chosen course type. Please speak to the Academic Manager for more details.



We teach you through our **topic based negotiated syllabus**. This means that we place you in classes suitable for your age and level, and design a course programme for your particular group. We listen to you and incorporate, for example, more speaking practice, work on listening, grammar or whatever you require into the topic chosen for the week. This is so we can improve those aspects of your English that you most need or are interested in.

Our **academic resources** are extensive and flexible. In addition to the range of coursebooks we have available, we also produce our own flipcharts on the interactive whiteboards we use. These whiteboards also give instant access to authentic material via the internet such as podcasts, news bulletins and video. Other authentic materials such as newspapers or magazines are used to complement a given topic. We welcome your comments on the resources in our new student and final course questionnaires.

How quickly your English improves depends on a lot of things: length of stay, motivation, how hard you work, your aptitude etc. **Every student is different.**



As Anglolang is a small school, communication between you, your teacher and the Academic Manager is quick and effective. The management is constantly kept informed by the teachers about student progress so we know when the right time is to move you up to the next level.

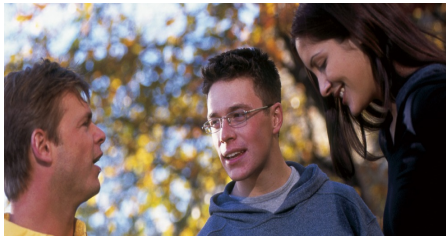
All students are assessed in class in many ways, through homework, ongoing checks of language studied and so on.

If you stay 12 weeks or longer you will have a tutorial with the Academic Manager in the first week to assess your needs. You will have monthly tutorials after that.

An important aspect of **measuring your progress** is self-assessment. It is vital that you can assess your own progress and learn good ways of working independently which will help you to continue learning English effectively when your course has finished. For this reason self-assessment is always discussed at your tutorials.

If you would like proof of your language level we advise you to consider taking an internationally recognised qualification. We offer tuition in **exam courses** for IELTS, TOEFL or Cambridge examinations.

LEARNING OUTSIDE THE CLASSROOM



Teachers will sometimes give you homework that involves you interacting with local people outside the school, but other strategies you can employ are:

- Speak English as much as possible outside the class to your classmates, even if they're the same nationality
- Talk to your host family as much as possible & make notes of any new words/expressions
- Give someone in your host family a lesson in your language in return for a free English lesson!
- Keep a personal diary in English
- Go to the study room (room 3) and borrow some readers for extra practice
- Read everything! Newspapers, magazines, adverts, street signs....
- Listen to other people's conversations on the bus or train or in shops and write down any interesting expressions...
- Watch English TV, go to the cinema and theatre, listen to the radio. It doesn't matter if you don't understand everything
- Join the gym, play pool, go to evening classes, go to places where English people meet. Ask at reception for information
- Get on the Internet on your laptop or in the computer room (room 11) in the afternoons and use websites to improve your English

Your welfare is important to us. Should you encounter any problems or issues during your stay our team will be there to assist you. We provide a 24 hour emergency telephone number (written on your student card), which is:

07435134046

The emergency telephone number for fire, police or ambulance is:

999

Anglolang has a full emergency plan in case of local or national crisis or in case of serious difficulties for any student. We keep a record of every student's emergency contact details and students should add the school emergency number to their phone.

All students must always carry their ID card with them at all times, as it has important contact numbers on.



DOCTORS AND DENTISTS

If you are a citizen of the EU you can access free NHS treatment for essential medical needs by showing your valid EHIC issued by your home country. If you do not have this you will have to pay for any medical treatment.

For non-EU citizens the arrangements may vary.

We strongly advise that you take out insurance before travelling as the cost of medical treatment can be expensive

If you require treatment while in Scarborough you should first seek the advice of a pharmacist. If they recommend you see a doctor you will need to attend the local walk-in clinic located at Scarborough Hospital. If you need help you should ask at reception.



If a doctor gives you a prescription you will have to pay for the medication. This will cost approximately £9.90. You can obtain the medication from any pharmacy. The nearest pharmacy to the school is on Falsgrave Road.

Everyone must pay for dental treatment.



The school has two members of staff qualified in first aid. If you require first aid or are not feeling well, please go to reception.

Emergency Treatment

If you have an accident and need to see a doctor urgently you can get free treatment at any hospital Accident and Emergency (A&E) department. **Please note that treatment at an A & E department is for people who have a serious emergency. It is not suitable for minor or ongoing problems.**

If your condition is less urgent, you can talk to a pharmacist or you can go to the National Health Service (NHS) walk-in service at Scarborough Hospital.

The Clinic is open 7 days a week from 08.00 - 20.00, including national, public holidays. There is no appointment system. You should simply go when you need to and be prepared to wait.

PLACES OF WORSHIP

There are places of worship for most religions and faiths in Scarborough. Please ask at reception for more information.

Churches

St James's Church, Church of England, Falsgrave

St Mary's Church of England, Castle Road

St Peter's Catholic Church, Castle Road

Westborough Methodist Church, Falsgrave



For other denominations or different churches please ask at reception



Mosque

Scarborough Islamic Society , Roscoe Street (New Mosque under construction)

Synagogue

Scarborough does not currently have a synagogue and the nearest service is held monthly in York. We do have a contact who is a leader in the Jewish community in Scarborough, who can help with any issues.

Banks are open from 09.30-16.00, Monday-Friday. Most banks are also open on Saturdays from 09.00-12.30. Banks can be found in the town centre.

You can change money at banks, travel agents and larger post offices. You can use international credit cards such as Visa and MasterCard in most restaurants and shops. The nearest ATM machine is at the SPAR on Falsgrave.

Opening bank accounts in the UK is extremely difficult if you are not on a Tier 4 visa so we recommend that students ensure they can access the money kept in their home country by using an ATM machine.

Post offices are open from 09.00-17.30, Monday-Friday and from 09.00-12.30 on Saturdays. The closest post office to Anglolang is situated inside the SPAR Supermarket on Falsgrave Road. You may also post letters and find out the costs from the school reception. You can buy stamps at any post office or newsagent shop.





Public libraries are free. In Scarborough the central library is situated on Vernon Road. A deposit per book may be required and this is refunded when you return the book. The library has computers with cheap internet access. There is also WiFi Internet access. The central library opening times are:

9 - 6 Monday, Wednesday & Friday; 10 - 6 Tuesday
9 - 7 Thursday; 9 - 3 Saturday

Anglolang has a selection of books and DVDs to borrow in room 3 on the ground floor. If you wish to borrow one please bring it to reception first.



While studying at Anglolang there are plenty of opportunities to have fun, make new friends, improve your English and discover the UK. Here are just a few of our regular events:

- **cinema evenings at Anglolang cinema**
- **reduced price theatre tickets on selected dates at Stephen Joseph Theatre**
- **pub evenings with live music**
- **restaurant evenings**
- **Anglolang parties (with optional karaoke)**
- **Weekend excursions**
- **English conversation club**

SOCIAL PROGRAMME



During the summer vacation period we run a full social programme with activities suitable for the different age groups.

During this period all students have a full day cultural excursion each Wednesday to places such as York, Whitby and Leeds.

On Mondays all students will be given a timetable of their social activities for the week.

Outside the summer vacation period there will be a more limited social programme but staff are always happy to advise and help organise activities and trips.



Scarborough has a good range of shops ranging from the well-known international stores, such as M & S (Marks and Spencer) to small boutique shops.

Shops are usually open from 09.00 - 17.30, Monday to Saturday. Most shops open on Sundays from 10.00 - 16.00.

Here are a few examples of popular places to go shopping

The Market Hall - 3 floors hosting a wide range of small local businesses.



Brunswick Shopping Centre - an indoor shopping centre with a range of shops and stores, including Next and New Look.

Bar Street - a charming cobbled street set in the heart of Scarborough town centre with small boutique shops

Waterstones - the largest bookshop in Scarborough

T K Maxx - for designer goods at discounted prices

Topshop/Topman - for high fashion clothing

CAFÉS, PUBS AND RESTAURANTS



Being a tourist destination, Scarborough has an excellent selection of cafes, restaurants and pubs.

These include:

Costa Coffee, Westborough - an international coffee house with a wide selection of coffees

Bonnets Cafe, Huntriss Row - famous for its cosy atmosphere and chocolates

The Clock Cafe, near The Spa, popular Scarborough cafe with wonderful sea views

Harbour Bar, Sandside - Established in 1945 & famous for serving some of the best ice cream in England

The Scarborough Tandoori, St Thomas St - quality Indian restaurant

The King Richard, Sandside - serving great fish & chips

The Merchant Pub, Eastborough - experience local folk music

Opera House Casino (adults only) - open until 4am

Crema & Cioccolato - a little piece of Italy in Scarborough

Please remember that students under 18 are **NOT** allowed to drink alcohol or smoke in the UK and those over 18 are **NOT** allowed to buy drinks or cigarettes for under 18 year olds.

PLACES TO VISIT AND THINGS TO DO IN SCARBOROUGH



Scarborough Castle

Rotunda Museum of Geology important national centre for geology

Scarborough Art Gallery with paintings of local scenery

The Stephen Joseph Theatre features Alan Ayckbourn plays before they hit the West End stage

Alpamare the largest waterpark in the UK (reopening Summer 2024)

The Spa Theatre famous for concerts

South Bay Beach - with amusement arcades, a funfair, cafes, the harbour and boat trips

Open Air Theatre Europe's largest Open Air Theatre, opened by the Queen in 2010

North Bay Beach with the Sea Life Centre & the North Bay miniature railway

Peasholm Park with a boating lake and tree trail

The Esplanade - with Victoria cliff top gardens and a cliff lift to the beach



Scarborough Sports Village off Valley Road -
for gym and swimming

Crown Spa Gym Esplanade - gym, swimming pool,
sauna and steam room

Scarborough Surf School Cayton Bay - for
surfboard hire and lessons

North Cliff Golf Club North Cliff Avenue - golf course
with stunning views of both the North Bay and Castle

South Cliff Golf Club North Cliff Avenue - golf course
with spectacular views over the town and harbour

Outdoor Skate Park North Bay - for biking and
skateboarding



Local Buses

It is possible to buy a weekly bus pass for the town buses if you wish. Buy the tickets directly from the driver.

Coaches and Trains

The cheapest way to travel is by coach. Information can be found online. Reception can help with organising train tickets.

Taxis

Taxis in Scarborough cost £7.50 within the town. They are also more expensive after midnight. It is not possible to hail a taxi in the street. You must either telephone for a taxi or take one from a taxi stand point in the street.

If you have a visa you need to check the conditions it was issued under as it is unlikely that you are permitted to work without a Tier 4 student visa or a work permit.

Extending your stay

If you entered the UK with a visa and want to extend your stay, you normally have to return to your home country and apply for a new visa.

Police

The local Police Station is situated on the corner of Northway/Victoria Road (near to the railway station and the theatre).



Scarborough is a safe and friendly place to study but students should still be sensible with their personal safety and that of their possessions.

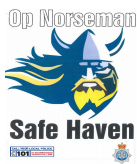
On arrival you will be given a folder which has advice about how to stay safe during your stay but some things should be noted before you travel.

Passport , ID card, money and valuables

You do not need to carry your passport or ID card with you while in Scarborough, so these should be locked away with your money and valuables. Please only carry as much cash as you need each day. If your accommodation does not have a lockable safe we recommend that you lock things in your suitcase. Or, if you prefer, the school can keep these safe for you until you leave.

Personal Safety

Anglolang is part of a scheme in the town called Operation Norseman which is designed to help anyone who feels unsafe or is in need of help, for example if they have lost their money or phone. A number of shops, restaurants, amusements arcades etc are also part of the scheme and a student can go to them and ask for help if it is needed. These premises display the following sign and a list is available in the school.



All students and leaders attending Anglolang are asked to look at the policies and procedures that we have to keep everyone safe during their visit and ensure that they have an enjoyable experience. These can be found on our website:

<https://anglolang.com/policies-and-procedures-2/>



Behaviour: We expect everyone at Anglolang to have respect for everyone else and to behave in a manner appropriate to creating a pleasant learning environment for all. Failure to do this can lead to disciplinary action on the part of the academic or management team and in serious instances can lead to students being asked to leave. Please refer to our policies and procedures that govern this.

Keeping Under 18s safe: Safeguarding the well-being of our younger students is a priority and anyone who puts any under-18 at risk or breaks UK laws may be asked to leave immediately.

Attendance: Lessons begin at 9am and we expect all students to be in class by that time. A register is taken by the teacher who then reports any missing students to reception. If a student is under 18 this is done immediately so that staff may then check the student is well. Arriving late can also disrupt the learning of your fellow students and being on time is therefore important.

www.anglolang.com

www.thisisthecoast.co.uk a guide to what's on in Scarborough

www.ukcisa.org.uk

with advice for international students

www.nationalrail.co.uk

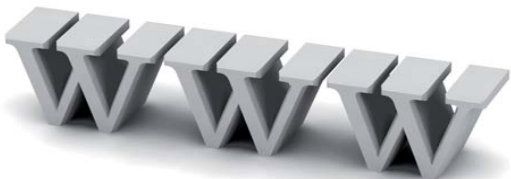
for information about train times and fares

www.nationalexpress.com

for information about coach travel

www.gov.uk/government/organisations/uk-visas-and-immigrationhomeoffice.gov

[.uk/](http://www.gov.uk/government/organisations/uk-visas-and-immigrationhomeoffice.gov) for visa information



MAKING A COMPLAINT



We want you to feel satisfied and happy with all aspects of your stay at Anglolang. If there is anything you would like to discuss with us please go to reception and we will assist you with any queries/problems you may have. If you do this immediately, we can help you quickly.

We do a written check in your first week to ensure that you are satisfied

In the unlikely event that you are unhappy with the service you are receiving from Anglolang please speak to the relevant person as soon as possible. For academic and general complaints please speak to Alison Drew the Academic Manager. For concerns with your accommodation or welfare please speak to Margaret Hutchings.

Complaints can be made orally or, in serious cases, in writing to the owner Mr Thomas Bui. We will deal with any complaints immediately.

If you are still not satisfied, you may contact the British Council or English UK, which may be able to help you with your complaint. Please ask the Academic Manager to give you the contact details for these organisations.