



NEWCASTLE  
**international**  
SCHOOL OF ENGLISH



# ***Student handbook***

# **Contents**

<b>1.Welcome</b>	<b>3</b>
<b>2.About the school</b>	<b>4</b>
<b>3.Useful Information</b>	
- <b>Contact</b>	<b>5</b>
- <b>Transport</b>	<b>5</b>
- <b>Registration</b>	<b>6</b>
- <b>Before you arrive</b>	<b>8</b>
- <b>Once you are here</b>	<b>11</b>
- <b>Facilities and Support</b>	<b>12</b>
<b>4.Code of conduct</b>	<b>13</b>
<b>5.Academic structure and assessment</b>	<b>14</b>
<b>6.Policies and Procedures</b>	
- <b>Health and Safety</b>	<b>15</b>
- <b>Out of school disclaimer</b>	<b>17</b>
- <b>Complaints procedure</b>	<b>18</b>
- <b>Discipline Policy</b>	<b>24</b>
- <b>Disciplinary Procedure</b>	<b>25</b>
<b>7. Terms and Conditions</b>	<b>29</b>

# Welcome

*“Hello and welcome to the Newcastle International School of English. We thank you for choosing to study with us and hope your stay will be an enjoyable one.*

*Staff at our school is here to support you in every way and I am confident that we will make your stay here as comfortable and pleasurable as possible.*

*The purpose of this handbook is to provide you with information about our school and also assist you with any queries you may have about coming to the UK to study.*

*It is our aim to lead this school towards:*

- *Becoming a world class English Language centre.*
- *Developing our teaching staffs ability so that they can facilitate learning of the highest quality.*
- *Continually contribute to the economic, social and cultural development of the North East of England.”*

**Joanna Chung – Manager Director**

# About the school

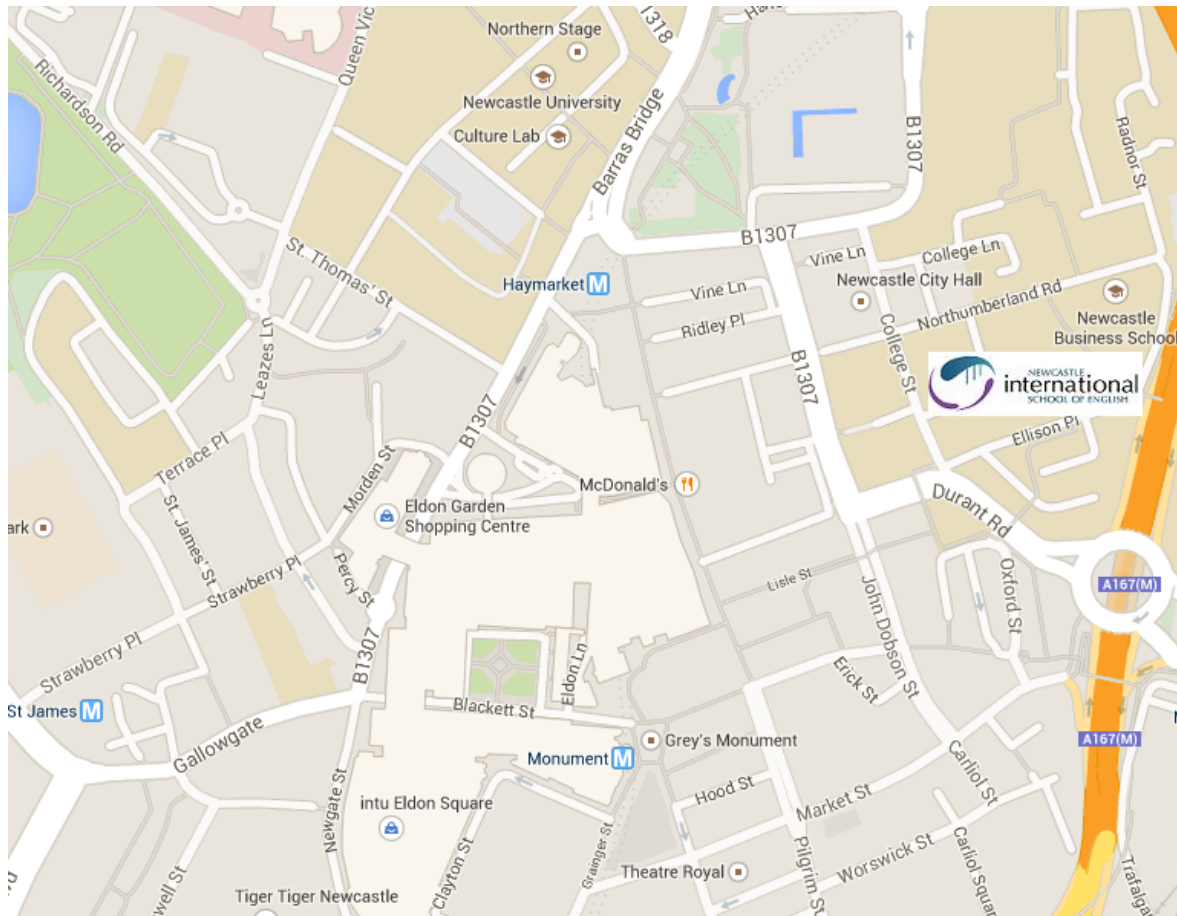
Established in 2009, this English language school is based in the heart of a bustling unique multi - ethnic metropolis.

We believe that every student has different needs and reasons for studying English. Our priority to you the student is to find the most effective method of teaching so that you can enjoy learning English at a pace that suits you best.

We know how hard it can be as a new student in a strange town to find your way around, so we have a number of staff here who as part of your induction process will take you on a tour of the City of Newcastle.

We hope you will find studying with us a unique experience and we also offer activities for after your studies have finished. Trips and excursions take place regularly and it is a great way to make friends and socialise with other students here at the school.

Feedback from our current and also previous students shows that not only do we look after you academically but you will also have fun socially!!



# Useful Information

## Contact address and telephone numbers:

Newcastle International School of English

Saville House, 5 Saville Place

Newcastle upon Tyne, NE1 8DQ

[www.newcastle-ise.com](http://www.newcastle-ise.com)

Tel: +44(0)191 2605333

Fax: +44(0)191 580 0332

Email: [admin@newcastle-ise.com](mailto:admin@newcastle-ise.com)

**Emergency Contact number: 07515013323 (Available 24 hours)**

## Transport: How to get to the school

### By bus/rail

As we are located in the city centre, within walking distance of many of the main transport links. The nearest Metro stations to us are Haymarket and Monument; both are only a few minutes' walk to Newcastle International School of English.

For bus routes, timetables and all travel information see [www.nexus.org.uk](http://www.nexus.org.uk)

### Parking

There is a car park directly opposite the school, along with various multi storey car parks throughout the town centre.

If you chose to cycle you will find off street cycle spaces in most multi storey car parks and also in the main shopping areas (Northumberland Street)

For a full list of details contact [www.newcastle.gov.uk/parking](http://www.newcastle.gov.uk/parking)

# Registration

Newcastle International School of English run courses at all levels of the CEFR, as well as preparation for a range of English Language examinations and Academic and Business English, so our courses are suitable for everybody. For further information, please see our course descriptions in our website.

We accept students of all nationalities, from the age of 16 years and up. Students may start a course any week (except for the two weeks over Christmas and New Year when the school is closed). In addition to this, during the summer months of June, July and August, our Junior School accepts students from 11 years old. We also provide closed group courses for adults and juniors throughout the year.

All students are given a placement test on enrolment. Depending on the result of this test, we will place you in the most suitable course for you. At all times we will try to offer the course that you have requested.

## Admissions and Enrolment Procedures

- **Online booking**  
You can complete and submit our online enrolment form. Our admin team will then reply, requesting further information if necessary, and send an invoice detailing payment options. The online enrolment form is available on our website.
- **By email, telephone or post**  
You can email, call or write to the school with your requests at any time.
- **Through an educational agent**  
You may enquire about Newcastle International School of English with an educational agent in their country or region. The agent will then make all the necessary arrangements with the school.
- **Walk-in students**  
If you or any of your friends, family or representative is in Newcastle, they can come into the school to discuss the enrolment. The school is open from 8.30 to 17.00 Monday to Friday.

## **Conditions of enrolment**

You must supply us with the following information when enrolling at Newcastle International School of English:

- Full name (as written in passport / EU national ID)
- Date of birth
- Home address
- Passport / EU national ID copy and UK visa copy (if required)

You will also need to fill in our application form and sign it.

Once your application has been submitted we will send you an invoice with the full amount of your course costs. Once we have received the payment we will then send you your acceptance letter and visa letter in case you need one, which will contain all the relevant details of the course you have enrolled upon.

If you are an embassy sponsored students we will need your guarantee letter in order to issue the visa letter and proceed with your application.

If you need accommodation, Newcastle International School of English offers as follows:

- Homestay Accommodation: All students can stay with our lovely families in self catering, half board or full board.
- Residential Accommodation: Students from 18 years and over (12 and over if they are accompanied by an adult) can stay in residential accommodation during the months of July and August.

# Before you arrive

If you are bringing electrical equipment with you such as a camera or laptop or other valuable items please remember to keep a record of their serial numbers.

Make copies of traveller's cheque numbers and any insurance policy details.

Keep all recorded details in a safe place.

It is advisable that you do not bring with you valuable items such as jewellery, but if you do wish to you should make sure you have a safe place to keep them as well as money and other important documents.

When packing please remember, that your transport provider may have a weight limit on what you can carry.

Please also bear in mind that British weather can be very unpredictable and it can be especially cold in the winter months, so please bring warm clothing.

## **Immigration requirements**

You must make sure that you are enabled to leave your country to come to the U.K for study.

You must ensure that if you need a visa to enter the U.K you have applied to the British Embassy in your own country. This process can be lengthy, so make sure you have applied in good time for your application to be processed.

You can make a visa application at a visa processing centre, through your nearest British Diplomatic post, if you follow this link it can guide you to your nearest centre.

[www.gov.uk/find-a-visa-application-centre](http://www.gov.uk/find-a-visa-application-centre)

You will require a number of documents for your application, so make sure that all the documents required are included in your visa application pack, failure to do so will prolong your visa application.



The UK Visas and Immigration department from the Home Office is helpful in assisting you with any queries you may have concerning your visa application. You can check their website:

[www.gov.uk/government/organisations/uk-visas-and-immigration](http://www.gov.uk/government/organisations/uk-visas-and-immigration)

## **Money**

Make sure that you have enough savings or a sponsor that you can rely on to cover the cost of your living expenses and tuition fees.

Living expenses would include things like: - accommodation, travel, food, social activities and pocket money.

It is advisable not to put all the money you are travelling with in one place. Make sure that it is stored in various places whilst you are travelling, also try not to bring too much money with you, it is safer to transfer your money once you are settled in the U.K.

Tuition fees will be paid before the course starts.

It is safer to transfer your tuition fees into our bank account before you travel, as we have stated above it is not advisable to carry too much money whilst travelling.

## **Accommodation**

If you haven't booked accommodation with the school, please, let the school know your address as soon as possible.

Make sure that your accommodation is confirmed.

## **Travel and Health Insurance**

It is very important that you are insured. Please make sure that you check before you travel!!!

It is most important that you are covered by insurance for any medical treatment; you may fall ill and if you have insurance your medical costs will be covered. In order to be treated in the U.K you must have this type of insurance. Students from

EU countries however can benefit from E111 medical insurance which can be obtained in their own country before departure.

You can also check in the English UK website where they offer an International Student insurance: <http://www.englishuk.com/en/students/your-stay-in-the-uk/insurance>

### **Personal Effects**

As we have stated previously it is essential that if you are bringing any valuable items such as electronic equipment you must make a record of the serial numbers on each individual item, you could also use an ultra violet light pen to personalise your items with a unique number. This makes it easier for the police to track your items if they are lost or stolen.

Remember to make a note of your passport number and your bank and credit card details.

### **Medication**

Please bring to the U.K one month's supply of your usual medication, it is possible once you are here to register with a local doctor. We are fortunate to have a medical centre in the local vicinity, but time must be allowed to register and make an appointment.

You must also check your vaccination status to make sure that your immunisations are up to date, especially MMR, Tetanus and Meningitis.

# Once you are here

Once you are here in the U.K, you will need to inform and register in certain places that are compulsory and voluntary.

## **Police Registration (only applicable for certain countries)**

If you are a non EU citizen and you are staying in the UK for longer than 6 months, you will need to go to your local police station to inform them that you have arrived in the U.K and register your address with them. This is a legal requirement of your visa. A member of staff can assist you with directions to your local police station.

## **Opening a bank account**

We will be happy to provide you with a letter that can help you to open a bank account with your starting and finishing dates in our school to confirm that you are a student with us.

## **Doctor**

Once you have settled in we will also help you find a doctors surgery which is close to your home address, there is also a doctors surgery very close to our school. It is important to register with a doctor so that you can receive treatment and medication if you need it promptly.

We can also help you find the nearest dental clinic to your home so that you can register with a dentist.

# Facilities and Support

Our reception is on the 1<sup>st</sup> floor; our staff there will try to help you with any problem you might have.

## **I.T Room**

We have in our I.T suite with 13 computers which students can use for their own private studies and also for their personal use as long as the sites visited are appropriate and not illegal. Please refer to our I.T policy which is included in the appendix at the end of this document to see our guidelines.

Inappropriate internet usage may result in exclusion without refund from the school.

## **Library**

Newcastle City Library is at one minute walk from our school. It will be possible to enrol you there as a member and you will be able to borrow their resources to assist you with your studies. They also have other facilities you can use such as loaning out books, DVD's and free internet usage once you are a member.

# Code of conduct

## What we expect from our students

Our prime goal is to provide our students with the best service possible. We expect our students to fully participate and engage with all the different activities that we offer. Students who fully engage with the school have a more rewarding experience.

It is crucial that you attend all of the classes that have been scheduled for you and comply with the rules of the school.

Special attention is paid to the attendance of our students who have Non EU visas; this is in line with the UK Home Office requirements.

We do not tolerate any kind of discrimination within our school and consequences apply to any student who exhibits any discriminatory type of behaviour.

When you register with our organisation you must agree to comply with our rules and regulations. A breach of these rules may result in your placement here being cancelled without refund. We strongly recommend that you take time to familiarise yourself with our policies. (They can be found in the appendixes at the end of this document).

You must make sure that you behave in a manner that is acceptable at all times. You must respect the laws that govern the UK and familiarise yourself with them also. You can achieve this by simply placing rubbish in litter bins, not making too much noise that could disturb others or simply obeying road rules whilst driving.

Anti social behaviour is a serious offence and will not be tolerated at Newcastle International School of English.

Newcastle upon Tyne is quite famous for its night life. We believe that having fun is an important part of everyone's life. However, we strongly advise that you drink sensibly and respect other people's privacy and under no conditions cause any trouble or get involved in acts of violence; antisocial behaviour is a serious offence and will not be tolerated at Newcastle International School of English.

# Academic Structure and Assessment

The academic structure of our school is underpinned by our policies and procedures. Initially all students will take a placement test as part of our enrolment procedure. This will help place you in the most suitable class according to your ability.

We have systems for monitoring our students once they have enrolled with us; this is the 'Monitoring Student's Progress' procedure. It will allow you to be assessed continuously so that we can monitor your ability in the class which you have been placed into.

It may be necessary at your discretion to either move up or down a level depending on how you are finding the class in which you have been placed.

When you have completed your course you will be awarded with an internal certificate which we produce for you at the school.

# Policies and procedures

## **Student Health and Safety**

It is the responsibility of Newcastle International School of English to ensure the health and safety of all staff, students and visitors. It is a legal requirement that the school should provide a safe environment and ensure that all safe working practices are followed. Everyone connected to the school has an equal responsibility to ensure they take care of themselves and others.

The school will always endeavor to achieve excellence in all areas including health and safety.

Students are required to comply with the school's Health and Safety Policy. All students are to be responsible for their own personal safety and any others who may be affected by their actions in regards to health and safety, students will be made aware of health and safety procedures relevant to particular activities at their induction.

Fire Evacuation Procedure: This is to ensure safe evacuation of the school in the event of a fire or other emergency.

Emergency Alarms: In the event of the sounding of the alarm (bell) all persons should evacuate the buildings following the procedures set out below.

### Action to be taken by Students

- Leave the building by the nearest designated emergency exit in accordance with the instructions given by staff, closing doors as directed.
- Do not re-enter unless advised by a known member of staff.
- Do not attempt to take your belongings, leave everything behind.

During an evacuation procedure you must report to the designated assembly point. Do not go any area which is not an assembly point and do not leave the assembly point unless authorised by a known member of staff.

Tell a member of staff If you are concerned that another student has not been able to evacuate the building please advise of that person's last known location.

### First Aid

If you require first aid treatment, see the person responsible, they will arrange for first aid treatment to be administered. Only a suitably qualified person should give first aid treatment.

### Accident Reporting

Always report all accidents, no matter how minor, whether it is on the school premises or out on an arranged activity, be sure to fill in an accident report form. You should report all accidents to your academic supervisor as soon as possible.

### Smoke Free Policy

This policy has been developed to protect all employees, students and visitors from exposure to second-hand smoke and to comply with the Health Act 2006. The School does not encourage smoking, and those who do, smoke at their own risk.

All students and employees have a right to work and study in a smoke free environment. To ensure that smoke does not enter a building from outside and that people entering or exiting the premises are not exposed to second-hand smoke, it is prohibited in and around the entrances and open windows of the building.

It is the policy of the School that all our workplaces are smoke free.

### Safe Use of Computers

At the induction stage guidance on the safe usage of computers will be given to you and you should follow this guidance at all times.

Plan a timetable so that your computer usage is no longer than 3 hours a day.

You should not use computers for more than a 90 minute period without a 15 minute break.

Try to have shorter sessions where possible, ideally 30 minutes followed by 5 minutes break or 60 minutes followed by 10 minutes break.

The computers should be used for educational purposes. Students do have access to email and online chat facilities, but must operate within the law and not access any sites which are inappropriate.



## **Out of School Disclaimer**

Whilst students are on our premises at Newcastle International School of English, Saville House, 5 Saville Place, they are covered by our Employers Liability Insurance.

We ask all parents/carers to explicitly state to their children that when they are on an excursion outside of the school that they must behave in a manner that does not pose a risk to themselves or others.

They must agree to stick with the group and not leave on their own.

They must listen to and take direction from the member of staff who accompanies them on the excursion.

Any student who does not adhere to these rules will not be allowed to go on any further excursions.

We would ask all parents/carers to emphasize these rules for their child's own safety and protection.

**We take no responsibility for any student who has put him/herself in danger or others in danger whilst on any excursion.**

# Newcastle ISE Complaints Procedure

## (Summary)

Every student has the right to complain if they are not happy with a teacher, another student or even the course.

- You can talk to your teacher, student welfare or a member of admin.
- Your complaint will be held in private from other members of staff.
- If you complain against an academic decision, an appeal will be dealt with first.
- If the complaint is about another student's behaviour, this will be dealt with by our school behaviour policy. (Disciplinary Procedures)
- If the complaint is about a teacher, this will be dealt with by our staff behaviour policy. (Staff Disciplinary Procedures)
- If the complaint is untrue the complainant may be subject to disciplinary proceedings on the grounds that they have harmed or tried to harm the schools good reputation.

We will try to sort out any problem informally. We will make sure that you are happy with the outcome.

**If you are not happy with this outcome, you can follow the next procedure.**

A complaint will be logged in writing to the Director of the School.

It will list everything about the complaint, you must include your name and address, any documents and dates, locations and witnesses if there are any.

You should explain if you have made a complaint before using our informal procedure. It will also be helpful if you tell us what outcome you would want.

The Director of the school will let you know in writing within 5 working days that they have your complaint. We will resolve the complaint within 28 working days.

There will be a meeting between you and the Director of the School to discuss the matter.

A written record of the meeting will be recorded, the Director will notify you of the result of your complaint, and this will include any action taken.

If you are not happy with the results you are entitled to appeal, it must be stated which part you are not happy with.

If you are still not happy with the outcome we request that you make an external complaint to our accreditation body, the British Council, through its own procedures. You can find the Complaints Procedures at: [www.britishcouncil.org](http://www.britishcouncil.org)

### **Student Anti-Harassment and Bullying Policy**

At Newcastle International School of English we aim to provide a learning environment free from harassment and bullying on any level at all times.

Harassment and bullying can lead to student suffering a level of distress which can lead to poor attendance, poor quality of work, lack of confidence and other problems.

If there are any complaints brought forward we aim deal with them quickly, and with sensitivity.

All complaints will be dealt with the strictest confidentiality.

If Harassment or bullying is proven action will taken.

# Newcastle ISE Internal Student Complaints Procedure (Full)

## **1. Newcastle International School of English – Commitment regarding complaints:**

1.1 We want our students to be provided with the best quality service, therefore we encourage our students to bring forward any complaints.

1.2 When raising a complaint, students must have made sure that they have behaved according to our school regulations.

1.3 We aim to handle any complaint in a way which:

- Encourages informal settlement
- Is fair to all
- Treats complaints seriously and with understanding
- Is dealt with quickly and effectively
- Helps the school learn from each experience

1.4 Every effort will be made to make sure your complaint is dealt with immediately, and with fairness to all sides.

## **2. Before a complaint is made:**

2.1 If you are considering making a complaint, or need help with further information, you can seek help from the following people:

- Your Tutor
- Student Welfare Officer
- Member of Administration

## **3. How to make a complaint:**

3.1 This procedure will help you understand what areas can be complained about.

3.2 The following list gives examples of the type of complaint covered by this procedure:

- Misinformation about academic programmes
- Poor teaching or supervision

- Not enough facilities
- The behaviour of a member of staff
- The behaviour of another student

#### **4. Informal Complaint Stage:**

4.1 Wherever possible, issues of concern should be raised immediately with the member of staff who is responsible or, alternatively, with one of the support services such as those listed below, with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.

- Your Tutor
- Student welfare officer
- Member of Administration

4.2 The Informal Stage will generally be an oral process and a written record will not be made, but any staff involved will be encouraged to share the experience where the effectiveness of the school or their section could benefit.

4.3 If you are still not satisfied with the response to your complaint, you should use stage 1 of the formal procedure outlined below (section 6).

#### **5. Complaint Process and Results:**

- a. You will be asked to tell us what type of action you are seeking. Such actions might include: change in practice, compensation, or disciplinary action against a student and/or a member of staff.
- b. The school will ensure that the complaint result will be treated confidentially; only sections of the school that are related to the complaint will be informed.
- c. If a complaint refers to matters or allegations that are, or that become, the subject of an appeal against an academic decision, the academic appeal will be completed before final completion of the student complaint.
- d. If a complaint raises allegations of inappropriate behaviour by another student, these allegations will be referred to the Disciplinary Procedures. Referral of these allegations to the Disciplinary Procedures will be the final outcome of the Complaints Procedure. Details of the consideration or outcomes of any disciplinary proceedings will not be reported to the original complainant.

- e. If a complaint results in allegations about the conduct of a member of staff, these allegations will be referred to the Schools Staff Disciplinary Procedures. Referral of these allegations to the Disciplinary Procedures will be the final outcome of the Complaints Procedure. Details of the consideration or outcomes of any Disciplinary proceedings will not be reported to the original complainant.
- f. Anyone making unwarranted and unsubstantiated allegations concerning the conduct or reputation of members of staff may be subject to disciplinary proceedings on the grounds that they have harmed, or attempted to harm, the good order and discipline of the school and/or brought the school, its staff or students into disrepute.

## **6. STAGE 1 Complaint: SCHOOL-LEVEL**

6.1 There will be occasions, where the above process is inappropriate to deal with a complaint and a formal complaint will have to be logged. In this case, you should write to the Manager Director or Director of Studies, making it clear that you are raising a formal complaint.

6.2 The complaint must be specific and documentation of all relevant details must be clearly written. Such details include:

- your name and address
- any relevant documentation
- dates, locations, and witnesses as appropriate

You should also detail any previous unsuccessful attempts at an informal resolution. Finally, you must state what remedy you seek or what reasonable steps you would like to be taken to resolve the complaint.

6.3 You should expect to receive an acknowledgement from the Manager Director or Director of Studies of your written complaint within five working days. It is our aim that most complaints under Stage 1 should be resolved within 28 working days. You will be informed if there is likely to be any delay in the process.

6.4 A meeting will be arranged between you and the Manager Director or Director of Studies or other appropriate authority to discuss the matter. You may, if you wish, be accompanied by a fellow student or past or present member of staff acting as a friend. A written record of the proceedings will be made by the Manager Director or Director of Studies who will also take responsibility for arranging the meeting.

6.5 A written record of the meeting will be made by the Manager Director or Director of Studies. You will then be notified in writing of the result of your complaint and the reasons for the decision. Where the result of the complaint includes consequent action or recommendations, the Manager Director or Director of Studies of the section concerned shall notify the appropriate person(s) internal or external to the school, without undue delay.

6.6 If you are not happy with the results, you are entitled to appeal. During the appeal, students must indicate which part of the results they are not happy with and what outcome they require.

6.7 If an appeal is not successful, an external complaint will be made. This can be made to our Accreditation body, the British Council, through its own procedures. You can find their Complaints Procedure at: **[www.britishcouncil.org](http://www.britishcouncil.org)**

# Discipline and Code of Conduct Policy

Newcastle International School of English is very committed and proud to offer a welcoming and friendly environment at the School. All students are welcome to our family where our staff and teachers are dedicated in providing students a friendly stay.

To ensure that all students, staff and representatives of the school continue to feel safe and free to study and work in a supportive environment, we have a list of what comprise misconduct:

- Using the school computers for any illegal activity. Eg, copying files illegally or viewing illegal images.
- Disrupting classes or social activities.
- Committing fraud, being dishonest and not telling the truth about their qualifications or background or using false documents (visa, passport, qualifications) to enter the school.
- Not paying the fees on time without a valid reason.
- Behaving on the premises in such a way that it endangers the lives of other students or staff members.
- Being violent, swearing or threatening other students.
- Being indecent.
- Damaging school property.
- Being noisy and/or disruptive to the neighbours in the building.
- Harassing other students or staff members.
- Smoking, drinking alcohol or taking/possessing illegal drugs on the premises.
- Behaving in an unacceptable manner in the homestay or other accommodation.
- Having an attendance below the school's requirements or frequently being late for class.



# Disciplinary procedure

The disciplinary procedure has been put in place at the Newcastle International School of English in order to emphasize that the standards of conduct are adhered to as well as to monitor and ensure consistency of treatment across the school in relational to every person involved within the organisation.

1. This procedure is applicable to all staff, students and visitors who breach the rules stated in the document Disciplinary Rules.
2. Breach of any of the rules listed in the document Disciplinary Rules will result in disciplinary sanctions after the investigation is carried out.
3. The Disciplinary Procedure consists of three parts which are:
  - a. Investigation
  - b. Formal disciplinary procedure
  - c. Appeal
4. All complaints must be investigated before any disciplinary action is taken.
5. The investigation will be carried out by the Managing Director.
6. Fraud, theft and assault will normally be reported to the police.
7. During the investigation time, the Managing Director will obtain and gather as much information as possible regarding that particular issue including interviews with complainants as well as witnesses. Any complaint and statement should be made in a written form, with the name of the complainant and the date. The complainant will be informed that those documents will be passed on to the person accused.
8. The person who is accused will be informed of the fact that the investigation is taking place and of the alleged charges. This will give that person the possibility to respond to the allegation.
9. The person may be asked to attend an interview or respond in writing to the allegation.

10. After the investigation is finished there will be three possible courses of action:

- a. Following an investigation no evidence is found. A formal letter will be sent to all parties involved.
- b. An informal approach will be taken if the offence is of minor nature. By informal approach we mean:
  - i. Informal advice
  - ii. Informal coaching
  - iii. Informal counselling

These actions are not part of the formal disciplinary procedure. However, in case a similar situation takes place again the formal disciplinary procedure will apply.

- c. Commencement of the Formal Disciplinary Procedure if the alleged misconduct is of a serious nature, the offence is repeated, or the accused person does not agree to an informal approach.

11. Formal Disciplinary Procedure should commence at the earliest convenient date. The panel will consist of Managing Director and Director of Studies.

12. A letter will be sent to the person accused, informing him/her about the date, place and time of the hearing as well as allegations. Furthermore, information about the possible consequences of being found guilty will be included in the document.

13. The letter will be created by the Managing Director.

14. Accused person of the alleged misconduct may bring witnesses as well as other relevant evidence. However, the panel should be informed about the presence of any witnesses as well as evidence brought prior to the hearing.

15. The procedure:

- a. Managing Director will present allegations to all parties interested
- b. The panel will have the opportunity to ask questions concerning the allegations
- c. All evidence will be presented

- d. Final statement will be welcomed from all parties involved
- e. Within the next three working days, the panel will decide if the allegations are proven and what steps need to be taken.
- f. All parties will be informed about the final decision as well as about the consequences in person (after three working days) and in a written form (within ten working days).

16. The consequences may be as follows:

- a. Verbal warning – applies to minor offences and infringements of the disciplinary rules; a written notice will be composed for the record of the school
- b. Written warning – applies to more serious offences or if the minor ones continue to be committed. It will contain the explanation of consequences if there is no improvement of conduct.
- c. Final warning – applies to very serious offences or if there has not been any improvement on the minor ones identified and addressed before.
- d. Dismissal – applies to very serious offences which have already been addressed before but nothing has been changed. In case of employees committing gross misconduct, dismissal will result in an immediate termination of the contract without notice or payment. If the dismissal is the result of misconduct (not gross misconduct), termination of contract will be with notice and payment.

17. Anybody against whom the allegation was proven, has right to appeal.

18. An appeal can be raised on the grounds relating to the severity of the penalty, new evidence coming to light, irregularities during the investigation or unfairness of the judgement.

19. Request for an appeal should be made in a written form and submitted at least ten working days before the date. It should also include details of new evidence as well as names of new witnesses.

20. Appeal procedure:

- a. Appeler will give his statement and present new evidence.
- b. Panel will ask questions.
- c. Final statement will be given by all parties involved.

- d. Within five working days, the panel will decide on their final decision which will be forwarded to all the parties involved.
- e. This decision will be final and there will be no right to appeal.

# Terms and conditions

## Payments and charges

A place in NISE is guaranteed once we have received the full payment or at least 75% of the course fees. Accommodation must be paid in full. Upon receipt of the payment, NISE will issue an Acceptance Letter confirming details of your course and accommodation, this will be an official confirmation of your booking acceptance.

All fees are payable in Pounds Sterling (GBP) and payments can be made as it follows:

- By bank transfer directly to our account. Please note that all money transferred to Newcastle International School of English include all bank transfer charges in your own country and the UK. We do not pay bank charges. If there are any charges made to Newcastle International School of English during the transfer process, this will be charged to the individual upon arrival at the school.
- By most major credit or debit cards, either in person at the school or by telephone prior to arrival.
- By cash in person at the school.
- By cheque made out to International Education Limited.

Important: We do not accept payments through Western Union or Money Gram.

We can send letters by social delivery service (DHL) at extra cost.

## Cancellations and Refunds

Written notice must be given if the student wishes to cancel the booking.

The administration fee of £50.00 is non-refundable under any circumstances.

Cancellation policy before course start date:

If a student cancels a booking before 4 weeks of his course start date, NISE will fully refund the course fee with only £50.00 admin fee deduction.

If a student cancels a booking with less than 4 weeks notice, the School will give the student a credit note equal to the paid fees.

If a student cancels a booking with less than 2 weeks notice, the School will give the student a credit note of 50% of the paid fees.

The credit will remain valid for courses taking place within 12 months after the date of issue of the credit note. The credit note is not transferable to any other person.

Accommodation is non refundable.

If the student cancels the course because the application for a Student Visitor Visa has been refused, the student will need to provide documentary evidence from the relevant embassy before any refund can be considered, and must return the letter of enrolment. Once we have received a copy of the visa refusal letter, plus our original letter of enrolment, at least 7 days prior to the start date we will refund the already paid fees except the administration fee. If NISE receives the original form given by the embassy less than 7 days before the start date, a cancellation charge equivalent to 1 week course fees and accommodation will be deducted from the refund.

If the student has booked and paid through an agent, the refund will be made to the agent.

#### Cancellation policy after start date:

Tuition fees for early departures, absences, misconduct or illness once the course has started are not refundable.

Fees are non-transferable. This means that the fees cannot be transferred to another person.

It is advisable that all students take out their own personal insurance to cover any unforeseen circumstances.

#### Cancellation by the School:

Sometimes it is agreed between the School and a student that it would be beneficial for the student to be moved to another School course. When this happens only a course of at least equivalent cost will be offered by the School.

The School reserves the right to cancel a course, or make changes to course arrangements, without liability, if forced to do so for reasons beyond its control. If this happened, the School would seek to offer alternative agreements or dates.

If the School cancelled a course booked and paid for by a student in accordance with these terms other than for reasons beyond its control, and did not offer an alternative acceptable to the student, the School would pay compensation as follows:

- When the cancellation is before the start of the course, compensation equal to the fees paid by the student or
- Where the cancellation is after the start of the course, a credit note equal to the paid fees.

### **Accommodation**

- All accommodation payments must be made through the school.
- Accommodation bookings will be confirmed only when full payment is received.
- For bookings from 4 weeks where accommodation is required, accommodation can be paid fortnightly but always 1 week upfront.
- Accommodation is arranged for students only while they are studying at the school.
- If the student has to leave school early for any reason, they will be asked to leave their accommodation.
- Students must always give at least 1 week notice if they want to leave their homestay accommodation. If the student gives notice with less than 1 week, a cancellation fee equivalent to 1 week of accommodation fee will be charged.
- NISE reserves the right to change the accommodation details without prior notice due to circumstances beyond its control.
- Accommodation will remain subject to change and availability. Early booking is advisable.
- If accommodation is booked for part of the stay and the student decides to extend the accommodation, we cannot guarantee that there will be accommodation available, especially during busy periods. The student might not be able to stay in the same accommodation.
- Any student who behaves in an unacceptable manner will be asked to leave their accommodation. We cannot guarantee that we will be able to find alternative accommodation.
- If the students book their own accommodation they must give the accommodation address and a contact telephone number to the School before they come.

- If the student is in private accommodation and would like to move to NISE accommodation, we require 2 week notice to find a suitable accommodation.

### Homestay:

- Homestay accommodation is normally booked from Saturday to Saturday or from Sunday to Sunday. If the student wishes to arrive or depart on a different day, extra nights must be paid.
- The arrival time to the accommodation must be between 7:00 and 24:00.
- If the homestay accommodation involves extra nights, the student will be charged a daily rate.
- British people are from various ethnical backgrounds but English is always the main language spoken in the homestay accommodation.

### **Visas**

If you require a visa we can provide you with a letter to apply for Student Visitor Visa and Extended Student Visitor Visa.

NISE will only issue a visa letter once we have received:

- Full payment of the fees for private students or a copy of the financial guarantee for sponsored students.
- Passport copy
- Application form

NISE will accept students with other types of visa in accordance with Home Office regulations for courses of a maximum length.

### **Insurance and liability**

Students and their possessions are not insured by Newcastle International School of English. We will not be held responsible or accept liability whatsoever for any accidents, loss, or damage to their belongings however they are caused or sustained during the course.

A personal or travelling insurance cover is strongly recommended.



## **Personal Information**

### Data protection policy:

Newcastle International School of English will always practice to comply with the relevant legislation in regards for keeping all employers, student information and other personal information in compliance with Data protection Act 1998.

NISE will keep your information in electronic and paper format.

Some of the personal information supplied will be passed on to accommodation providers or the airport meeting service.

Under UK law, we must give information to the UK Home Office if required to do so.

In order to fulfil our obligations to the student, and, in some cases, to the British authorities, it is necessary for us to see and copy the student's passport (and visa if applicable), to have contact details for the student in Newcastle or the UK, and to have details of a contact person. The student must therefore agree to provide these details and inform the school of any changes.

Students and/or parents are reminded of the need to disclose medical information about the student to the school when the application is made and to enquire prior to enrolling whether the school and accommodation facilities are suitable for the individual's needs.

## **About the school**

The school opens from Monday to Friday from 8:30 to 17:00.

### Holidays

The school will be closed on Saturdays and Sundays.

The school will be closed one week during Easter holidays and 10 days during Christmas holidays. During these periods there will be no courses. We won't accept any booking for courses starting during these periods.

The school will be closed during Public and Bank holidays. There is no reduction in course fees for courses which include Public and Bank Holidays.

## **Queries and Complaints**

The student must bring queries or complaints to the attention of the relevant staff member of NISE immediately so that we can deal with the query or complaint. NISE will not deal with retrospective queries or complaints.

You can find our complaints procedure in the student handbook, or ask our staff about it.