



— PART OF THE —  
CLIFTON COLLEGE  
EDUCATION GROUP

# Under 18s Handbook

**Welcome to ELC Bristol!** We have put together this handbook for you. We hope you will find it useful and it will help you make the most of your stay here.

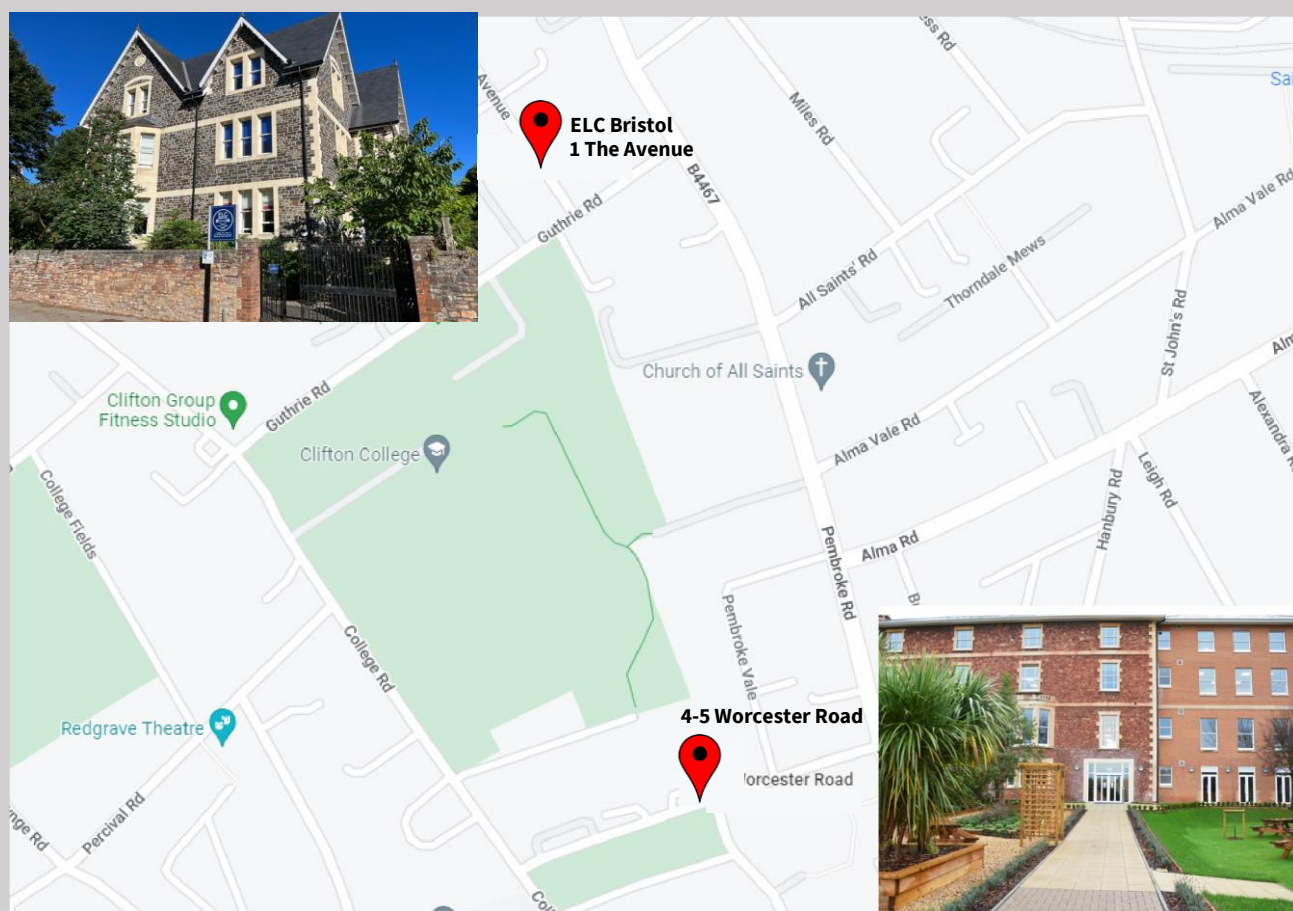
The school is located in **Clifton**

## ELC Bristol (Year-Round Centre)

1 The Avenue  
Clifton  
BS8 3HG

## Summer Centre (July & August)

4-5 Worcester Road  
Clifton  
BS8 3JL



Accredited by the  
  
for the teaching  
of English in the UK



 International  
Association of  
Language  
Centres

MEMBER  


  
Centre of Excellence  
**2022-23**

Key people for you to know. We are all here to make sure you keep safe and have fun. If you have any questions, please ask our friendly staff at reception.

## The Safeguarding Team



John Duncan  
Director



Mark Calland  
Vice - Principal



Andrew Edwards  
Principal



Pippa Nightingale  
Accommodation Manager



Kate Jackson  
Registrar

## The Welfare Team



Margaret



John (Welfare Lead)



Pippa

# First Day at School

Make sure you are here by **9:00** and please **bring your passport** with you. If you ask them, your host family may show you how to get here.

## **During the Academic Year (September to June)**

At 9:15 several members of staff introduce themselves and give you some important information about the school and tell you where your lessons will be. We then take you on a walk so you can get to know the local area. During the walk the teacher will show you where the pharmacy, local supermarket and cash machines are and where you can buy an adapter to charge your mobile. You will then return to school and start your lessons at 11:15.

## **During the Summer Courses (July – August)**

We give you a test at 9:15 and during the test we interview you. You then have a break and the opportunity to buy a snack. Then, at 11:15, several key members of staff will give you useful information about the school. We then take you to the Shopping Centre or to the Summer Centre canteen where you can buy lunch. After lunch we go for a walk to get to know the local area. During the walk the teacher will show you where the pharmacy is, where you can withdraw money and buy food and where you can buy an adapter so that you can keep your mobile charged.

## **USEFUL NUMBERS:**

**Front door code: we will tell you when you arrive!**

**School Office: +44 117 9707060**

**ELC's 24-hour Emergency Phone: +44 (0)7969782846** Save this number on your mobile phone.

If you are late or not coming to school – **phone or text: +44 (0) 7562648412**

**Free Wifi:** See the noticeboards or ask in the office for the network name and password.

**Police/Fire/Ambulance: 999**

**Medical advice: 111**

**Childline: 08001111** Counselling service for young people who don't want to talk to anyone they know.

## **WHAT TO EXPECT FROM US:**

**Help:** The Welfare & Safeguarding Teams are here to help you 24 hours a day, 7 days a week.

**Health, Safety & Welfare:** You will have a Safety and Welfare talk at the end of your first day at school. This meeting will happen after school.

**Safe Space:** ELC is committed to providing a safe environment free from harassment and bullying and to ensuring everybody is treated, and treats others, with dignity and respect.

## **Your Homestay**

- The hosts will be friendly and welcoming and will encourage you to speak English all the time.
- Homestays will not host another student who speaks the same language as you, unless requested.
- You will be given a change of bed linen and towels each week and a weekly laundry service.
- Your host will ensure there is an adult present at home throughout your stay.
- Breakfast is usually 'help yourself'. In the evening you eat with the family. If there is anything you can't eat, please tell your homestay. Please be at home for meals. If you don't require a meal or if you need to eat early so you can take part in the social programme, tell your homestay in advance.

# Important Information

## Lunch:

You need to buy your own lunch. This will cost up to £6.00 a day. Your options include:

**Sandwiches & Light Snacks:** Sandwiches and light snacks can be purchased from the school at break time and at lunchtime.

**Snack Machine:** There is also a drinks' machine and a snack machine in the main school (1 The Avenue). During July and August there is also a canteen in the Summer Centre (4-5 Worcester Road) which is open during morning break and at lunchtime.

**Restaurants & Coffee Shops:** Clifton Down and Clifton Village offer a variety of restaurants and cafes. Staff members and other students will be happy to give recommendations.

**Supermarket:** Many students go to Clifton Down Shopping Centre, where there is a large supermarket (Sainsbury's), which has special offers and meal deals.

**Saturday Excursions:** On Saturdays, the excursion leader will advise you where you can get something to eat. On Sundays, most students have their lunch in local cafes.

## Taxis:

Our students usually use **VEEZU** taxis (Telephone: +44 117 9420030). To get a taxi from VEEZU you have to telephone them. You cannot just find them in the street. When you call them, they will ask you:

- **Where** you want to go
- **When** you want the taxi
- **Where they should pick you up from**
- **Your name**

VEEZU will send a text to the phone you called them from when the taxi is about to arrive.

If you want to catch a taxi in the street or from a taxi rank, you must **make sure it is a licensed 'blue' taxi**. These taxis have special yellow plates on the front and back which indicate that they are licensed by Bristol City Council.

## Valuables:

Keep your wallet in your front pocket and keep your school card in your wallet. Don't carry large amounts of cash or more than one credit card with you. **You only need your passport with you on your first day.**

Keep all valuables safely stored in your accommodation. Always ask your homestay where the best place is to put them. They often suggest it is a good idea to lock them up in your suitcase. Don't walk down busy streets with headphones on and your mobile phone out in front of you as it might attract thieves.

# What we expect from you

Come to school every day. Before going to the first lesson, **please sign in at the office.**

**Don't be late for classes.** If you are late, you might be excluded from that lesson and will have to wait in the common room until break.

**If you are sick and you cannot come to school, please call or text +44 (0) 7562648412.**

If you are not coming to school or if you are going to be late, you must call us by 9:15 or text the Academic Director on +44 (0) 7562648412. If you don't call us, we will call you. Please ensure you pick up the phone. If you do not, we will have to call your host family to check you are OK.

**Sick:** If you are staying at home because you are sick and your host mother/father is not there, a member of the staff may visit you in the middle of the day to make sure you are OK.

**Texting:** During classes, please do not text, email or make calls. Ask your teacher first if you would like to use the dictionary on your mobile phone.

**Keep your mobile charged and switched on all the time** (it must be on silent when you are in class).

If you get a British SIM card, you must give the new number to your homestay and to the school. You must be back home by dinner time. Your homestay will tell you when this is.

**Curfew times.** You are allowed to go out in the evenings, but you must be back home by 23:00 at the latest from Sunday to Thursday and 00:00 at the latest on Friday and Saturday. If you are not home by then, and you have not called your homestay, the Principal will be informed and he will come to find you. Your parents will also be informed.

**Going out:** If you go out in the evening or at weekends, you must tell your homestay where you are going and who you will be with. Make sure they have your mobile phone number and keep your phone turned on and the battery charged at all times.

**After dark:** Bristol is a relatively safe city but it is still important to be careful, especially at night. If you go out in the evening, stay in the areas you are familiar with, avoid parks after dark and the City Centre after 22:30. If you are returning home from a school social activity in the evening, it is best to take a taxi home or walk with friends. The welfare staff will advise you which other students live near you.

**DRUGS:** We have a strict 'zero tolerance' policy at ELC Bristol. Drugs are illegal and harmful – do not accept anything. You can be arrested and sent straight home.

**ALCOHOL:** It is illegal to buy alcohol in a shop or pub if you are under 18 years of age. If a friend buys alcohol for you, your friend will also get into trouble as it is illegal to buy alcohol for under 18s.

**SMOKING:** You must be 18 to buy cigarettes, E-cigarettes or tobacco.

**STUDENT HOUSES:** You are not allowed in the student residences.

**BEHAVIOUR:** Please respect people's property. Do not sit on or lean on cars or garden walls.

**THEFT:** If you are caught stealing, you can be arrested and sent home.

**E-SAFETY:** It is against the law to send abusive messages or inappropriate messages or images.

In line with the Government's Prevent duty, we believe in promoting a tolerant and democratic society and reducing the possibility of people getting involved with extremism or terrorism.

# Social Programme

## **You will be able to join all the school Social Programme activities.**

Some events take place in venues where alcohol is served. It is against the law for under 18s to buy or drink alcohol in the UK. The activity leader always knows which students are under 18 and will ensure this rule is never broken. You must always leave events with enough time to be home by your curfew time.

## **Weekend Excursions.**

When visiting places as part of the Social Programme, if there is an organised walking tour, you will be expected to go on this. You may also be given some 'free time' to walk around. During this free time, you can either stay with the Social Programme Manager or you must stay in a group with at least 2 other students who are known to the manager. Make sure you have your mobile phone with you and that it is switched on and fully charged.

If the excursion is to London, do not go in the Underground (Tube) as there is no telephone reception there and you must always remain contactable. If the free time is for 3 hours or more, you will be asked to text or call the Social Programme Phone so we can make sure you are OK.

## **Going to Another City by Yourself**

If you want to visit another city unaccompanied by the school or leave your homestay accommodation overnight, your parents must complete the parental consent form, which can be found on our website. Please give this to the school office before 16:00 on Friday. If they don't have time to fill in the form, they must send us an email giving their consent. Even if your parents have given you permission to leave Bristol, ELC reserves the right to stop you going if we think it is unsafe.

**Free time on your own** – we suggest you always stay with other students from the school.

- We recommend you stay in the areas of Bristol closest to our school - Clifton, Cliftonwood, Kingsdown, Cotham, Redland, Westbury Park, Henleaze, Bishopston and the City Centre.
- Avoid parks (like the Downs) after dark and avoid the city centre after 22.30.
- Please dress appropriately for a multicultural environment.

**ROAD SAFETY:** Look right then left then right again before crossing the road. Cars in the UK drive on the left! Use zebra crossings whenever you can. If you want to ride a bicycle, first check the 'Cycling in Bristol' information on the school website / useful information.

Be very careful with **e-scooters** as there are lots of them in Bristol and you cannot hear them coming! You cannot ride an e-scooter until you are 18 and have a full driving licence.

## **Finally – please remember, it is good to talk**

Disability and Medication: If you have a disability or illness, if you are on medication or if you have any allergies we may not know about, please discuss this with us.

If you have a problem, or you think another student may have a problem, big or small, at school or with the accommodation, please tell someone. Safeguarding is everyone's responsibility. Our Welfare and Safeguarding teams are always happy to talk. You can also speak to teachers, the Academic Director, the accommodation staff or to anyone in reception.

There is also a student rep in your class whose role is to help all the students in the class. Remember, if you want to speak to someone you don't know, call Childline 08001111.

**The important thing is to talk to someone**

*We hope you have a wonderful time at ELC Bristol*