



THE NORTH OF ENGLAND  
SCHOOL OF ENGLISH

## STUDENT HANDBOOK



## **Welcome to the North of England School of English (NESE)**

Dear Student,

This handbook will help you understand more about NESE and explain any questions you may have during your time with us.

We are here to help you and to make sure that you get the most from your course.

Please let us know if there is anything we can do for you.

**The NESE Team**

The North of England School of English (NESE) was founded in 2014. We are already a well-established and trusted independent language centre, based in the heart of Doncaster in Yorkshire. The school is only 5 minutes walk from one of the country's most important railway stations, providing easy access to the whole of the UK in one day.

Over the past 3 years, we have developed from a school with 1 room, teaching only 1 student to now teaching more than an average of 110 students from all over the world, on a weekly basis. Due to our rapid expansion, in 2016, we moved into one of Doncaster's most well-known and beautiful buildings, only 2 minutes from the centre and 2 minutes from parks. We now have interactive whiteboards and 6 classrooms.

NESE provides learning opportunities of a high quality to students: individuals, professionals and academic students who wish to improve their knowledge and use of English for personal, academic or career purposes.

We foster a learning environment which is friendly, supportive and professional and our team takes pride in the welfare and support we provide to each individual student to help them reach their particular goals.

Our courses range from General English, through to a variety of exam preparation courses.

The school is 15 minutes from Doncaster Sheffield Airport, and a short train ride from Leeds Bradford Airport and Manchester Airport. We provide learners with the benefit of a complete British cultural experience during their studies. Students can not only travel easily to London, but also Edinburgh, the capital of Scotland, meaning NESE's students get the best of all worlds. This makes us a perfect location for discerning international students. Excursions popular with our students include day trips to Oxford, Cambridge, the Peak District National Park, York, Leeds, Sheffield, Whitby and Robin Hood's Bay, Lincoln and Newcastle Upon Tyne.



## MEET THE TEAM

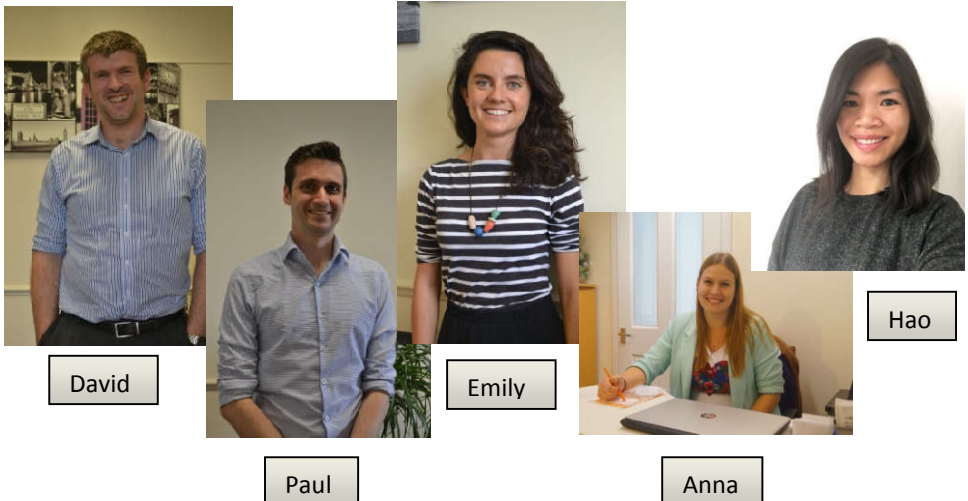
David Williams, the Director of Studies founded the school after spending 10 years in teaching and managing in Vietnam and the UK. He has now clocked up more than 40,000 hours of teaching and still loves his job as much as he did when he first started. David's main drive? Being able to help people change their lives through building confidence, increasing independence and gaining qualifications.

Within the first few months of opening the school, it became clear that a second member of staff was needed to provide administrative and student support. That person came in the form of Anna Krzan. She has been a pillar at this school both for students and other staff members. Her responsibilities have grown with the school and she is a true asset.

In 2015, following a short period of volunteering, Emily Ciandella became our second full time teacher. She quickly became highly respected, building up classes and maintaining a high level of student retention.

The following year heralded the arrival of Paul Stanton, our third full time teacher, with a never ending abundance of enthusiasm. He moved to Doncaster with his wife, specifically to work at this school, and is now in the middle of his DELTA post graduate teaching qualification.

In 2016, Hao Vu joined the team to provide additional administrative and student support as the business continued to grow.



## 1. BEFORE YOU START

You will be provided with all the support you need to make your first lesson(s) with us as relaxing as possible. The administration and student welfare team will ensure the following:

- Who your teacher will be and your classroom.
- They have seen an original copy of your ID, and where appropriate, your passport and visa. Someone from admin will scan this.
- You will either be provided with a course book if you have bought or hired one before or on the day your course starts.
- You have understood and signed the school's terms and conditions.

If you are joining part way through an existing course, any information that is mentioned below in the 'first day' section will also be provided to you by the administration team.

## 2. FIRST DAY

Please make sure that you bring:

- A note book for grammar and writing
- A smaller notebook to record new words and phrases
- Your course book
- A pencil
- A rubber
- Some different coloured pens
- A highlighter.

In your first lesson of a course, your teacher will provide you with the following:

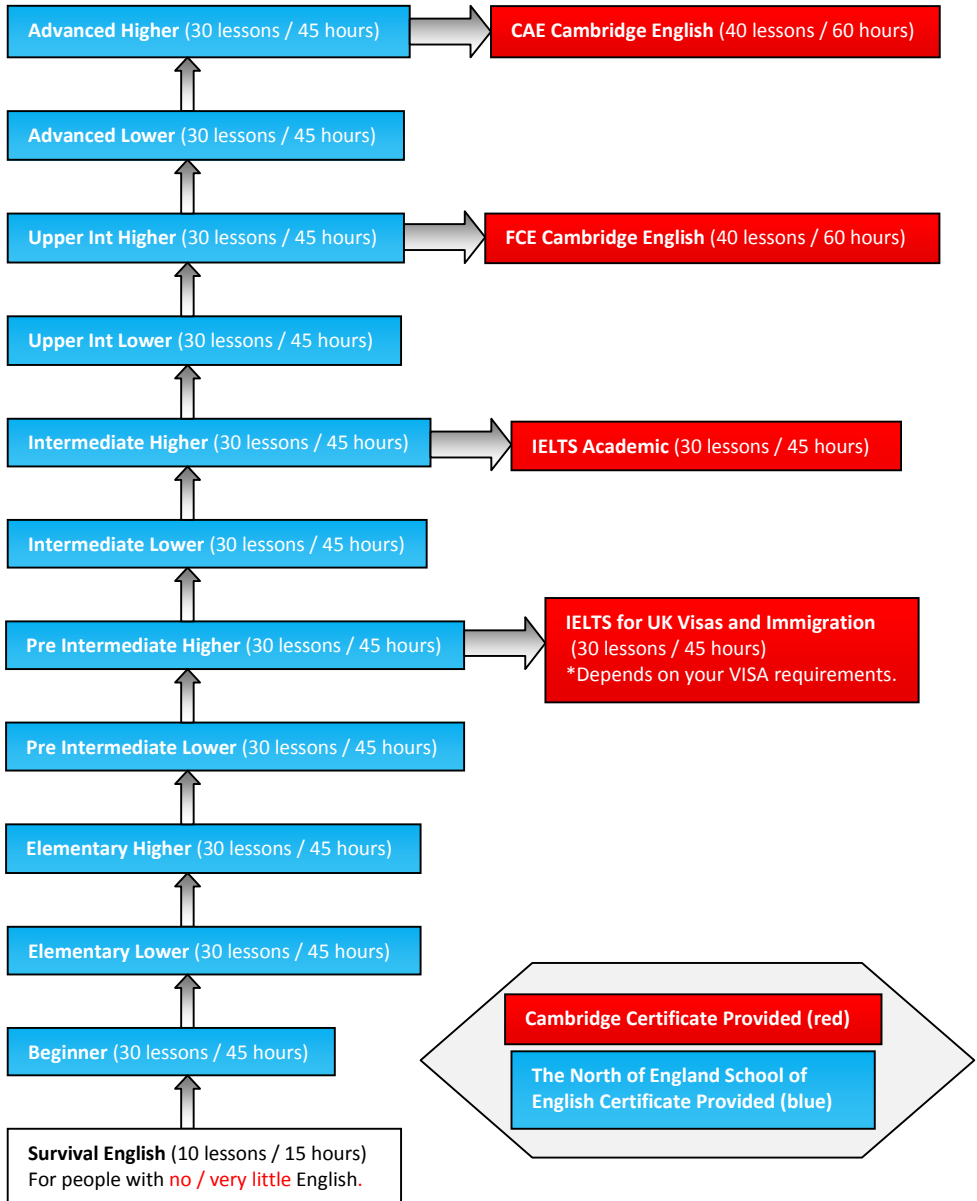
- Information about our conversation club which is free to join and provides excellent opportunities for extended speaking practice.
- Information regarding the benefits of joining our Facebook page.
- An introduction to the graded reader's library, and how it can aid progress. You will be shown where this is as well as the other resources that are available for use in the teacher's room.
- A tour of the school premises.
- The location of the fire extinguishers and where the fire drill meeting point is (outside, on the left, between the 2 benches)
- The fire drill procedure, the location of the first aid box is and who the first aider is (David Williams).
- Information about the gallery of former students and the opportunities to study on courses that can prepare you for international Cambridge qualifications if that is a goal you choose.

- The Wi-Fi code.
- Information about the books in reception that can be purchased to supplement their learning.
- Instructions on how to access and locate the relevant information on the school's website, including key information in policies.  
<http://www.thenorthenglish.co.uk/policies-for-full-time-students/>
- Information regarding 'student of the month'.
- A copy of the lesson aims for the course and optional out of class activities that complement each lesson.
- Details of our £15 recommendation fee.
- A guide on how to use your course book.
- The proposed end date which will need to be recorded in your notebook.
- Information about what to do when you book a holiday.
- An overview of the course, including details on quick tests, practice file tests, the final test, the pass mark, course progression and our academic pathway (see the next page).

Once you have been provided with this information, your course will begin.

Please note that all lessons for part time students at the school are 90 minutes long and class sizes are generally small. Between 6 and 8 students is usually our average class.

## The North of England School of English Academic Pathway



Please note that each of the courses above fit within an international system for describing language ability called the Common European Framework of Reference (CEFR).

<b>Class level</b>	<b>What you can do at this level</b>
<b>C1</b>	You can lead and participate in communication with confidence. You can communicate clearly on a range of familiar topics and current affairs. You can develop your ideas with supporting details effectively.
<b>B2</b>	You can communicate with others confidently, usually clearly and accurately and in some detail, on a range of topics provided you have had enough time to research any topics that are new to you.
<b>B1</b>	You can keep talking and communicating about familiar topics and some new topics that you have had time to research using a variety of language. You can communicate with a range of other international speakers of English.
<b>A2</b>	You can communicate and exchange basic information about topics you know about. You can use familiar vocabulary and a range of basic sentences to do this. At this level you can try to connect some ideas together but may find this difficult. You may find talking about new topics difficult.
<b>A1</b>	You can use words, phrases and some simple sentences to exchange information about yourself, your family and some basic topics you know about. Communicating in English is often difficult in both speaking and writing.

If you are unsure what your level of English is on the CEFR scale, please just ask your teacher.



### 3 DURING THE COURSE

Whether you are in a class or a one to one student, you will usually follow a set syllabus with clear aims and objectives. You will be given homework every lesson and be expected to complete your workbook after finishing each unit of your course book.

Your teacher will design lessons based around your specific needs and goals.

Twice during each course, you will be asked to provide feedback on your teacher, the course and the school. This is to ensure that you can provide you with the best possible standards and continue to improve.

You will be given short 15 minute quick tests to complete in class when possible. These are to give you and the teacher a clear idea of your progress throughout the course. There is no pass mark for these, however the results are recorded by the teacher in the class file.

In the penultimate lesson of your course, you will be given an opportunity to look at practice tests, similar to your final test. This is designed to provide you with confidence when you take your final test and to make the experience as stress free as possible.

In the final lesson of all general English courses, you will have to take a final 2 hour written test. The pass mark is 60% to ensure guaranteed progress to the next level. Students are advised to look at all our policies including our 'guidance on progression' policy. By signing our terms and conditions, you agree to the school's policies.

<http://www.thenorthenglish.co.uk/>

If you have booked a holiday during the course at any time, please write your name and the date you leave and arrive, on the holiday board in reception. Please also inform your teacher and the admin staff. You will be emailed information regarding which pages from your course book were completed, homework attachments and anything else that is relevant so that when you return, you don't feel lost.

For students who go on longer holidays or have been absent for legitimate reasons (this does not include having a cold) and feel they need more support, we are happy to provide extra one to one catch up lessons, to cover the important points missed.

## 4 STUDENT SERVICES

What can the Administration and Student Services department do to help you?

- They send you messages to remind you of forthcoming payments that need to be made.
- They call you to find out if you are safe and well in the event that you are late to school or are absent and we have not been informed in advance.
- They give you all the information you need before starting a course.
- They send emails of work missed when you go holiday.
- They inform you of the time and days of your lessons and generally deal with schedules of one to one students.
- They help you use the graded reader library and handle returned books.
- They give you money for recommending other students who join the school.
- They accept payments and provide with an invoice when requested.
- They help you with any enquiries you may have, including about the school polices and terms and conditions.
- They have access to your final exam results and can allow you to have a look at your results to help you understand which answers were correct and which were wrong.

## 5. STUDENT WELFARE

The welfare of our students is very important to us here at NESE. Our Student Services team welcomes students to the school and ensures a high level of customer service and student satisfaction while you are with us.

We want you to enjoy your time here with us as much as possible and our staff members are here to provide support. The team are always on hand to answer any questions you may have, either before you start at the school or while you are here.

David Williams is the designated safeguard leader at the school and will ensure your safety and well-being while you are at NESE. You can speak to him if you have any questions or concerns about cultural differences or you need help with anything. Other staff members are also trained in safeguarding.

## Health and Safety

### Fire & Emergency Evacuation:

If there is a need to quickly leave the building, a fire alarm will sound. The assembly point is on the left of the entrance as you go out and between the 2 benches. Make sure you know where the fire extinguishers are placed.

### First Aid:

You should go to reception for help if someone is ill or has an accident. There is a first aid box in reception behind the reception box. The name of the school's first aider (David Williams) is in each classroom.

## 6. YOUR STUDIES – CLASSES

**When are my classes?** The school is open from Monday to Saturday and from 9 am to 9 pm. You will be informed of when your classes are before you start. Larger classes are always at regular times and on regular days. Usually one to one students have a more variable timetable and the student advisors will work with those students to schedule lessons at mutually convenient times. Generally, part time students have one to two classes every week.

Please note that all students need to study at least an average of once a week in order to ensure any progress. This is outlined in your terms and conditions.

**Who are my teachers?** You will be told who your teacher is before you start your course. We try to keep the same teacher but we do need to change class teachers from time to time. All of our teachers are professional, experienced and qualified. Our teachers and the director of studies work closely together so that your course programme continues smoothly when we need to change teachers.

## 7. COURSES YOU CAN TAKE AT NESE

### GENERAL ENGLISH

- Our aim in General English is to help you develop the English skills and language you need to communicate clearly and effectively in real life situations with other English speakers.
- We also help you to develop your study skills so that you can improve your English both inside and outside the classroom.

- Each General English course is designed to be 30 lessons long although this can vary with part time one to one students.
- Our General English courses are based mainly around vocabulary and grammar with a focus on communication. Teachers aim to make each course relevant to each student so they clearly understand the benefits of what they are doing in the classroom and so they can relate this with their own needs and goals.
- We also focus on reading, writing and listening skills during the course.

## **IELTS PREPARATION**

- Our IELTS preparation courses focus on improving your IELTS exam strategies, developing the language you need for the exam and highlighting further language study you need to do outside class. We work with you on all 4 sections of the exam: listening, reading, writing and speaking.
- Our IELTS course is designed to be 40 lessons long although there can be some variation with one to one students depending on factors such as ability.
- Students are given plenty of test practice and are encouraged to spend time at the school doing self study.
- The minimum entry level for our lowest level IELTS course is currently B2 (Intermediate Higher).

## **CAMBRIDGE ENGLISH FIRST (FCE) AND CAMBRIDGE ENGLISH ADVANCED (CAE)**

- Our FCE and CAE courses focus on improving your exam techniques and strategies. There is a strong focus on reading, writing, listening and speaking, as well as grammar and vocabulary.
- Our FCE and CAE course is designed to be 40 lessons long although there can be some variation with one to one students depending on factors such as ability.
- The minimum entry level for level for FCE is B2 (Upper Intermediate Higher) and unless the student is a strong B2, they will need to complete our General English Upper Intermediate course first, to gain the grammatical and lexical knowledge necessary to pass the exam.
- The minimum entry for level for CAE is C1 (Advanced Higher) and unless the student is a strong C1, they will need to complete our

General English Advanced course first, to gain the grammatical and lexical knowledge necessary to pass the exam.

## ONE-TO-ONE CLASSES

- Our focus is giving courses to groups of students. We can run some one-to-one classes for students where there is a clear language or communication skills area that they need to do more work on or if their work schedule doesn't allow them to join a class.
- Students need to understand that because we have a number of larger classes at the school, they may need to show a degree of flexibility when communication with Anna / Hao when they try and schedule lessons.

## 8. HOW WE ASSESS YOUR PROGRESS

Our teachers plan and deliver lessons to help you develop the skills and language for a particular level so that you can communicate more clearly and effectively in English. All of our course books and lesson materials are designed to help you progress through these levels.

### How do you check my language progress?

Our teachers check your English all the time in lessons. They measure your progress by looking at a number of factors:

- The results of your quick tests
- The quality of the homework you do
- The quality of your notebook
- Your participation in class, including how well you work with others and whether you ask and answer questions in class
- Your overall approach and attitude to learning
- Whether you use the grammar / vocabulary taught in class, accurately

Students are also reminded that we record and take into account punctuality and attendance. It is an absolute fact that poor punctuality and / or attendance results in little or no progress. Please refer to our policy on attendance and lateness on our website.

<http://www.thenorthenglish.co.uk/policies-for-part-time-students/attendance-and-lateness/>

## When am I ready to move to the next class level?

All part time courses are held either once (1.5 hours in total) to twice (3 hours in total) a week as most of our students currently work in the UK.

This therefore means that a 30 lesson General English course can take 15 weeks to complete and our 40 lesson exam preparation courses can take 20 weeks to complete. Please be advised that the length of courses for one to one students vary depending on the ability or the student and how hard they are prepared to work. For one to one students, we go at their pace.

Students can move to the next General English level if they pass their final test. The pass mark for this is 60%. If students are unable to achieve this, please refer to the school's policy on 'guidance on progression'.

<http://www.thenorthenglish.co.uk/policies-for-part-time-students/guidance-on-progression/>

Students who pass their General English Upper Intermediate Higher final test (B2) do not have to progress onto our Cambridge English First (FCE) course if it does not fit within their goal(s). They can move onto our Advanced General English course (C1).

## 9. ENGLISH EXAMS: FOR YOUR STUDY AND WORK PLANS

Many students studying English need to take a formal English exam to show evidence of their language level to an organisation. If you want to continue your studies in the UK at college or university level or you need to show your level of English for other academic, immigration, or professional reasons, you may need to take an exam like this. Your organisation will normally tell you which exam you need to do.

Examples of English exams are IELTS, Cambridge English First and Cambridge English Advanced.

## 10. GET THE BEST FROM YOUR STAY WITH US

Learning English or any other language is not easy. If you want to improve your English, you need to work hard and be very focused. Here are some things you should do:

- Make sure you come to all lessons and arrive on time.
- Be organised. Keep a file to organise handouts from class. Bring a notebook and pens so you can make notes.
- Keep a second small notebook as well as your main notebook to record new words and phrases. Carry the small notebook with you so that you can review vocabulary easily.
- Give yourself some time to study every day to review vocabulary and your notes. 15 minutes a day is better than one hour once a week.
- Do all the homework you are given in class.
- Read and listen as much as you can outside using the Internet, books and newspapers. Write down vocabulary from what you hear and read in your vocabulary notebook.
- Join the free conversation club and any weekend trips that are organised by the North of England School of English so that you can practise your speaking and listening skills with others

## GENERAL

- You must always treat everyone, and their property, with respect
- Please respect our British values: democracy, the rule of law, individual liberty and respectful tolerance of what other people believe
- Always show respect for each other's differences. We will not accept language or behaviour that is offensive, abusive, racist, sexist, homophobic or disrespectful of religious differences
- We will not accept bullying or intimidation
- You should always be on time
- Smoking is not permitted inside the school
- You must put all litter/rubbish into the bins. Do not drop it on the ground, this includes used cigarettes. Doncaster Council are strict with issuing penalties.
- If you cause damage or break something, we will ask you to pay for it
- Take care when you cross a road: look right, look left, look right again and only cross when it is safe to do so. Only cross large roads at traffic lights or zebra crossings
- If you feel ill, please tell a member of staff at school
- Speak as much English as possible

## CLASSES

- You must attend all classes
- You must switch off your mobile phone during classes
- Don't take food or drinks into class

## EXCURSIONS

- Stay with your group and staff member on excursions when instructed
- Enter the emergency numbers into your phone, and keep your phone charged and switched on.  
David Williams +44 (0)7760722339  
Anna Krzan +44 (0) 7387086767  
Hao Vu + 44 (0)7766401786  
The School Landline - +44 (0)1302 340109

## Health and Safety

It is very important that everyone follows Health and Safety regulations. Students who break these rules will have to explain the situation to the Director of Studies. Students who continue to do things which may affect the health and safety of others may be asked to leave.

## 11. BREACH OF POLICIES, TERMS AND CONDITIONS AND THE SCHOOL'S DISCIPLINARY PROCEDURE.

If a student's behaviour in school is not acceptable, we will take the following steps:

**Step 1: Verbal warning** - The student will be spoken to about the problem.

**Step 2: Written warning** - The student will receive a letter with details of the problem. Embassies, agents and colleagues will be informed where appropriate.

**Step 3: Expulsion** - We will expel the student from school (refunds will not be given in this case).

In serious cases, we may expel the student immediately. Students who are expelled will not receive any refunds.

Any warnings will be kept on record for a period of 30 lessons from when the warning was given. For more details of our 'discipline and exclusion policy', please visit:



<http://www.thenorthenglish.co.uk/policies-for-part-time-students/discipline-and-exclusion/>

## 12. COMPLAINTS PROCEDURE

The North of England School of English welcomes feedback from students. Informal and formal complaints are taken seriously and staff will follow standard school procedures (see below) when dealing with them. We will respond to your feedback and any complaints you may have promptly and courteously, and communicate our response to your suggestions.

If you are unhappy with any aspect of your education you should speak to your teacher first. If you feel that you cannot speak to your teacher, you can speak to the Director and / or Administration team. For complaints that are not related to your education you can speak to the Administration Team.

Complaint forms are available from the reception.

All complaints must be made individually and not as part of a group. Each complaint will be dealt with separately.

### **If you have a problem or complaint about your studies/class/teacher:**

Speak to your teacher. Alternatively, if you would prefer to speak to a member of the Administration Team, please ask at reception and a meeting will be arranged at the earliest possible convenience. The Director will be informed of this meeting in advance and the outcome.

Telephone numbers: +44 (0)1302 340109

### **If you have a problem that is not related to other issues:**

Speak to the Administration Team, who are always based in the Reception Room. This can be done in person or by email ([admin@thenorthenglish.co.uk](mailto:admin@thenorthenglish.co.uk))

### **If you are unhappy with the response to your complaint:**

Please email the Director, David Williams: [david@thenorthenglish.co.uk](mailto:david@thenorthenglish.co.uk), with details of your complaint. Or you can contact the director directly at +44(0)77607 22 339.

### **Acknowledging your complaint:**

Administration team will respond to your complaints within 02 working days of receiving it.

### **Investigating your complaint:**

Your complaint will be investigated by the Director of Studies regarding academic issues, and the Administration and Students Advisor team for all other matters. We will aim to complete our investigation and reach a conclusion within 05 working days from when the initial complaint was made.

### **Providing our final response:**

Once we have completed an investigation we will inform you of the appropriate measures we have taken and explain our conclusion. We will also contact you if necessary at a later date to understand whether you feel the measures taken have had a positive effect.

## **13. TERMS AND CONDITIONS**

The terms and conditions for part time students at NESE are on our website here:

<http://www.thenorthenglish.co.uk/terms-and-conditions-for-part-time-students/>

Please ask at RECEPTION if there is anything that is not clear.

**PLEASE NOTE THAT THE FOLLOWING INFORMATION IS RELEVANT FOR THOSE WHO ARE NEW TO THE COUNTRY.**

## **14. ADVICE FOR ALL STUDENTS WHILE IN THE UK**

### **ROAD SAFETY**

Walking: when crossing the road - always use the designated crossing areas and always look right first.

Bike: use the designated cycling paths and give way to your right. You must have a working light on your bike so cars will see you. Do not cycle on the pavements.

Car: Remember! In England people drive on the left side of the road!

If you are driving a car you need to give way to your right, and stop when you are in front of a zebra crossing if somebody is waiting to cross the road.

If you have children, be aware that they will need to be in a car seat until they are 12 years old or 135cm tall.

For more information please visit: <https://www.gov.uk/child-car-seats-the-rules>

In England it is against the law to drive a car under the influence of alcohol or drugs. You could lose your driving license and go to prison.

If you are planning a night out with your friends when you know you will be drinking, share a taxi with your friends.

For more information regarding the law in England visit:  
[http://www.lawontheweb.co.uk/Road\\_Traffic\\_Law](http://www.lawontheweb.co.uk/Road_Traffic_Law)

Please note: You can drive in Great Britain for 12 months with a non-European Union driving license or international driving permit

For more information please visit: <https://www.gov.uk/driving-nongb-licence/y>

## UK LAWS

- You must be 18 years of age to drink or purchase alcohol
- You must be 18 years of age to buy or smoke cigarettes
- It is illegal to take any type of drugs other than those given to you by a doctor or bought at pharmacy
- It is illegal to carry any type of offensive weapon, this includes items such as pen knives
- You can be stopped, fined or arrested by police. You can be fingerprinted, photographed and searched while you are in police custody.

## Polite Behaviour

Manners are important in every country, but are different for everyone. Please take time to read the following advice on what you should and shouldn't do in this country.

## Do's

- Stand in a line, we like to stand in queues, for example when queuing in line at a shop, it is the right of the people in front to get served first
- Say 'Excuse me' if you want someone to move out of your way
- Cover your mouth with your hand when yawning, coughing or sneezing
- Shake hands when you are first introduced to someone
- Say sorry if you accidentally bump into someone

## Don'ts

- We do not spit on the street, spitting in the street is not very nice
- We do not speak with our mouth full of food, it doesn't look good
- Talking loudly and disruptive behaviour should be avoided

## NESE

### address:

23 South  
Parade  
Doncaster  
DN1 2DJ

### Contact Numbers at NESE:

Reception: +44 (0) 130340109

### OUT OF HOURS

#### (EMERGENCY):

+ 44 (0) 7760722339

### Local

#### Numbers:

Police	101 (non-emergency)
Health Information (NHS)	111 (non-emergency)
Police/Fire/Ambulance	999 (Emergency only)