STAFFORD HOUSE
INTERNATIONAL



Student Handbook 2026-27

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OUR SCHOOL

Name	Position
Pat O'Donoghue	Principal
Amanda Reeves	Director of Studies
Marina Yartseva	Assistant Director of Studies
Shirley Neal	Vice Principal
Jess Greening Pippa Connelly Claire Howard Gabi Balasa Rosie Gower Haris Khalid Masah Mardini	Student Services Officers
Main Phone	44 (0) 1227 452 250
Emergency phone	44 (0) 7730 142 001
Email	canterbury@staffordhouse.com

Building

Stafford House Canterbury is located near the city centre. We are just a short walk from a wide variety of shops, restaurants, and attractions.

Classrooms

The classrooms are all well-lit, modern and comfortable, and each has state of the art interactive white boards.

Student Lounge

The student lounge is a place for students to study and relax. There is a kitchen for you to make your lunch.

Student Library

The school library has lots of books written at all levels of English available for students to borrow. Here you can find books to improve your vocabulary and grammar or just to practise your reading and listening. Every Wednesday from 13:20-15:30 a teacher is in the library to help and guide students, or you can use the area after classes to study or get onto the computers.

Wi-Fi & Internet

The school and residence have a fast Wi-Fi connection 24 hours a day. Ask the Academic Team for the Wi-Fi login details.

Toilets

Female toilets are located on the first floor of the main building, and the male toilets are located on the ground floor of the main building. There are also female toilets on the first floor of the Annexe and disabled access toilets on the ground floor of both buildings.

SCHOOL RULES

All students will be introduced to a Code of Conduct and will be expected to follow this during their time at Stafford House. To provide students with the highest quality instruction, and the most comfortable, fun, and productive experience, everyone needs to agree to a set of basic rules related to attendance, participation, classroom behaviour, and mutual respect. Please take a moment to read through the rules that we expect everyone to follow while attending Stafford House International. We ask that you follow these simple rules and respect each other.

- Come to school every day and attend every lesson
- Be punctual - make sure you arrive on time for every class
- Always wear your student ID when you are at school
- Don't take any food or drink (except water) into the classrooms

Respect

Students are expected to show respect to everyone in the school. There are many people here from different countries and cultures. It is important to know that there will be many things that may seem unusual. This is a wonderful part of your experience here! Students must show respect to everyone regardless of race, culture, religion, sexual orientation, or philosophy.

Bullying or Abusive Behaviour

Everyone at our school has the right to feel safe and secure at all times. If you feel you are being bullied (physically, verbally, or socially), or if you see any abusive behaviour, please talk to a staff member immediately. Bullying and abusive behaviour is not tolerated at our school.

English Only

Please remember that everyone is here to learn English and that it is disrespectful to other students in the school if you are not using English in class.

Electronic Devices

You will need an electronic device to access your student coursebook. Students are not allowed to use phones or smart devices during class unless they are for a specific task assigned by the teacher.

Attendance

Students at Stafford House are expected to attend all of their lessons unless they are ill or have been given an authorised absence. If students are ill and cannot come to class, they should call or email Student Services. Students with attendance below 80% will not receive certificates at the end of their program.

Late Arrival

Arriving late disrupts the class and is disrespectful to other students. Students who arrive at class one minute or more after class is scheduled are late. Students arriving late should speak to Amanda and Marina in the Academic Office. They will decide whether a student can have a ‘late pass’ and join the class. We will contact you about your attendance if you are missing lots of classes and at risk of not getting a certificate.

Lanyards

You must wear your lanyard every day. It is so we know you are one of our students and in the correct place. Your ID card is also your key to get into all of our buildings. If you forget your lanyard, please come to reception and ask for a temporary one.

Absence

Students who do not attend a class without prior authorisation will be marked absent. Any students under the age of 18 will be contacted on the first day of unauthorised absence.

Attendance Warnings

If your attendance falls below 85%, you will receive an email to remind you about the importance of good attendance. If it falls below 80% or if it is the second time we have emailed you about your attendance, you will receive an attendance warning.

Attendance Probation and Expulsion

If your attendance is below 80% and has not improved, you will receive an attendance warning. We will monitor your attendance carefully. We expect you to improve your attendance to be above 80%. If your attendance does not improve, you will receive an attendance probation email. This means you are at risk of being expelled from school. Parents, agents, and/or sponsors will be notified of attendance probation when appropriate.

Unacceptable Behaviour

If any student behaves in a way the school considers unacceptable, the student may be sent home. Unacceptable behaviour includes, but is not limited to, bullying, violence, or any form of harassment or discrimination. If any school rules are broken on a regular basis, this may also be considered unacceptable behaviour. Each instance of unacceptable behaviour will be weighed on a case-by-case basis with penalties ranging from warnings to expulsion.

Damage to Personal Property

We always advise that you keep your personal property with you at all times, and do not leave items in the common areas or classrooms. If you damage your personal property or another person's personal property, Stafford House cannot be liable for the cost of this repair or replacement.

UK LAWS

While you are staying in the UK, you must follow UK laws:

- The age for drinking alcohol is 18 years old.
- The minimum age for tobacco purchase
- and gambling is 18 years old.
- Use of any drugs which are not legally purchased or prescribed by a doctor is also illegal.
- The legal age of consent is 16.

Stafford House International operates a zero tolerance drugs policy.

If you are caught breaking these laws, you can be arrested and deported from the country. If you find yourself in a situation where you have been arrested or are being questioned by the police, please call the Stafford House Emergency phone. If you cannot telephone the school immediately, please do this when it is convenient and safe to do so.

Welfare

The staff at Stafford House Canterbury want you to feel as secure as possible while you study in Canterbury. In any city it is a good idea to take common sense precautions. For example, it is a good idea to avoid walking alone late at night, and you should not leave your personal items unattended in public places. Our staff are knowledgeable about Cambridge and its surroundings, so please do not hesitate to ask them questions.

Our Student Services Team are trained to help all of our students with any welfare/safeguarding concerns/issues that they may have. Please speak to us if you have any concerns or issues.

If you would like somewhere private to talk, please tell the Student Services Team and they will find a quiet room for you to talk privately.



STUDYING AT STAFFORD HOUSE

ACADEMICS

What can you expect at Stafford House?

We are ready to welcome you to our Canterbury school and have plans in place to support you with living and studying in the UK. Here is some useful information about your studies.

ACADEMIC SCHEDULE

We guarantee morning lessons for your core classes at Stafford House.
Our Schedule:

Core Class	Module 1	Module 2
9.00 - 12.20	13.20 - 14.20	14.30 - 15.30

We confirm your schedule and classes on your first day.

CORE CLASS INFORMATION

Our core class is an Integrated Skills class. It covers reading, writing, speaking, listening, grammar, vocabulary, and critical thinking. In this class you will improve your accuracy (how correct your English is) and fluency (how well you can communicate). We use the Communicative Approach, so you'll learn English by *using* English—not by listening to grammar lectures and doing worksheets. We feel strongly that this is the most effective method to acquire English that students can use in the real world.

Each week you will be encouraged to consider your own development and suggest areas that will help you develop most quickly. This is what we call a 'negotiated syllabus' and your teacher will ask you for suggestions. They will then use your suggestions to adapt the syllabus and create a weekly plan for your class that works for you.

The Syllabus for each level is mapped to the CEFR levels A1-C2. The levels define what you can do and Stafford House believes that language is for communication. Each of our Core Class Course Books is also mapped to the CEFR providing a consistent basis for developing your language skills.

The following descriptors give a general idea of what a student can do at each level. Stafford House International levels are given, as well as the equivalent Common European Framework of Reference for Languages.

Level	Listening/Speaking	Reading	Writing
Beginner A1 of the CEFR	Can recognise a few words of English. Can recognise high frequency greetings and respond.	Can recognise a few words of English.	Can spell their name and a few other words of English.
Elementary A2 of the CEFR	Can understand basic instructions in class Can ask simple questions of a factual nature Can take part in a basic factual conversation on a predictable topic Can introduce themselves and others and ask and answer questions about personal details	Can read basic notices and instructions Can understand simple notices and information, and simple directions to places	Can leave a very simple message or write short, simple 'thank you' notes Can write notes including times, dates and places
Pre-intermediate B1 of the CEFR	Can express simple opinions using expressions such as 'I don't agree' Can express likes and dislikes in familiar contexts using simple language	Can understand the general meaning of a simple text Can understand straightforward information such as a standard menu or a road sign	Can write a very short narrative or description such as 'My last holiday' Can complete most forms related to personal information
Intermediate B1 of the CEFR	Can understand instructions in class Can express opinions on abstract/cultural matters in a limited	Can understand factual articles in newspapers	Can write down some information if this is more or less dictated Can write letters and emails on a

	way and pick up nuances of meaning Can understand public announcements	Can understand routine information and articles	limited range of predictable topics
Upper intermediate B2 of the CEFR	Can give a clear presentation on a familiar topic, and answer predictable or factual questions Can discuss topics currently in the news	Can scan texts for relevant information and grasp main point of view Can understand detailed instructions or advice	Can make notes while someone is talking Can write a letter including non-standard responses
Advanced C1 of the CEFR	Can follow abstract arguments Can keep up conversations for an extended period of time with a good degree of fluency and range of expression	Can understand complex opinions/arguments as expressed in serious newspapers	Can write an essay which shows ability to communicate Can write letters on most subjects Can prepare professional correspondence
Proficient C2 of the CEFR	Can understand with ease virtually everything heard. Can use a range of language close to their own. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of proficient meaning.	Can understand with ease virtually everything read. Can recognise the nuances of idiomatic English	Can easily demonstrate mastery of the English Language in a variety of written forms

You can see the plan for the week by looking at the Scheme of Work on the noticeboard in your classroom or on Teams. You can see the syllabus for your level from the Contents pages of your course book, but do not forget that your teacher can help you practise any of the grammar, skills or vocabulary in a more personalised way than the course book if you ask!

MODULE INFORMATION

Our modules are specific skill classes; each one is uniquely focused and reflects the specific needs of our students. Every four weeks we will change these classes based on student feedback, so there is always an interesting and varied choice on offer. Students choose which module they would like to take from a list of available modules for their level of English. Recent modules have included Writing Skills, Conversation Skills, Current Affairs, British Culture, Pre-IELTS Preparation, Vocabulary Development, TED Talks, and Grammar Workshop.

LEVELS AT OUR SCHOOL

LEVEL	CEFR	Cambridge English	IELTS
Beginner	A1		1.0-2.5
Elementary	A2		3.0-3.5
Pre-Intermediate	B	Cambridge English: Key (KET)	3.5-4.0
Intermediate		Cambridge English: Preliminary (PET)	4.0-4.5
Upper Intermediate	B2	Cambridge English: First (FCE)	5.0-6.0
Advanced		Cambridge English: Advanced (CAE)	6.5-7.0
Proficient		Cambridge English: Proficiency (CPE)	7.5

Student Placement

We use a computer-based placement test, which you can complete before you arrive, and a speaking and listening test on your first day. If you have not taken your placement test before arrival, you may miss some classes on your first day.

Academic Counselling

Students who study for more than four weeks are given *a Tutorial*. A member of the academic team conducts the Tutorial with students. This is an opportunity for students to discuss their Academic Report with a member of the academic team. The academic team might recommend extra practice, give students information about online resources or guide them on self-study books they can borrow. It's also a chance for students to discuss their classes, ask questions about their progress and discuss life in Canterbury.

Changing Levels

On average, each level at the school takes twelve weeks to complete, but this depends on your motivation and how much you use English outside the classroom as well as your attendance and homework completion. Your teacher is constantly assessing your skills in class through your speaking, reading and listening skills in class activities and your writing in homework. You will also take a weekly progress test. This will test you on the things you have been studying in class that week, which will help you to understand your progress.

QUESTIONS ABOUT CHANGING CLASSES OR LEVELS

Who do I talk to if I want to change my class or level?

If you want to change your level, talk to your teacher first. You can also speak to the Director of Studies or Assistant Director of Studies. If you are unhappy with your class, speak to the Director of Studies or Assistant Director of Studies.

What is a good reason to change a class or level?

The only reason to change a class is for academic reasons, for example if the level is too high or too low.

What are the unacceptable reasons for changing a class or level?

- Your friend is in another class.
- Your teacher does not let you use your mobile phone.
- A teacher is your favourite or recommended by another student.

When can I change a class or level?

Classes usually change on the first day of the week. Please come and speak to us as soon as possible.

What do I do if my class is too difficult?

If you or your teacher feels that the class level is too difficult, talk to the Director of Studies.

What do I do if my class is too easy?

During the first week, if you feel that the level is too low, you must first speak with your teacher and then the Director of Studies.

When do I get my certificate?

Students who complete their course get a certificate on the last day of their programme. To complete your course, you must attend class for the full period that you applied for and maintain at least an 80% attendance average throughout the course.

STUDY ADVICE

Top Tips for Improving...

Your listening

1. Watch a programme you enjoy on the TV regularly. You can usually turn on subtitles if you find it difficult. Try to watch first without subtitles and then again with the subtitles. If you miss it or don't have a TV you can watch programmes online:

- www.bbc.co.uk/iplayer
- www.itv.com/ (create an account to sign in)
- www.channel4.com/programmes/catchup
- www.channel5.com/

2. Listen to the radio. BBC Radio 2 and Radio 4 have some useful programmes to practise your listening. You can listen in real-time online and listen to programmes that were broadcast earlier in the week:

- www.bbc.co.uk/radio

3. Have conversations with your English-speaking friends. Talking to people from different countries will really help you to get used to different accents.

4. Borrow a DVD from the school or watch some films online. You could watch with subtitles until you feel comfortable just listening and remember that you can go and see films with other students as part of the social programme.

5. Download a podcast in English! You can find a podcast on any subject from your favourite football team to the latest scientific knowledge to what is going on in fashion. This is an excellent way to make your time on the tube or the bus useful for your learning.

Your reading

1. Read a newspaper or magazine regularly. Popular magazines, such as Cosmopolitan and FHM are written in a more informal style than the Economist or Time magazine, for example, so choose the right magazine for your learning objectives.

2. Broadsheet papers, such as the Guardian, the Independent and the Times are good to read, but do not try and read everything! Just read some of the articles that interest you. All of the newspapers have websites, so you can read them online for free!

3. Read a book of your choice. Choose a book that interests you and just read it to enjoy it. Don't worry if there are words you do not understand, just enjoy the story. When you choose a book, don't choose one that has more than four or five words on each page that you do not understand. You can also borrow books at your level of English from the school. Ask in the Academic Office!

Your speaking

1. Make the most of every opportunity to speak in class. Do not be afraid or worry about making mistakes. Everybody makes mistakes and they are a natural part of the learning process. In fact, if you do not make mistakes, you probably are not learning! When your level improves, try to correct your mistakes to keep on improving!
2. Arrange to meet your friends outside of class. Go for a walk, sightseeing, or for a coffee and chat as much as you can.
3. Join the school social program

Your writing

1. Write as much as you can. Writing gets easier, the more you practise.

2. You could keep a diary where you write down a few comments each day, reflecting upon what and how you are learning in class or on your life in Cambridge in general. If you would like to have your work corrected, you could ask your teacher to read and correct your diary once a week.

3. Look at examples of good writing and see what makes them successful. Look at how they are organised and at any phrases or words that help structure the piece of writing. Try and use these in your own writing.
4. Do a piece of writing more than once so you can learn from the feedback from your teacher.

Your vocabulary

1. Do all of the things listed above!

2. Record all new vocabulary in your notebook or useful websites like Quizlet and try not to learn just one word, learn several. For example, if you have learnt a new noun, find out if there is a verb and an adjective in the same 'family' and record those too. Some people find it useful to organise new words using a topic related wordmap, others using pictures, others by writing the words in sentences. Experiment and find out what works for you and try and get into the habit of revising new vocabulary regularly.

3. Buy a good English-English dictionary and use it. These dictionaries are much more useful and accurate than dictionaries that translate from English into another language; they always put the words into a sentence, so you can see how they are used in context.

4. When you learn a new word or phrase, try and use it in your writing or when you speak.

Your grammar

Always do your homework. If you do the exercises that your teacher gives you to do at home, your English will improve much quicker.

Do grammar exercises online or download a grammar app.

Borrow some grammar books from the academic office or from our self-study area

USEFUL WEBSITES

www.bbc.co.uk/worldservice/learningenglish

A really good website that uses simplified news stories to present English in context. Also has lots of other interesting stuff, such as podcasts and quizzes.

www.learnenglish.org.uk

A good website from the British Council with games, grammar exercises, stories, etc.

www.ted.com/talk

TED Talks are a really interesting way to hear people from all over the world speak on many different topics.

Your teacher and the Academic Management team can give you lots of other ideas here- just ask!

RECOMMENDED STUDY APPS

- Recommended Study Apps
  - Duolingo – Get addicted to the short, fun levels, and watch your fluency level rise!
  - iTranslate – A useful and comprehensive translation tool, allowing you to speak in one language and be heard in another language!
  - News in Slow English – Keep up to date with current affairs, slowed down for English learners.
  - Phrasalstein and Phrasal Verb Machine – Learn 100 phrasal verbs using animations with a touch of humour.

- Pronunciation:
  - Macmillan Sounds: A free app to help with pronunciation and the phonemic
  - Sounds: The Pronunciation App: Interactive phonemic chart with British and American pronunciation. The Premium version also has a word list with pronunciation guide, practice activities, quizzes and Top Tips for students.
  - Say It: a free app that makes pronunciation visual, interactive and easier to learn

- Exams:
  - British Council IELTS Word Power– a free app to improve your vocabulary for common IELTS topics.
  - Macmillan IELTS Skills – An award-winning app, featuring exam practice and interactive tasks in all 4 skills.
  - English Certified CAE Grammar Essentials – Designed to strengthen your grammatical concepts for the Cambridge Exams. Also available for PET, KET, FCE and IELTS.

- Word games:
  - Classic Words Free
  - Words with Friends
  - Boggle

Remember!

- Make learning a habit. It is better to do 15-30 minutes of English study a day, than one hour once a week.
- Do not be hard on yourself if you are not progressing as quickly as you would like.
- Remember that learning a language is a gradual process - be patient!

COMPLAINTS & GETTING HELP

If you have any problems while studying at our school, we want to know. Student satisfaction is one of our highest priorities, so we want all of our students to be well taken care of.

Problems with your class?
Talk to Amanda or Marina in the academic office (102)

Problems with your Accommodation?
Homestay - Talk to Claire or Pippa in reception
Residence - Talk to Shirley, Gabi or Haris in reception.

Problems with your programme end date or a billing problem? Talk to Jess or Shirley in reception

Problems with an activity?
Talk to Gabi, Haris or Shirley in reception

Still need help?
Talk to the Principal, Pat (106)

If you've already spoken to the school about your problem
If you are still not satisfied with our response, or if you feel you are unable to raise your concerns with us directly, you may contact our accrediting body English UK at:

English UK

47 Brunswick Court

Tanner Street

London

SE1 3LH

enquiries@englishuk.com

www.englishuk.com

English UK will attempt to mediate but if this fails and you are still dissatisfied, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school to accept.



ACCOMMODATION

LIFE IN HOMESTAY

Settling in

Staying in a homestay is an excellent way of maximising your English language learning opportunities at the same time as experiencing an English lifestyle. You should always try and have regular conversations with your host. There will of course be differences to life back home.

What to expect

We expect our homestays to provide good accommodation, good food, to be friendly and helpful and to make you feel comfortable in their home. You will be treated as a member of the family and should treat the family with consideration. This means you should follow the family rules, such as being on time for meals, not smoking in the house etc. Homestays can vary – you can stay with a single person, an older couple or even a family with young children. Each family is different and will have their own routine. If you are not clear about something, you should ask the host or come and speak to a member of the Student Services team.

Food

Homestay accommodation can include breakfast during the week, dinner in the evening, with all meals at weekends – this will depend on what you have booked with Stafford House. We will confirm your board type on the accommodation confirmation letter. It is important to try different food, but if there are certain things you really like or dislike, please let the host know. They will not be upset or offended! Most families in Britain do not have a cooked breakfast every day; a typical family will have cereal, toast, and tea or

coffee, so you will be offered the same. If you are going to be late or miss a meal, please tell the host.
If you like to eat lots of fruit or other snacks in addition to the meals provided, you should buy this yourself and ask the host if you can store it in a cupboard or fridge.

The bathroom

You can use the bath or shower at least once a day, but will need to fit in with the family routine as most houses in the UK only have one bathroom. Some hosts ask students to use the bathroom at certain times and not at others (for example not late at night). The students will be given a towel, but you will need to buy your own soap, toothpaste, shampoo etc.

Laundry

The homestay will do laundry usually once or twice a week. They will explain to you where to leave your clothes or how to operate the machine.
Towels and bed linen are provided by the host and will be changed every week.

Money and valuables

It is not a good idea to keep large amounts of cash in your bedroom. The school will be happy to look after your valuables. Please speak to a member of the Student Services team and they will help you.

Visits by friends

Many home stays will be happy for you to bring friends to the house, but you must ask their permission first. It is polite to introduce friends to the host and ask if they may go to your room. It is not possible to have friends to stay overnight in homestay.

Coming home

It is important to come home on time. Students aged under 18 should be home before 22:30. If you are going to be late, you should contact the host or the emergency phone. Students aged over 18 may come home later than 22:30 but you should still communicate this to your host as they will want to know you are safely home.

Finally

If there are any questions or concerns, please talk to the school staff. We can not help if we do not know about something.

LIFE IN A STUDENT RESIDENCE

Our student residence is called Canterbury Village Residence. You will be asked to read and sign a code of conduct on arrival to show that you understand the rules and how to make the most of your experience in our residence.

You can find information about our residence here.

Expenses
You are responsible for paying Stafford House or your Agent (as previously arranged) for placement and accommodation fees. You are responsible for local transportation costs and buying lunch unless already purchased through Stafford House. You will also be financially responsible for any damage you cause to the Residence property or belongings.

Expectations
All Schools are home to a very diverse population of students and local residents. It is likely that you will share spaces with people from many different backgrounds, religions, cultures, and lifestyles. It is important that you respect all other residents and staff at all times.

Travel to and from Stafford House
You will be responsible for your own transportation. It is a 5-minute walk to school.

Privacy
We expect you to respect the privacy of the other residents. Do not look through their belongings, read their correspondence, eat their food items, or in any other way violate their privacy.

Security
Stafford House is not responsible for lost or stolen belongings.
Always be sure the door and windows are locked every time you leave your room and be careful not to lose your key! If you lose your key, you will be charged for a replacement.

Cleanliness
You will be expected to keep your own room tidy. Please pick up after yourself and respect the property, including common areas (kitchens and laundry rooms). When using the bathroom, please wipe up water on the floor, flush toilets, etc. Remember that the bathrooms in residence are NOT wet rooms and water on the floor could cause a flood in the room below.

Noise
You must be considerate of noise while living in residence and respect your neighbours, the other residents, right to sleep, with no noise coming from your room between 23:00 – 07:00. Please keep music and sounds to a minimum

and ensure doors do not slam. Outdoor areas must be kept quiet at night and you will be asked to move indoors after 22:30, so noise is kept to a minimum.

Food
The residence is self-catering. This means you must buy and cook your own food. Kitchen equipment is provided in the kitchen for you to use.

Guests
Overnight guests are not allowed.

Alcohol, Drugs, and Weapons
You are expected to obey the laws of the host country. All non-prescription drugs are illegal at any age. Students who are found in possession of any illegal substances and/or weapons will be dismissed from their accommodation and school immediately. Anyone caught smoking in the accommodation will be expected to pay a fine. Any object used in a dangerous manner will also be considered a weapon. Alcohol is not permitted in the residence, if cleaning staff or other staff members find alcohol in your room/kitchen, they will remove it.

Laundry
This is open 0700-2300. Do not start a new wash after 2130. There is no fee for using the machines. You do need to buy your own washing powder or liquid. Please remove your clothes from the washer and dryer as soon as possible so other residents can use the machines. Do not remove the clothes of another resident, please ask staff for help with this.

Duration of Stay
You must give Stafford House 4 weeks' notice of any accommodation changes, or you will be responsible for payment. If there are any changes to the length of stay, please speak to Student Services.

Extension of Stay
Stafford House is happy to extend your stay. Please notify the Student Services at least 2 weeks before the end of your stay if you would like to continue in the same accommodation. We cannot guarantee that you will be in the same room, especially during peak season when accommodation availability is limited. Please plan ahead!

Relocation
We want your stay to be a positive experience. Please let us know if for any reason you are unhappy with your room, and we will do all we can to resolve the issue. You may be asked to change rooms during your stay. Stafford House will notify you of any changes as soon as possible but no later than 24 hours.

Pets
Stafford House students may not bring pets into their accommodation. Students requiring official service animals should notify Stafford House at the

time of enrolment. Students who need to travel with non-service animals will have to secure their own accommodation.

Injury and Damages
You will be financially responsible for any damage you cause at the residence. If you move or play with fire extinguishers or try to cover a smoke detector you will be charged a fine of £50

Penalties and Fees
If you violate this code of conduct, you may be subject to a monetary fine or even dismissal from the school.

Keep Us Informed
If anything seems unfair, uncomfortable, or confusing about your accommodation, rules, or anything else, please let the school know right away. We want this to be a wonderful experience for you, so please let us know as soon as possible if there is a problem!
By spending even one night in Stafford House accommodation, you agree to abide by the code of conduct.

PRIVATE ACCOMMODATION INFORMATION AND QUESTIONS

https://www.citizensadvice.org.uk/housing/renting-a-home/student-housing/students-in-private-rented-accommodation/

The main types of accommodation that students rent privately include:

- accommodation let by private landlords
- accommodation in private halls of residence
- a room in the same property as the landlord

Tenancy arrangements in shared accommodation can vary. The most typical scenarios include:

- One tenancy agreement which each student in the property signs. You all share the property and its facilities and don't have exclusive possession of any part, even though in practice you may agree to occupy a particular bedroom and pay individual contributions towards the rent. This is a joint tenancy
- Each student in the property has their own tenancy agreement because they each have exclusive possession of one specific room while sharing other facilities such as the kitchen. In this case, each student has a sole tenancy
- One student in the property signs the tenancy agreement and has a sole tenancy. They then sub-let rooms separately to other students either as sub-tenants or as lodgers.

- Your rights and responsibilities will vary depending on whether you have a joint or sole tenancy or whether you have a tenant as your resident landlord.

The outside

- Does the outside of the property appear to be in good condition?
- Does the property seem secure? Are external doors secured? Is there an entry-phone system and burglar alarm?
- Is there a garden? Who is responsible for the maintenance of the garden?
- What is the area like? Are your preferred amenities and transport links within easy reach?
- Are there any potential nuisances?
- What are the neighbours like?
- Has the property ever been burgled or damaged?
- Are the locks of good quality and secure?

The inside

- Is it in good condition? Are there signs of damp, flaking paint or infestations of any kind?
- Do repairs need to be carried out? Are there any broken items of furniture?
- Is there central heating? Do all the radiators function properly?
- Is it properly insulated? Is there double glazing?
- Is there enough storage space for your belongings?
- Is there any sign of dodgy wiring, loose wires or faulty plugs or lights?
- Do kitchen appliances such as washing machines and dishwashers work?
- Are there enough kitchen cupboards and work surfaces?
- Are pots, pans and kitchen equipment in good enough condition to use?
- Are the bedrooms adequately heated? Are there curtains?
- Check the bathroom(s) and make sure taps are not leaking. Does the shower work properly?
- Are the sealants around the bath and shower intact?
- Are you allowed to change the decoration in the property?
- Are there enough electrical and telephone points and are they in the right places for your needs
- Does it have broadband or wi-fi?

Safety checks

- Have all appliances had safety checks (PAT tested)? Is the paperwork available to view?
- Do the downstairs windows (if any) have locks?
- Is there a burglar alarm?
- Is there a safety blanket and fire extinguisher in the kitchen (required by law)?
- Is there a landlord's gas safety record available to view?
- Do the furnishings comply with the latest fire safety regulations (1989 Fire and Furniture Regulations)?
- Are there carbon monoxide detectors present?
- Are there enough smoke alarms? Do they work?
- Is there an easy means of escape in the event of a fire?

Financial considerations

- How much is the rent and what is included?
- What other bills are there and what are you liable to pay for?
- How much of a deposit is required? What are the conditions for the landlord deducting money from the deposit?
- What are the estimated running costs of the property?
- Can you comfortably afford the rent on top of the deposit and running costs?
- General considerations if you decide to proceed
- If anything needs to be repaired, you will have to ask the landlord in writing
- If the landlord agrees to make repairs, get it in writing
- Double-check the inventory before you move in
- Get a copy of the tenancy agreement and make sure you fully understand it
- Get (and keep) your own signed copy of the tenancy agreement
- Can you ask previous tenants about their experience of the landlord and the property?
- Check and note all meter readings on the day you move in



HEALTHCARE IN THE UK

YOUR HEALTH AND THE HEALTH OF OTHERS

If you feel unwell do not come to school. Please contact the school on 44(0)1227452250 or email canterbury@staffordhouse.com to tell us. We will help you to get the right medical support.

I am only a little bit sick, or I have a minor injury and I need basic medicine or medical supplies.

You can call NHS Direct on 111 and they will be able to help with diagnosis. For medical supplies you can visit any local pharmacy such as Boots (Whitefriars Shopping Centre) or Superdrug (St George's Street). If you have any questions about the medicines, you can ask the pharmacist at the stores.

If you are looking for advice on your symptoms you could visit our NHS website where you can find more information. www.nhs.uk/pages/home

I feel sick or I am hurt. I want to see a doctor soon, but this is not an emergency.

You can visit the local pharmacy who can advise on medication. You can visit a walk-in clinic at a hospital. You do not need to make an appointment. You will just wait at the clinic until a doctor is available to see you. Bring all your personal documentation with you e.g. passport and insurance details.

Kent and Canterbury Hospital Minor Injuries Unit
Ethelbert Rd, Canterbury CT1 3NG
Phone: 01227 766877

You can register with a local doctor, called a GP, if you have a Short Term Student Visa and/or are in the country for more than 6 months. It is best to do this at the beginning of your course. You can then make an appointment if you are unwell and need to see a doctor. We are happy to help you register, so please come and talk to Student Services. Registration can take a few days.

I have a medical emergency. I need to see a doctor immediately.

In an emergency you should call 999 and ask for an ambulance. Accident & Emergency (A&E) is at Kent & Canterbury Hospital, Ethelbert Road, Canterbury CT1 3NG

ADDITIONAL MEDICAL RESOURCES

Late Night Pharmacies

Boots, Ten Perch Road Canterbury CT1 3TQ open 0900 – 2100

Dentists

Bradley and Partners, St Peters House, 2 St Peters Lane Canterbury CT1 2BP
Tel: 01227 463529

St George's Dental Practice, 8 Upper Bridge Street, Canterbury Kent, CT1 2NA
Tel: 01227 423572

Medical Travel Insurance

The school advises students buy medical insurance before travelling out of your country.

Do I have to pay for treatment on the NHS?

If your course is less than six months or you are required to make a number of occasional visits to the UK for short study periods, you are advised to take out medical insurance as you will be liable for NHS charges for the treatment you receive in the UK except for in a medical emergency and this is limited.

Medical Prescriptions

If any of the above medical facilities issue a prescription for medicine, you will have to pay a small fee to collect each item on the prescription.

NHS 111 Out of Hours service

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Students' Personal Problems

If you find yourself worried about a personal problem whilst you study at Stafford House, please come and speak to the Student Services Team. We will do our best to assist you or help you find the support you need.

IMPORTANT PHONE NUMBERS

Emergency	(Police, Ambulance, Fire)	999
Local Police	(not for emergencies)	101
School Main Number	8:30-17:00	44 (0)1227 452 250
School Emergency Number	24hrs	44 (0)7739 094 248

Emergency Phone

We have an emergency phone number which is answered by a member of our staff when the school is closed. If you have an urgent problem, please call this number. If nobody answers please leave a message and someone will call back as soon as possible. Remember, this is for emergencies only. If your problem or question is not an emergency, please wait until the school is open and ask a member of staff then. But if you need help urgently, you can call this number at any time- 24 hours a day.

ONLINE SAFETY TOP TEN TIPS

1. Don't post any personal information online – like your address, email address or mobile number.
2. Think carefully before posting pictures or videos of yourself. Once you've put a picture of yourself online most people can see it and may be able to download it, it's not just yours anymore.
3. Keep your privacy settings as high as possible
4. Never give out your passwords
5. Don't befriend people you don't know
6. Don't meet up with people you've met online. Speak to student services for advice
7. Remember that not everyone online is who they say they are
8. Think carefully about what you say before you post something online
9. Respect other people's views even if you don't agree with someone else's views doesn't mean you need to be rude
10. If you see something online that makes you feel uncomfortable, unsafe or worried: leave the website, turn off your computer if you want to and tell a trusted adult immediately

UNDER 18S

If you are under 18 years old, you are legally still considered a child and we are responsible for you. This means that there are some extra rules that apply to you.

- You should always return home in the evenings by 22.30
- If you want permission to have a holiday or to stay away from home overnight, we will need to see written permissions from your parents or legal guardians

- Under 18s cannot move into private accommodation or a school residence that is designated for over 18s, but must stay in a homestay. Please speak to a member of staff if you have any questions about your accommodation
- It is illegal for anyone under the age of 18 to drink alcohol
- It is illegal for anyone under the age of 18 to purchase cigarettes or other tobacco products
- All under 18s should have 100% attendance, if you are sick please contact the school as soon as possible
- ALL under 18 students will have a regular check in meeting with one of our Student Services team. It is important you attend this when asked to do so.

SAFETY & SECURITY

Wherever possible students should travel with a friend, particularly in the evenings. Valuables and cash should not be left unattended in the host family home or School residence. The School can keep pocket money in a safe place and to give it to the student on request. Students should not keep money in a suitcase in their bedroom.

In common with cities anywhere in the world, care is needed when students are out and about in the UK. Students should not carry large amounts of cash or exhibit valuable possessions, and care should be taken to keep bags or other personal belongings safe. On all excursions, students must stay with a responsible adult, teacher, staff member or a group leader. When it is safe to do so, the responsible adult may allow students some free time subject to regular checks. Students should never wander from the designated area.

Please be advised that in the UK personal safety sprays such as 'pepper spray' or 'mace' are considered firearms, and it is illegal for anyone except the police to carry them. If you want to carry safety device, you should consider a personal safety alarm.

PROBLEMS

If you have concerns about someone who may be at risk of radicalisation please speak to Shirley or Pat, or if you would like to talk about your thoughts and feelings please speak to Shirley or Pat.



HOLIDAYS

We understand that you may want to take a holiday or have a break from your studies. The important thing is to talk to us about your plans.

Students should request holiday and the school must agree. Students who go on holiday without approval from the school will be marked absent. They will lose this portion of their tuition and accommodation.

QUESTIONS ABOUT HOLIDAYS

When should I request a holiday?
You should speak to Shirley or Jess at least 2 weeks before your holiday start date. We will say 'yes' or 'no' within 24 hours.

Which things can affect a holiday request?

- Does your visa allow for this holiday?
- Is your attendance over 80%?
- Are your course payments up to date?
- Are you a sponsored student? If 'yes', has your sponsor given you permission?
- Are you under 18? If 'yes', have your parents given you permission?

If your answer to these questions is 'yes', you can probably take a holiday!!

Does a holiday affect my attendance?
You will not be marked absent for authorised holidays.

Can I move my study weeks? If you take a holiday, you may be able to move the study week(s) to the end of your course. You need to check that your visa will not expire before your new course end date. You would also need to pay to extend your accommodation.

Is there a cost?
There may be a small administration fee to make changes to your booking. The important thing is to come and talk to us about your plans as soon as you can.



LIFE IN CANTERBURY

Canterbury is a beautiful, buzzing university town with lots of medieval charm.

Steeped in culture and history in the South-East of England just 52 minutes from London. A shopper, foodie, and historians' paradise. It's a World Heritage Site filled with cobblestone streets, beautiful buildings, with England's number 1 cathedral at its centre.

THINGS TO DO AND SEE

- Canterbury Cathedral
- Westgate Gardens
- The Roman Museum
- Westgate Tower
- St Augustine's Abbey
- Taste the local oysters in nearby Whitstable
- Explore the independent shops in the medieval streets and King's Mile
- Take a historic boat tour on the River Stour
- Enjoy a cream tea at Tiny Tim's
- Visit one of many, fantastic pubs

STAFF RECOMMENDED FOOD AND DRINK

Restaurants

- Pho offers delicious and healthy Vietnamese options to choose from like noodle soup, curries, tasty desserts and a selection of drinks.
- Café des Amis is a quirky, colourful diner with modern artworks, serving Mexican and Mediterranean dishes ranging from fajitas to enchiladas. Enjoy the warm atmosphere, friendly service, and vibrant Latin music.
- Azouma offers Middle Eastern and Moroccan dishes served in a traditional Arabic setting with weekly belly dancing.
- Bill's is a contemporary European chain dishing up separate breakfast, afternoon tea, lunch and dinner meus. They offer classic British food from fish and chips, English Breakfasts and Eggs Benedict.
- Posilippo's is an authentic Italian restaurant that is always busy
- A la Turka is a very popular Turkish restaurant with very generous portions!

Coffee Shops / Bakery / Sweet Treats

- Tiny Tim's - the best selection of teas and cakes in Canterbury
- The Micro Roastery – small café, great coffee
- Café St Pierre – tasty sandwiches and delicious pastries
- Café Siip – late night café with sweet treats

Pubs

- Old City Bar – The favourite of many Stafford House students due to its location close to the school. It has darts, pool, and a large garden to enjoy in the summer sun.
- The Shakespeare – A smaller pub with great live music every Friday and Saturday in the middle of Canterbury.
- The Cherry Tree – A student bar found down a hidden side alleyway which a secret drink on the menu!
- The Thomas Ingoldsby (Wetherspoons) – This pub is a UK chain which serves the most reasonably priced drinks in Canterbury with a great atmosphere on Friday and Saturday nights.

RELIGIOUS SERVICES

St Thomas Roman Catholic Church:
59 Burgate

Canterbury Baptist Church
St George's Place

Jampel Buddhist Centre:
26 Cherry Garden Road

Canterbury Mosque:
The Markaz, 1 Giles Lane

Russian Orthodox Church
Memorial Chapel, The King's School

Canterbury Cathedral
The Precincts



ARRIVING IN THE UK

Our courses start on Monday and finish on Fridays. You should therefore plan to arrive on the Sunday before your course starts and leave on the Saturday after the end of your course. If you have not done so already, please let us know your flight details so that we know when to expect you.

AIRPORT TRANSFERS

You may have already requested an airport transfer. If so, we will be sending you the confirmation very soon (if you haven't already received it). Be sure to carry the confirmation letter with you when you travel so that you know how to find your driver when you arrive in the UK.

If you have requested a transfer but have not sent us your flight details yet, do not forget we will need these as soon as possible in order to book your transfer, so please do send them to us soon.

If you have not booked a transfer yet, this can be done up to the Thursday before you arrive. Just contact us at admissions@staffordhouse.com if you would like to enquire about being met at the airport.

TRAVELLING FROM THE AIRPORT

Whichever airport or train station you arrive into there will be a choice of ways to travel to your accommodation including taxi and train. Please see below for more information on how to travel to your accommodation once you have arrived in the UK.

TRAINS

Trains will sometimes be a quicker way to travel, although they are usually more expensive. The following website will give you information on all train services available in the country. You will also see the approximate costs for travelling by train:

www.nationalrail.co.uk

COACHES

Travelling in the UK by coach or bus can be the cheapest option, but sometimes it can take a long time. Ask for more information at the local bus station or see the national express website below this will also give you approximate costs for travelling by coach:

Our Coaches | National Express

GETTING TO THE SCHOOL AND TRAVEL INSIDE OF CANTERBURY

Use Google Maps or another navigation app to get directions. You will be able to input your UK accommodation address and find detailed travel instructions to school. You can even select different types of transport and plan your journey!

BUSES

Using a bus is a good way to get to school. You can buy tickets on the Stagecoach App.

A weekly megarider will last for 7 days and costs £26:40
A single trip adult bus fare ranges from £2.00 to a maximum of £3.00 depending on the length of your journey.
For 28 days of travel, a ticket will cost £92:40

Click the link below to download the app for Apple or Android.

https://www.stagecoachbus.com/promos-and-offers/national/stagecoachbusapp#

TAXIS

Here are some useful telephone numbers for local taxi companies:

CabCo: 44 (0)1227 455 455

Longleys: 44 (0)1227 710777

Canterbury Cars 44 (0)1227 453333

TRAVEL OUTSIDE OF CANTERBURY

There are direct trains to:

London St Pancras International from Canterbury West London

Charing Cross from Canterbury West

London Waterloo East from Canterbury West

London Victoria from Canterbury East

Stations:

Canterbury West – Station Road West CT2 8AN

Canterbury East – Station Road East CT1 2RB

Tickets for trains can be bought online at nationalrail.co.uk or at the train station.

There are coaches to:

London Victoria Coach Station

These depart from Canterbury Bus Sation

Tickets for coaches must be bought before you travel. These can be purchased online at nationalexpress.com

ROAD SAFETY

Please remember that cars drive on the *left* in the UK. Please look both ways before crossing the road.

Some students wish to hire a car when they study to travel and explore, if you do this, please make yourself aware of the different laws/regulations in the UK. If you would like to hire a car while you study in the UK or need any further assistance, please speak to one of the student services team for advice.

You can also check the following website for more information:

https://www.gov.uk/driving-nongb-licence

https://www.gov.uk/browse/driving/highway-code-road-safety

Get in touch!
We'd love to hear from you

Enquiries and Admissions

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CATS Global Schools
1 High Street
Chesterton
Cambridge
CB4 1NQ

T: +44 (0)1223 341333
E: admissions@staffordhouse.com
www.staffordhouse.com

Hello

CATS GLOBAL SCHOOLS

STAFFORD HOUSE STUDY HOLIDAYS

STAFFORD HOUSE INTERNATIONAL

ENGLISH UK

Accredited by the BRITISH COUNCIL for the teaching of English in the UK

Cambridge Assessment English

CAMBRIDGE English Educational Partner