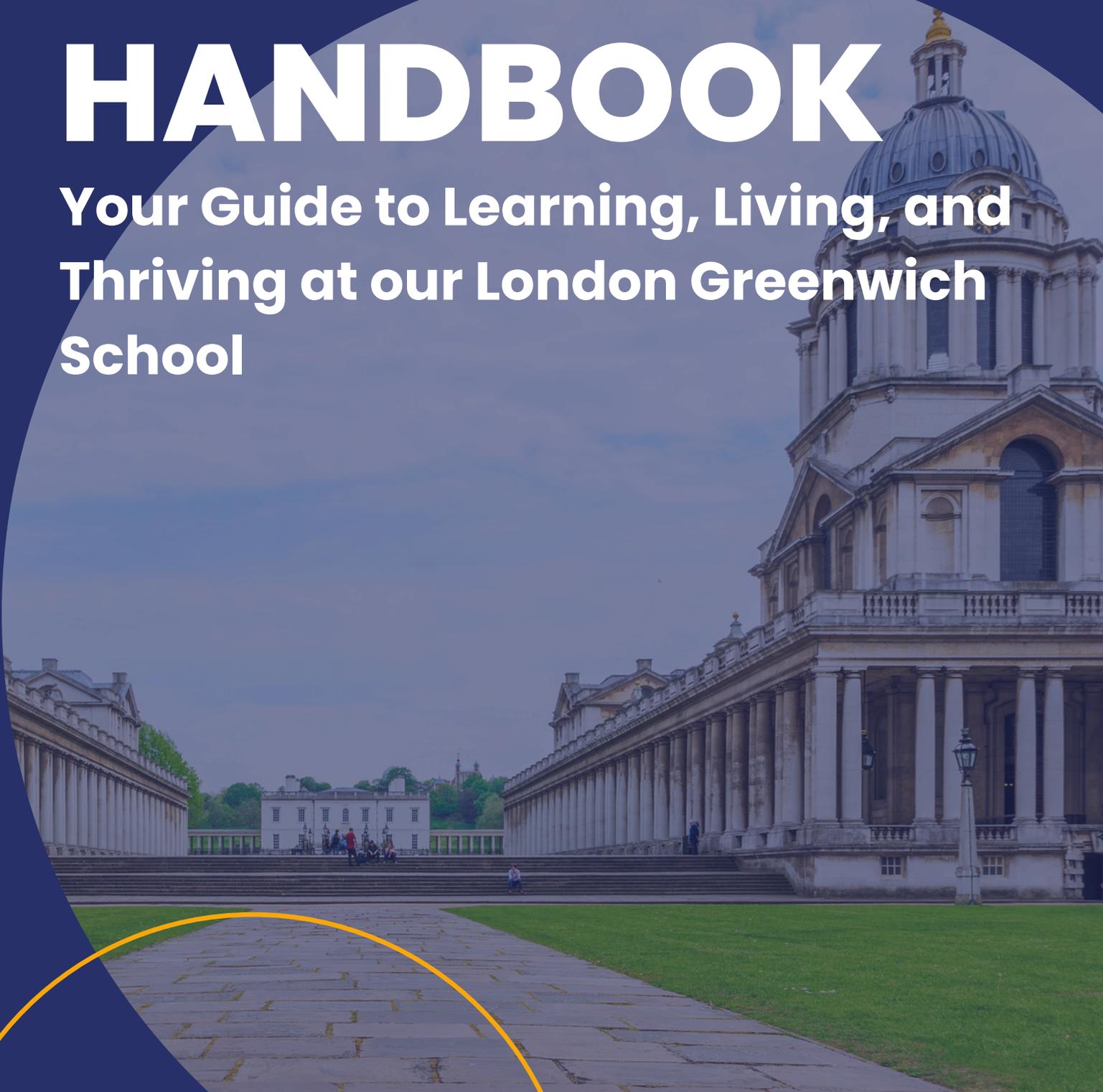




**LONDON  
GREENWICH**

# **STUDENT HANDBOOK**

**Your Guide to Learning, Living, and  
Thriving at our London Greenwich  
School**



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# Welcome

Welcome to Oxford International, where students have been learning English for over 34 years. We truly believe that no matter your level or learning goals, we have the best courses possible to help you make real progress in your language skills.

Our students are always looking for new and exciting ways to study English, and throughout this handbook, you will learn everything you need to know about your studies and stay with us.

We look forward to meeting you, supporting your journey to success, and welcoming you to the OI family!

**Gary Palmer, Managing Director, OIDI & EFL UK**



## The Handbook

This handbook will give you all the information you need to make the most of your stay with us.

It will tell you about the school, the courses, your accommodation, travel in the UK, and leisure activities. It also tells you different aspects on living in the UK, welfare, healthcare and how to stay safe and happy during your stay with Oxford International. If you have any questions, our friendly staff will be happy to help.

Whether you are here for a week or one year, we hope you have a fantastic time out our Oxford International London Greenwich English School!

# Welcome to Oxford International London Greenwich



Welcome to London Greenwich

My name is Elaine and I'm the Principal of the Oxford International English School in Greenwich. My team and I are delighted you have decided to come and study with us and we look forward to welcoming you to our school.

Greenwich is a fantastic location for your stay in London. It has a friendly, village feel but is only 10 minutes by train to London Bridge with quick access to everything Central London has to offer. We love it and I'm sure you will too!

Please read the information in the handbook carefully and ask us if you've got any questions. We want to make sure you have a positive and productive stay so speak to us if there's anything you're not sure about.

Looking forward to meeting you very soon!

Elaine and the London Greenwich team

# The Staff

## Principal

Responsible for the overall leadership and smooth running of the school. Our Principals are selected for their experience, professionalism, and dedication to providing the best possible environment for learning and personal development. The Principal plays an active role in ensuring high standards across the school and are always available to support students when needed.

## Director of Studies

Responsible for the academic management of the school and supporting students in their learning journey. Directors of Studies work closely with teachers and students to ensure high-quality teaching and effective progress. They are the main point of contact for students regarding lessons, study support, and academic development, and will meet with students regularly to provide guidance and encouragement.

## Teachers

Responsible for planning and delivering English lessons as well as monitoring and assessing your progress to make sure you get maximum benefit from your stay

## Student Services

Responsible for supporting students in all aspects of their non-academic life. They provide assistance with living arrangements, social programmes, making appointments, and offering general care and guidance to help students settle in and feel supported.

## Activity Leaders

Responsible for leading social programme activities. They create opportunities for students to enjoy cultural visits, sports, and social events, helping them make friends and experience life outside the classroom. Activity Leaders ensure activities are safe, engaging, and fun, while supporting students in getting the most out of their time at the college.



**Elaine**

Principal



**Nina**

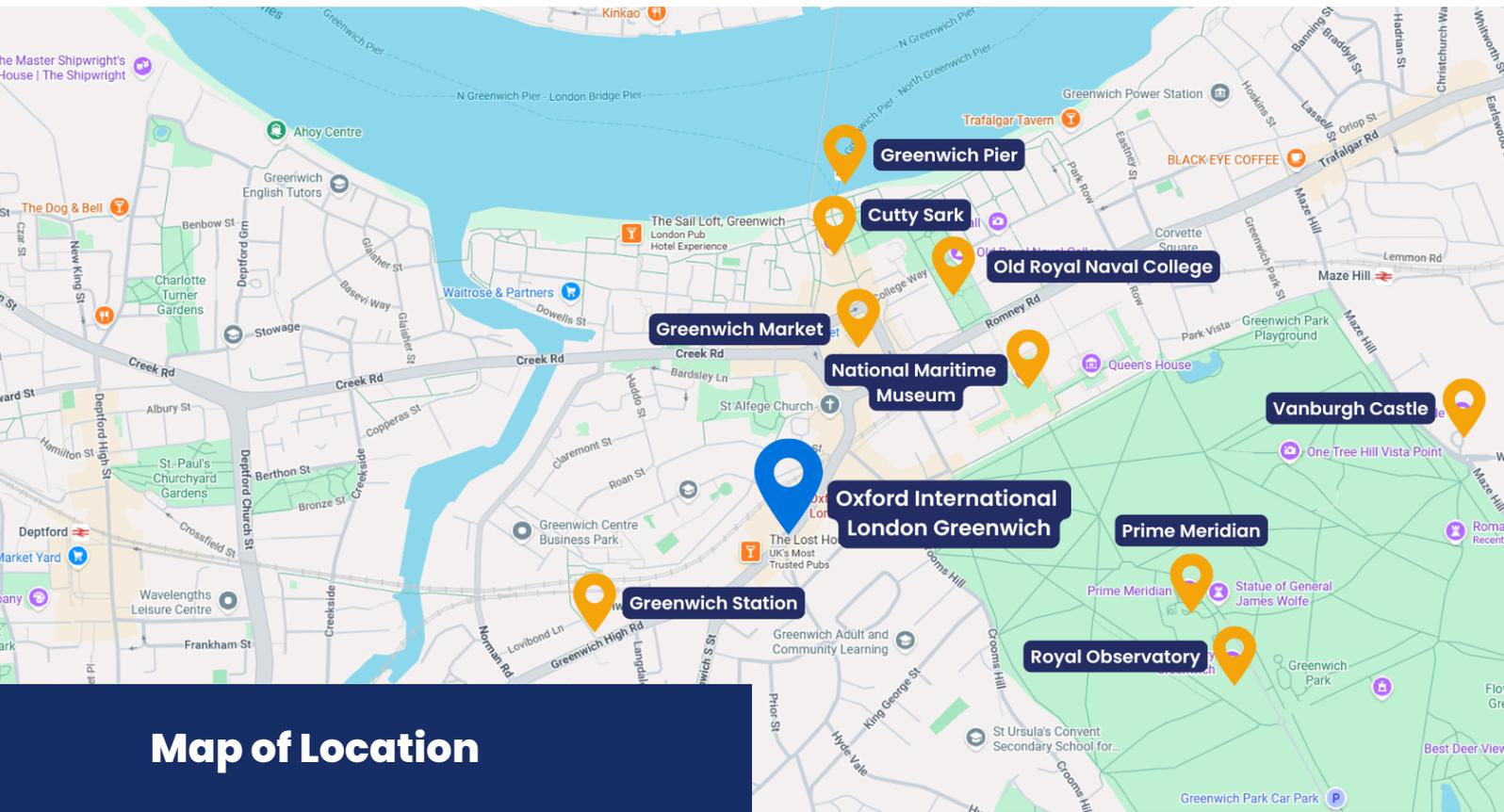
Student Services  
Administrator



**Thina**

Groups  
Coordinator

# Royal Borough of Greenwich



**Map of Location**

## Top Things To Explore in London Greenwich



**National Maritime Museum**



**The Cutty Sark**



**Greenwich Park**



**Royal Observatory**



**The Queen's House**



**Greenwich Market**

# Accommodation

## Homestay

Homestay accommodation is carefully selected and inspected by Hosts International, an accommodation provider that works with Oxford International.

Your homestay should be clean, tidy, and welcoming for you at all times, and your hosts will treat you as a friend or as part of their family. It is common that you will travel to school by public transport, which can take 30–60 minutes. If you have any reason to wish to move from your allocated homestay, you can discuss this with the Student Services Team at the school. A certain notice period is required. Please refer to the terms and conditions which can be found on the website or at the school reception.



- Please keep your keys safe at all times and avoid putting the address of your homestay on them. If they are lost, then no one will know where the keys belong, which is much safer. You will be expected to pay for the loss of your keys, so please keep them safe at all times.
- As you are living in a private home, it is always respectful and polite to not invite guests back without your host's permission first. Permission to do so is at your host's discretion. Overnight guests are not permitted.

## Finding Private Accommodation

If you are thinking about renting private accommodation, there are many different things to consider:

- Always visit the accommodation with a friend – do not go alone.
- Never pay any money in advance of signing a contract with your landlord.
- Remember to read your contract thoroughly before signing it and paying a deposit – it may be for a specific time period or include some hidden costs.
- If you would like someone from the school to double-check your contract, you can ask at reception.
- As well as your rent, there may be extra costs to consider. For example: council tax, TV licence, and other bills.
- Meet your flatmates before you sign a contract if you can – this could make the difference between a good or bad stay!

According to the British Council, the estimated living cost in the UK is between £900 to £1,300 per month, including rent.

# Your First Day at Oxford International

 Your course will always start on a Monday (unless it's a Bank Holiday). On your first morning, please arrive at 08:45am local time.

 When you arrive, we'll ask you to fill in a short registration form and complete a placement test, so we can make sure you're in the class that's right for your level.

 Afterwards, you'll join our induction, where you'll get to know the school, how everything works, and meet some of the key people who will support you during your time here – including our Principal, Director of Studies, and the friendly Student Services team.

 Next, we'll take you on a walking tour of Greenwich. This is a great chance to explore the city, find your way around, and buy an oyster card if you need one. After the tour, you'll have some free time for lunch before classes begin.

- If you're on an **Intensive 30** course, your first lessons will be that afternoon.
- If you're on a **Morning 20** course, you'll start your classes on Tuesday.



## First Day Schedule



08:45 → Arrival & Check-in



09:00 – 10:30 → Registration & Testing



10:30 – 10:45 → Break



10:45 – 12:15 → Induction & Walking Tour



12:15 – 13:00 → Lunch Break



13:00 – 14:30 → Induction, Meet the Staff & first class for Intensive 30 students

# Travel To & From School

## Getting to School by Bus 🚌

When you arrive, your Homestay hosts will show you where to catch the bus to school and where to get off. If you're unsure at any time, especially on your first day, just come to Reception and we'll be happy to help you find your way home. Bus drivers will also guide you once you are on the bus.

## Bus Travel in Greenwich 🚦

Greenwich is bustling and busy with multiple ways to get around to borough. This means the bus system has frequent services to all parts of the city, making it quick and easy to travel.

On your first day, our staff will explain everything you need to know about bus travel, including:

- **Contactless payment** – easy for single journeys.
- **Bus pass** – cheapest and most flexible if you travel every day.
- **Oxford Bus Company App** – the easiest way to buy and manage tickets.
- **Physical bus card** – available to purchase during the first day tour if you prefer.

## Travel by Taxi 🚖

Taxis are a quick way to travel around Oxford. It's usually cheaper to call and book a taxi in advance.

- Black cabs (which you can stop on the street) are convenient but more expensive than local taxi companies.
- Call and book a taxi in advance – it's usually cheaper.
- Taxis are a fast way to get around the city.
- Getting an Uber is a quick and affordable way to travel around Oxford. You can download the app to book rides and track your journey.



## Cycling 🚲

Bicycles are a traditional and popular way to get around London. You can buy or hire a bike from many shops around the city.

- Hire a lime bike, paying by the minute.
- Always use a helmet and lights for safety.
- Bike racks are available at the school, but spaces are limited.
- Bicycles are a traditional and popular way to travel across the UK.
- You can buy or hire a bike from many city shops.
- Always use a helmet and lights for safety.
- There are bike racks at the school, but spaces are limited.

# Travelling Around the UK



Service	Contact Number
Greenwich Taxis Ltd	020 3355 9564
Uber	via Uber App
TFL (Transport for London)	0343 111 1234
National Rail Enquiries	03457 48 49 50
Heathrow Airport	0344 335 1801
Stansted Airport	0844 335 1803
Luton Airport	01582 405100
Gatwick Airport	0844 892 0322



# Lessons

At Oxford International, we have a course to suit every learner. Whether you want to improve your English for future studies, boost your skills for a job, or simply build confidence in everyday life, we can help you achieve your goals. Not sure which course is right for you? Take a look at the different levels and programmes we offer below – there’s something for everyone.

Level	CEFR	Test Equivalences	Estimated time to pass level at 23/26 lessons/week	Estimated time to pass level at 27/30 lessons/week	Estimated time to pass level at 36/40 lessons/week	Learning Stages	
9	C1 Advanced	CAE – B TOEFL 267/630 (iBT 109) TOEIC 801-910 IELTS 7.0 – 7.5 CAE – C, FCE – A	9-15 weeks	7-12 weeks	6-9 weeks	Independent	
8		TOEFL 237/580 (iBT 93) TOEIC 721-800 IELTS 6.5 - 7.0 FCE – B	8-13 weeks	6-12 weeks	5-10 weeks		
7	B2 Upper - Intermediate	TOEFL 210/547 (iBT 78) TOEIC 641-720 IELTS 6 – 6.5 FCE – C, PET – Distinction	5-10 weeks	4-9 weeks	3-8 weeks		
6		TOEFL 170/497 (iBT 60) TOEIC 531-640 IELTS 5.5	5-10 weeks	4-9 weeks	3-8 weeks		
5	B1 Intermediate	PET – Merit TOEFL 143/463 (iBT 49) TOEIC 431-530 IELTS 5.0	5-10 weeks	4-9 weeks	3-6 weeks		
4		PET – Pass KET – Distinction TOEFL 103/413 (iBT 34) TOEIC 381-430 IELTS 4.0	5-10 weeks	4-9 weeks	3-6 weeks		
3	A2 Pre- Intermediate	KET – Merit IELTS 3.0 TOEIC 246-380	5-9 weeks	4-7 weeks	3-5 weeks		Basic
2		KET – Pass	5-9 weeks	4-7 weeks	3-5 weeks		
1	A1 Elementary	Not Applicable	5-9 weeks	4-7 weeks	3-5 weeks		

# General English

Our **General English** courses are designed for students who want to feel more confident using English in everyday life – from conversations with friends to travelling abroad.

Core lessons focus on developing four key skills: **speaking, listening, reading and writing**, while also focusing on **grammar, vocabulary and language functions**.

To progress quickly, you can add extra lessons through our Specialised Electives, which allow you to personalise your learning – please see below for further information.

## Course Options

20

### Morning 20

20 x 45-minute lessons of General English (morning classes only)

30

### Intensive 30

20 x 45-minute lessons of General English + 10 x 45-minute Elective lessons

40

### Super Intensive 40

20 x 45-minute lessons of General English + 20 x 45-minute Elective lessons

## Key Facts ✨

- You can take these courses at our London Greenwich, Oxford, Brighton, and Edinburgh English Schools.
- Levels: A1-C1.
- Courses start every Monday (or on Tuesday if Monday is a Bank Holiday).
- Study for as little as 1 week or as long as you'd like!
- 15 students maximum per class.



# Elective Options

Our academic team has created a wide range of **Electives** so you can personalise your learning and work towards your **individual language goals**. Electives are available in the **afternoon sessions** as part of our **Intensive 30, Super-Intensive 40, and Afternoon 20 courses**.

Electives are great for focusing on an area you find challenging or exploring a subject you're passionate about. By the end of the course, you'll have the tools and confidence to use your English in the real world.

Here are some of the exciting options you can choose from: 21st Century Business, English for Confident Speaking, English for Exam Skills, and English for Customer Service. Depending on student demand and availability, there may be additional electives to choose from!

👉 For more details, just ask our **Admissions Team** or the **Director of Studies** – they'll be happy to guide you through the best options for your goals.

## Electives Available Across Our Schools (A1-C2):



21st Century Business



English for Confident Speaking



English for Exam Skills



English for Customer Service

## Additional electives that may be available depending on student demand and schedules:



Global Leadership



English for Creative Writing



English for International Law



English for Journalism



English for Projects & Cooperation



English for Robotics



English in a Local Context

# Exam Preparation

## IELTS Preparation

At Oxford International, we offer an **IELTS Exam Preparation course** to help you achieve the results you need for your future studies, career, or immigration goals.

Our academic team will help you decide whether IELTS is the right choice for you, based on your needs and ambitions.

### What is IELTS?

**IELTS** is the world's most recognised English proficiency test, trusted by many different **organisations worldwide**, including universities, immigration authorities, and employers. It assesses your ability in all four key skills: **listening, reading, writing, and speaking** – giving you an internationally accepted qualification that opens doors to study, work, and life in English-speaking environments.

The IELTS course allows you to get ready for university or college study in English-speaking countries worldwide. It will help you improve your academic skills such as essay writing, note-taking, presentations, and critical thinking.

This course will help focus on the strategies, skills, and practice you need to achieve your target score. With regular mock tests and teacher feedback, you'll feel confident and ready for exam day.

## OxfordELLT Preparation & Testing

We also offer **OxfordELLT preparation courses** through the **Oxford International Digital Institute (OIDI)**, in addition to **OxfordELLT testing**.

## OXFORD ELLT

The Oxford ELLT Digital is a fully online modularised English language proficiency test, examining a candidate's language level across four components: reading, listening, writing, and speaking. Conducted safely and securely, students can take the **Oxford ELLT Global** at our authorised test centres worldwide. We also have **Oxford ELLT Digital**, which utilises advanced technology and testing protocols, enabling students to verify their English language level from anywhere in the world. Oxford ELLT is the most secure, efficient, and accessible English Language Level Test available at Oxford International.

Visit [www.oxfordellt.com](http://www.oxfordellt.com) to learn more.

# Academic Support at Oxford International

At Oxford International, we're here to help you reach your goals – whether you're studying English for work, study, or everyday life. From the moment you book your course until the day you graduate, you'll have the tools, guidance, and support you need to succeed.

If you feel you need some extra support, you can make a 1-1 appointment with one of our teachers. Maybe you have a question about a particular grammar point, need information about IELTS, want to work on your pronunciation or write your CV in English; whatever you need help with, we're here. Book an academic support session after morning or lunchtime classes.

## 21<sup>st</sup> Century Skills – English for Today's World

In all of our courses, we want you to feel confident and ready to use English in the real world. By the time you leave our school, you'll be prepared to use your skills in your studies, your career, or your daily life.

## Your Learning Starts Before You Arrive

As soon as your booking is confirmed, you'll receive a login to our **Virtual Learning Campus**. This means you can start practising your English and get ready for your first day even before you set foot in Greenwich.

## Personalised Study Plans ✨

Your teachers will give you regular feedback and help you understand your strengths and areas to improve. The Virtual Learning Campus adapts to you, offering exercises and tests that fit your personal progress. Our aim is to help you become a confident, independent learner inside and outside the classroom.

## Weekly Assessments

You'll take part in weekly tests covering grammar, vocabulary, and all four skills – **speaking, listening, reading, and writing**. These assessments help both you and your teachers see how you're doing, identify where you're making progress and areas for improvement, and decide when you're ready to move up to the next level.

## One-to-One Tutorials 🤝

Every two weeks, you'll have a personal tutorial with the Senior Teacher. This is your chance to talk about your progress, share your experiences, and set new goals together.



# Improving English Skills

Your teachers will help you improve your English, but the fastest progress happens when you take responsibility for your own learning.

 **Be proactive** – don't wait for the language to come to you, go and look for it.

 **Take part in social programme events** – practise English while exploring new activities and making friends.

 **Join a club or activity you enjoy** – whether it's sport, music, volunteering, or a hobby, it's a great way to meet people and use English in real-life situations.

 **Use Academic Support** – the Academic Support Teacher can give extra help (see info boards for details).

**Here are some ideas for practising outside the classroom:**

## How can I improve my listening

 Watch TV shows or films you enjoy – try Netflix with English subtitles.

 Use apps like Spotify or Apple Podcasts to follow news, music, or debates.

 Act it out! Use YouTube clips or TikToks – copy the dialogue and practise with a friend.

 Use speech shadowing apps (e.g. ELSA Speak, Speechling) to copy pronunciation, stress, and intonation.

 Don't worry about every word – focus on the main idea.

## How can I improve my reading?

 Read short English articles online – BBC News, The Guardian, or News in Levels.

 Time yourself with a reading speed app (Spreeder, ReadLang).

 Follow English news on Instagram or Twitter/X and guess the vocabulary before reading comments.

 Listen to a podcast or news story, then compare it to the written version.

 Compare two reports online – or a news article + TikTok summary – note new info.

 Download a news or reading app (BBC, Flipboard, Medium).

## How can I improve my writing?

- 📅 Keep a diary in English – or start a blog or Instagram caption challenge.
- 📄 Collect model texts – or use Quillbot / Grammarly to analyse writing styles.
- 📖 Use a learner's dictionary app (Cambridge, Oxford, Longman).
- 📝 Leave a review on Google, TripAdvisor, or Letterboxd in English – then edit and improve it.
- 💻 Use online platforms like Lang-8 or Reddit's r/EnglishLearning to share your writing and get feedback.

## How can I improve my speaking?

- ✅ Make mistakes! That's how you learn.
- 🎵 Sing along with Spotify lyrics or YouTube karaoke.
- 🗣️ Use voice recording apps or even WhatsApp voice notes to practise.
- 👥 Video chat with friends in English (Zoom, Teams, WhatsApp, Discord).
- 🗣️ Use AI speaking partners or language apps (e.g. HelloTalk, Tandem, Duolingo Speaking).
- 🚫 Avoid your first language with friends – set up an "English-only challenge" for a day.
- 🏠 Join meet-ups or online clubs to practise with new people.

## How can I improve my grammar?

- 👉 Pick a grammar point – then search for a YouTube explainer or TikTok teacher on it.
- 🧠 Test yourself with Quizlet flashcards or Kahoot quizzes.
- 📖 Use free grammar tools (Perfect English Grammar, Grammarly explanations).
- 📝 Keep a "grammar goals" list in Notion, Google Keep, or Trello – tick off as you master it.



## How can I improve my vocabulary?

- 📖 Keep a notebook – or use Quizlet/Anki flashcards on your phone.
- 📖 Save words on LingQ or ReadLang while reading online.
- 👉 Post a daily “new word sentence” on Instagram, TikTok, or Twitter/X.
- 🔄 Collect collocations with tools like SKELL or YouGlish.
- 🔊 Use online dictionaries with audio pronunciation.
- 🕒 Review words with spaced repetition apps like Anki or Memrise.



# Social Programme

Our Social Programme is all about helping you make friends, explore Greenwich, and enjoy new experiences. There's something for everyone – whether you love live music in cosy bars, exciting trips to the theatre, visits to museums and art galleries, or experiencing the world famous London landmarks.

London is more than Big Ben! Our social activities are the perfect way to discover the city, practise your English outside the classroom, and create unforgettable memories.



**Social Programme**  
London Greenwich

<p><b>Monday</b></p>  <p><b>Orientation tour</b></p> <p>Join us on a walking tour of Greenwich</p>	<p><b>Tuesday</b></p>  <p><b>Pub Night</b></p> <p>Meeting at the North Pole pub at 7pm</p>	<p><b>Wednesday</b></p>  <p><b>Royal Observatory</b></p> <p>Come along to the Royal Observatory, a short walk through Greenwich Park</p>
<p><b>Thursday</b></p>  <p><b>Tower of London</b></p> <p>World-famous, 1,000 year old keep. Brimming with British history!</p>	<p><b>Friday</b></p>  <p><b>Party Night</b></p> <p>Tickets at reception, join us for a party night in Covent Garden</p>	<p><b>Weekend</b></p>  <p><b>Enjoy your Weekend!</b></p> <p>Take in all Edinburgh has to offer this weekend!</p>

## Joining Social Activities

As a student at our school, you're always welcome to join the social programme events. Our staff are there to make sure you feel safe and comfortable during every activity.

 If you are under 18, please remember you cannot go to pubs or nightclubs. These events will always be clearly marked as 18+ on the Social Programme calendar.

 Each week's activities are displayed around the school and via the Social Programme WhatsApp chat, but if you have any questions – or want to sign up – just ask our Student Services team.

 Some activities may have a small cost, which will be shown on the weekly Social Programme schedule.

# Social Programme

## Places you can visit with us in Greenwich & London:

- Royal Observatory
- Greenwich Park
- National Maritime Museum
- Queen's House
- Cutty Sark
- Tower of London
- Tower Bridge
- British Museum
- Westminster Abbey
- Buckingham Palace
- Big Ben & Houses of Parliament
- London Eye
- Trafalgar Square
- Covent Garden
- Hyde Park & Kensington Gardens
- Thames River Boat
- Old Royal Naval College
- Greenwich Market
- Camden
- St Paul's Cathedral
- Soho

## Other centres and cities in the UK:



## Places You Should Visit in Your Free Time:

If this is your first time in Europe, why not make the most of your trip and visit other cities – Paris is just a 2-hour train ride away!



# Welfare & Safeguarding

Your wellbeing and safety are our top priority. Our Student Support team are always here for you.

## Come and talk to us if you:

- 🙄 Find life in the UK difficult.
- 💭 Feel worried, homesick, or upset.
- 🔒 Have a personal/private issue you'd like to talk about.

## Student Welfare & keeping you safe

- ✅ You have the right to feel safe at school.
- 💛 You also have the responsibility not to harm others.
- 🗣️ If you ever feel unsafe or worried about someone else, please speak to the Principal or Student Support team.

## Personal Safety Tips

### The UK is generally safe, but please take care:

- 🌙 Don't walk home alone late at night.
- 💡 Stay in well-lit areas, avoid empty parks at night.
- 🚕 Take a taxi after evening activities if needed.
- 👛 Keep personal belongings safe; don't carry too much money.
- 🚦 Always look both ways before crossing the road.



# Anti-Discrimination & Bullying Policy

At Oxford International, we do not tolerate bullying or discrimination. Everyone should be treated with respect.

## Bullying can be:

 **Physical:** hitting, pushing, tripping, stealing, pulling hair, or damaging someone's belongings.

 **Verbal:** sexual comments, threats, name-calling, teasing, or offensive remarks about someone's race, religion, gender, or political beliefs.

 **Social:** ignoring someone, spreading rumours, excluding them from groups, or telling others not to be friends with them.

 **Cyber:** sending nasty texts or emails, posting rude comments on social media, sharing inappropriate photos, or making prank calls.

## Anti-Discrimination Policy

At Oxford International, we have a zero-tolerance policy towards racism, bullying, and discrimination. Everyone in our school community – staff and students – must treat each other with equal respect, no matter their colour, culture, beliefs, gender, sexual orientation, or background.

## What to do if you experience bullying or harassment

Bullying or harassment is when someone makes you feel threatened, insulted, or humiliated. If this happens:

 Tell someone immediately – don't suffer in silence.

 Speak to either a: Teacher, Student Support, Academic Manager, or Principal.

 Be proud of who you are – you deserve respect.

 Try not to show fear – bullies often look for a reaction.

 Don't pretend to be friends with a bully or racist.

## Our School Culture

We celebrate diversity – our students come from many nationalities and cultures. This is something we are proud of. Please always show respect and kindness to both staff and other students. Below are the core values all staff at Oxford International strive to live by, and you should too!



# Students Under 18

## UK Laws

**If you are under 18, you must not:**

-  Buy or smoke cigarettes.
-  Buy or drink alcohol.

## Students Under 18

**We take extra care of under-18 students. For your safety:**

-  You must follow your curfew.
-  You cannot buy alcohol, cigarettes, or go to pubs/clubs.
-  A Parental Consent form must be provided before arrival.
-  If you miss class and we can't reach you, we will contact your homestay and parents.

## Curfew Times

If you are 16–17 years old, you must be back at your homestay by 11:00pm.

## If you have a problem

**Big or small, at school or in your accommodation, please talk to us.**

-  The Principal is the Designated Lead for under-18 Welfare & Safeguarding.
-  You can also talk to any staff member, or ask your family to contact us if that feels easier.
-  The most important thing is: **don't keep problems to yourself.**

## Emergencies

During school hours → speak to staff immediately.

Outside of school → call us on:

 School number: **+44 (0)20 8293 1188**

 Emergency number: **+44 (0)7501 935 809**

## Travelling To and From School

 Your homestay host will show you where to get on/off the bus.

 If you are unsure how to get home on your first day, please ask at Reception.

## Attendance Rules for Under-18s

 You must attend all classes.

 If you are not in class by 9:15am, we will try to contact you.

1. If we cannot reach you, we will call your homestay.
2. If your homestay does not know where you are, we will contact your parents or guardian.

 If you are sick, you must call the school before 9:00am to let us know.

## After Class

 You are welcome to stay at school until 17:30 to study, use the school laptops, socialise, or relax.

## Social Programme

You are welcome to join most social activities.

 Staff will make sure you feel safe during events.

 If you are under 18, you cannot join pub or nightclub activities. These will always be clearly marked as 18+ only on the Social Programme calendar.

## Attendance Rules & UKVI

Rules and Regulations – Attendance, applicable to all students.

At Oxford International, we expect all students to attend 100% of their classes. To successfully complete your course and receive your certificate of completion, you must attend at least 80% of your classes.

Attendance is not only important for your progress, but also a legal requirement for many students on visas. If your attendance falls below 80%, you may not receive your certificate, and it could affect your visa or sponsorship.

## Authorised Absences

Sometimes, you may need to miss class. An absence is only authorised under certain circumstances if:

 If you are sick, you must contact the school before 9am via Whatsapp (+44 7501 935 809) or by email (admin@oxfordinternational.com).

 If you want to take a holiday, or need to take a day off and you informed Student Services at least one week in advance.

## Unauthorised Absences ✗

If you miss class without permission, it will be marked as an unauthorised absence.

- This will lower your attendance percentage.
- Regular unauthorised absences may result in a formal warning.
- Continued unauthorised absences could mean you are asked to leave the school with no refund.

## Consequences of Low Attendance 📉

- Any student with less than 80% attendance will not receive an end-of-course certificate.
- The UKVI (UK Visa and Immigration) will be informed if your attendance is too low (for visa students).
- This may cause problems with visa extensions or renewals in the future.

## Attendance Process for Visa & Sponsored Students ⚠️

UKVI requires all students in language schools, colleges, and universities to attend classes with a minimum of 80% attendance. If your attendance falls, the following process applies:

1. **Friendly reminder** – we'll speak to you if your attendance starts dropping.
2. **Verbal warning** – added to your record.
3. **First written warning** – meeting with the Principal, recorded on file.
4. **Second written warning** – another meeting, your agent/parents notified, and you are put on your final warning.
5. **Attendance Agreement** – signed document setting conditions for improvement.
6. **Expulsion** – if you still fail to attend without permission, you will be removed from the school, no refund given, and UKVI informed.

<b>If your attendance starts to fall close to 80%:</b>	We will have a friendly word with you to make sure your attendance does not keep dropping.
<b>If your attendance falls below 80% (without permission):</b>	You will be given a verbal warning. This will be kept on your record.
<b>If your attendance is below 80% and has continued to drop since your verbal warning OR you miss 3 days in a row (without permission):</b>	You will be issued a 1st Written Warning and you will be given an appointment to go and see the School Principal to explain your unauthorised absence. This will be added to your record.
<b>If your attendance is below 80% since your 1st written warning and it has continued to drop OR you miss a further 3 days in a row (without permission):</b>	You will be issued with a 2nd Written Warning and you will be given an appointment to go and see the School Principal to explain your continued unauthorised absence. This will be added to your record and your agent/parent notified you are on your final warning. This is your last chance to improve.
<b>FINAL WARNING. If your attendance is below 80% since your 2nd written warning and it has continued to drop OR you have missed 10 days in a row (without permission):</b>	You will be issued an Attendance Agreement by the School Principal. This will explain the terms and conditions of your course and the attendance policy. If you continue to fail to come to school without permission you will be expelled from the school without refund.
<b>Expulsion:</b>	You will be asked to leave the school and we will inform the UKVI and your parent and/or agent. If you are on a Tier 4 visa, you will be asked to leave the country immediately.

# Expectations in Class 🧑

## Punctuality & Lateness Policy 🕒

Being on time is a key part of your learning. Arriving late disrupts the class, makes it harder for you to follow the lesson, and affects your classmates' learning. That's why we expect all students to arrive on time for every class.

## What happens if you're late 🕒

- **0–5 minutes late** → Go directly to class. Please enter quietly and without disturbing others.
- **5–15 minutes late** → Report to Reception first. You will need to explain why you are late and collect a late slip before joining your class.
- **Over 15 minutes late** → You cannot enter the class until after the next break. You may wait in the student common area until the lesson resumes.

## Repeated Lateness ⚠️

We understand that sometimes things happen — traffic, buses, or unexpected delays. If this happens occasionally, you will still be allowed into class. However:

- If you are late more than **twice in one week**, you may not be given a late slip and will need to wait until the next lesson.
- Frequent lateness will be recorded and may lead to a meeting with the Principal.
- **No refunds** will be given for lessons missed because of lateness.

If you know that you may often arrive late (for example if you have to travel a long way to school), please speak to the **Principal** so we can discuss alternative arrangements.

## Code of Conduct in Class 🧑

Our classrooms are designed to be positive, supportive spaces for learning. To help everyone enjoy their lessons and make progress, we ask all students to follow these rules:

- 📱 Keep your phone on silent during class.
- 🚫 No food or drink in class (water only).
- 🗣️ Try to speak English at all times – it's the fastest way to improve.
- 💡 Listen respectfully to your teacher and classmates.
- 🗨️ Actively participate in activities and discussions.
- 🌟 Show a positive attitude and willingness to learn.



# Complaints and Problems

At Oxford International, we want all students and staff to feel happy, safe, and respected. Everyone has the right to study and work in a positive environment.

## Respect and Behaviour

- All staff and students must act politely and respectfully at all times.
- The school will not accept rude, abusive, or disrespectful behaviour.
  - Staff who act in this way will be dealt with by the Principal.
  - Students who act in this way may be cautioned or asked to leave the school without a refund.
- By enrolling at the school, you accept this policy as part of our school rules.

## If You Have a Problem or Complaint

### 1 – Talk to the School Principal

**Elaine Kniveton, School Principal**

Location: Greenwich School

Phone: 020 8293 11188

Email: [ekniveton@oxfordinternational.com](mailto:ekniveton@oxfordinternational.com)

### 2 – If you are still not satisfied, contact our Managing Director:

**Gary Palmer, Managing Director, OIDI & EL UK**

Location: Greenwich Head Office

Phone: 0208 293 1188

Email: [gpalmer@oxfordinternational.com](mailto:gpalmer@oxfordinternational.com)

### 3 – If you booked with an agent

- Always speak to the School Principal first, so we can try to resolve the issue with you directly.
- If you are still not satisfied after also contacting the Managing Director, you may then ask your agent to act on your behalf.

### 4 – Independent Complaints

If the problem cannot be resolved, you can contact English UK, an independent body who will investigate:

 **English UK, 219 St John Street, London, EC1V 4LY**

 +44 (0)20 7608 7960

 [info@englishuk.com](mailto:info@englishuk.com)

### Complaints Procedure

- If you wish to make a formal complaint, you must do so within one month of the event with the School Principal.
- Please ask at Reception for a copy of the full Student Complaints Policy.

# Health & Safety

Your safety is very important to us. Please take a moment to familiarise yourself with the following:

## First Aid

- If you need first aid, go straight to Reception or ask your teacher who is the nearest first aider.
- Signs around the school show who the trained First Aiders are.

## Hazards

- A hazard means anything that could cause harm (for example, water spilled on the floor).
- If you see a hazard, please tell Reception immediately so it can be made safe.
- Please also notify Reception if you have spilled anything yourself, so it can be cleaned up immediately.

## Accidents

- If you or another student have an accident, report it to Reception straight away.
- We will make sure you get the help you need.

## Fire Safety

- The fire alarm is a continuous sound. If you hear it:
  - Leave the building immediately by the nearest exit.
  - Do not stop to collect your belongings.
  - Follow the Green Exit signs around the school.

 Fire exit maps are displayed in every classroom.

 At London Greenwich, report to your teacher in the carpark outside school and wait for further instructions. Do not return to the building until you are told it is safe.



# Living in the UK – Know the Law

Life in the UK may feel different from what you're used to. To help you stay safe and avoid problems, here are some important laws you must follow:

## Alcohol

- You must be 18 or over to buy or drink alcohol.
- If you look under 25, you may be asked for ID to prove your age.

## Tobacco

- You must be 18 or over to buy cigarettes, tobacco, vapes and e-cigarettes.
- Always use an ashtray – dropping cigarette ends in the street can lead to a fine.

## Illegal Drugs

- It is against the law to carry or use drugs of any kind.

## Sexual Relationships

- It is illegal to have sex with anyone under 16.

## Weapons

- You must not carry weapons (knives, guns, sprays, etc.).
- You may carry a personal safety alarm.

## Theft / Shoplifting

- Taking anything you haven't paid for is theft.
- If caught, you may be arrested.

## False Reports

- It is illegal to falsely report theft or damage.

## Stolen Goods

- Do not buy anything that could be stolen property.

## Public Transport

- You must always have a valid ticket.
- Travelling without a ticket could lead to a fine or prosecution.

# Money & Banks

In the UK, most people use debit or credit cards for everyday payments, but cash is still accepted in most places. If you are a long-term student, it's a good idea to open a UK bank account so you can easily receive money, pay bills, and avoid international transaction fees.

## Changing Money

- You can exchange money at most **banks, post offices, or bureaux de change.**
- Be aware: exchange rates and commission fees can be **different in each place.**
- Try to avoid **£50 notes** – some shops don't like accepting them.

 **Post Office (commission free)**  
261 Greenwich High Road, London, SE10 8NB  
 **Monday–Saturday: 09:00–17:30**

 **Nearest Cash Point**  
Sainsbury's, across next door car park

## Banks in the UK

- Opening hours: **Monday–Friday 09:30–17:00** and **Saturday mornings.**
- It's usually **not possible for short-stay students** to open an account.
- For long-stay students, you will normally need:
  -  A bank reference letter (from the school office).
  -  Your ID or passport.
  -  Proof of address (tenancy agreement/utility bill if you live independently).

## Online Banks

It can be much easier to open an account with an online bank such as:

- Monzo
- Revolut

These often give good exchange rates and are easy to set up from your phone.

## Cards

- Visa, Mastercard and most credit/debit cards are accepted in shops and restaurants across the UK.

# Places of Worship

Oxford International is part of a multicultural and multi-faith community. Whatever your beliefs, there are many places of worship in and around the city.

-  Your homestay family can often guide you to the nearest place of worship for your faith.
-  You can also ask Student Services, who will be happy to help you find the right place.
-  You can find a list of the closest places of worship on the Wellbeing Wall.

## Why visit?

 Churches, mosques, temples, and other faith centres can be a welcoming space to meet new people.

 Many offer social activities, youth groups, and outings that are open to everyone, no matter your background.

 Some also run Language Exchange events, where you can practise English and make new friends.

## Local Places of Worship in Greenwich

### Baptist

South Street Baptist Church  
66-68 Greenwich South Street  
SE10 8UN  
+44 20 8691 1270

### Roman Catholic

Our Ladye Star of the Sea  
68 Crooms Hill  
SE10 8HG  
+44 20 8858 0662

### Orthodox Christian

British Orthodox Church  
10 Heathwood Gardens  
SE7 8EP  
+44 20 8854 3090

### Church of England

St Alfege Church  
Greenwich Church Street  
SE10 9BJ  
+44 20 8853 0687

### Jehovah's Witness

Kingdom Hall of Jehovah's  
Witness  
18-26 Viewland Road,  
SE18 1PE  
+44 20 8670 5376

### Buddhist

Amitabha Garden  
10 Wood Wharf  
SE10 9FL  
+44 20 8853 4324

### Judaism

Chabad of Greenwich &  
Docklands  
13 Roan Street  
SE10 9JY  
+44 7472 255293

### Hindu

Greenwich Hindu Temple  
63-67 Bannockburn Road  
SE18 1ER  
020 8854 4566

### Orthodox Russian

Russian Orthodox Cathedral of  
the Dormition  
67 Ennismore Gardens  
SW7 1NH  
+44 8893 055388

### Muslim

Greenwich Islamic Centre  
131 Plumstead Road  
SE18 7DW  
+44 20 8855 0786

# Emergencies & Staying Safe

## Emergency Calls

Dial **999** (or **112** from a mobile) if there is a **crime, fire, accident, or danger to life**.

## Non-Emergency Calls

**111** – Non-urgent medical advice (speak to a nurse or doctor).

**101** – Non-urgent police matters (e.g. reporting a minor crime).

## Safety First

The British Council Personal Safety Guide for international students gives useful tips:

- British Council Personal Safety Guide: [https://www.britishcouncil.org/sites/default/files/k071\\_02\\_study\\_uk\\_creating\\_confidence\\_a5\\_final\\_web.pdf](https://www.britishcouncil.org/sites/default/files/k071_02_study_uk_creating_confidence_a5_final_web.pdf)
- More info on safety, crime, and UK law: <https://www.gov.uk/browse/justice>

## Medical Treatment in the UK

- If you feel unwell, ask your **homestay family** for the name of their doctor, or call **NHS 111** for advice.
- If you are in the UK for **6 months or more**, NHS hospital treatment is usually free. Bring your **passport, visa, and enrolment letter** as proof.
- Students from the **EU** should carry a **European Health Insurance Card (EHIC)** for free NHS care.
- If you are in the UK for **less than 6 months** and not from the EU, you will need to **pay for treatment** – your **medical insurance** should cover these costs.

## A&E (Accident & Emergency)

**✗** Do **not go to A&E** (hospital emergency department) for **minor symptoms** such as colds, headaches, or small injuries.

 You may have to **wait for hours** and you won't be seen faster than at other services.

 Instead, use:

- **111** – for urgent medical advice.
- **Pharmacies** – for common medicines and health advice.
- **Your GP (doctor)** – for ongoing health issues.



# YOUR PERSONAL SAFETY GUIDE

Make the most of your time in the UK by downloading our FREE personal safety guide *Creating Confidence*

Download it FREE by scanning the QR code or from [study-uk.britishcouncil.org/planning/advice-support](https://study-uk.britishcouncil.org/planning/advice-support)

STUDY UK  
DISCOVER YOU



## Useful Health & Support Contacts 📞

### Walk-in Medical Centre 🏥

- If you haven't registered with a local doctor (GP), you can visit a walk-in centre.
- Ask Reception for the nearest location and opening times & support in signing up at your local doctors

### Private GPs 🏥

- If you have health insurance or are willing to pay, a private GP can be the quickest way to see a doctor. Ask at Reception for contact details.

### NHS 111 – Medical Advice 📞

- Call 111 if you want to speak to a nurse or doctor about your symptoms.
- They will tell you whether you need a pharmacy, GP, or hospital.

### Medical Emergency 🚑

- Dial 999 for an ambulance if there is a serious emergency or danger to life.

### Dental Treatment 🦷

- Most dental treatment in the UK must be paid for.
- Always ask for a receipt so you can claim the cost back on your travel insurance.

For more urgent cases, you can go to the Accident & Emergency department at the:

**University Hospital Lewisham**  
Lewisham High Street  
London  
SE13 6LH



## Other Helpful Numbers 📞

### Citizens Advice

📞 0808 223 1133

🌐 <https://www.citizensadvice.org.uk/>

### Drinkline

📞 0300 123 110

🌐 <https://patient.info/support/drinkline>

### Equality and Human Rights Commission

📞 0808 800 0082

🌐 [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

### FRANK (Drugs Helpline)

📞 0300 123 6600

🌐 <https://talktofrank.com/contact-frank>

### HIV & AIDS Helpline

📞 0300 123 7123

🌐 <https://tht.org.uk/get-help/support-services/tht-direct-helpline>

### Rape Crisis Centre (confidential support)

📞 0808 500 2222

🌐 <https://rapecrisis.org.uk>

### Refuge

📞 0808 2000 247

🌐 [www.refuge.org.uk](http://www.refuge.org.uk)

### Samaritans (24/7 emotional support)

📞 116 123

🌐 <https://www.samaritans.org>

### Student Accommodation

🌐 <https://www.accommodationforstudents.com>

🌐 <https://www.accommodationforstudents.com/london>

### Victim Support (help for victims of crime)

📞 0808 168 9111

🌐 [www.victimsupport.or.uk](http://www.victimsupport.or.uk)

# Continue Your Journey With Us 🤝

In addition to our English language schools, we provide high-quality education through our **Oxford International Digital Institute (OIDI)** and **University Pathway** programmes. Each year, our programmes help more than 25,000 students achieve academic success.

## Higher Education

- International Foundation in Business
- Pre-Masters in Business
- International Foundation in Computing
- Pre-Masters in Computing
- Pre-PhD Preparation Programme
- Online Pre-Sessional English Course

## Professional Qualifications

- UK Visa SELT Preparation Course
- English Language Level Test (ELLT)
- Preparation for ELLT
- Preparation Course for the Occupational English Test (OET)
- English for Care Online

## Teacher Training In-Person

- Trinity DipTESOL
- Available in London Greenwich, Brighton & Oxford Schools

## Teacher Training Online

- Trinity DipTESOL
- Trinity CertTESOL Full-Time
- Trinity CertTESOL Part-time
- Teaching Young Learners
- Teaching Teenagers

Learn more about  
OIDI programmes



## University Pathways in the UK



**International Foundation  
Diploma in Business**



**Professional Diploma in  
Adult Social Care**



**Oxford Brookes  
International Foundation  
Year**

Learn more about  
Pathway programmes





# Our UK Schools

## **Oxford International London Greenwich**

259 Greenwich High Road  
Greenwich  
London  
SE10 8NB  
Tel: +44 (0)20 8293 1444

## **Oxford International Oxford**

Pembroke House  
36-37 Pembroke St  
Oxford OX1 1BP  
+44 (0) 1865 791108

## **Oxford International Brighton**

10 Brunswick Place  
Brighton  
East Sussex  
BN3 1NA  
Tel: +44 (0) 1273 323 220

## **Oxford International Edinburgh**

40 Shandwick Place  
Edinburgh  
Scotland  
EH2 4RT  
Tel: +44 (0) 829 31188