



Student Handbook

WELCOME TO BRIGHTON

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Welcome to CASTLE SCHOOL

The Castle School team extends a warm welcome to all our students and guests.

First of all we want to give you some of the key names in our team.

Company Directors

Devrim Guven (Ms)

Andrew Caldwell (Mr)

Academic Management Team

Andy Cowley (Mr) Principal

Martin Warters (Mr) Director of Studies

Administration Managers and Accommodation / Welfare Team

Devrim Guven Accounts and Finance

Nilgun Alkan (Ms) Accommodation and Welfare
Co-ordinator / Administration Manager

Marketing – Direct bookings / Sales Team

Andrew Cowley
Devrim Guven
Nilgun Alkan

Important Contacts

Emergency	999
Brighton Police	0845 6070999
Hospital	(01273) 696955
Castle School	(01273) 748185
Emergency Mobile	07799770149
Fax (School)	(01273) 748185
Taxi	(01273) 204060 / 202020

Brighton & Hove

In 2001 Brighton & Hove became Britain's newest city, a title given by the Queen as part of the celebrations to commemorate her Golden Jubilee. The city is one of the most popular seaside resorts in the UK, and welcomes thousands of tourists every year. **Brighton Pier** is England's second most popular tourist attraction.

Brighton & Hove's most famous landmark is the **Royal Pavilion**, built in the 19th century for King George IV and formerly home to three British monarchs. Decorated in an Oriental taste with an Indian exterior, this Regency Palace is quite eccentric and spectacular. The Pavilion is now a museum and open to the public daily. Other museums to visit include: the recently renovated **Brighton Museum**, **Hove Museum & Art Gallery**, **Preston Manor** (a Victorian manor house), **the Booth Museum** (natural history) and the **Sea Life Centre Aquarium**.

Brighton & Hove has several quality theatres, including the **Theatre Royal** which often hosts productions from the West End in London, **The Gardner Arts Centre** at Sussex University and the **Komedia Arts Centre** in the North Laines. The largest cinema in the city centre is the **Odeon** on West Street, while the **Duke of York** cinema near Preston Circus is one of the oldest cinemas in the country. Conferences, shows, trade exhibitions and concerts are held regularly at the Brighton Centre.

Brighton reputedly has a **pub for every day of the year**. It has the best nightlife in the UK outside of London and Manchester. There are over 50 nightclubs to choose from, catering for all tastes, including a large gay and lesbian scene. Check the listings in the various "**What's On**" guides for more information.

The city has great shopping facilities. Brighton's famous **Lanes**, the shopping quarter, which is most popular with visitors to the town, consists of a maze of narrow alleyways connecting the principal streets of the old town. There are also the **North Laines**, which are worth a visit for the more unusual gift and a street market on Saturday mornings. **Western Road** and **Churchill Square** shopping centre is where you will find most of the large department stores.

Brighton & Hove has great sporting opportunities too. The enthusiast can do anything from table tennis to windsurfing, swimming to golf. There are also plenty of fine walks to follow on the nearby South Downs.

For further information please contact Reception, or visit the **Tourist Information Office** in Bartholomew Square in the Lanes (**Tel: 0906 7112255**)

Education and Academic Administration

Devrim Guven is a Director, Andy Cowley is the Principal and Martin Warters is the Director of Studies. Any enquiries can be made at the main office 12 Dyke Road.

Monday to Friday - 09.00 am – 19.00 pm

Any problems or questions relating to your course, teachers, class or level should be directed to the Principal or Director of Studies.

The first day of the course (Students arriving from overseas)

All students should meet at Reception at 09.00 am on Monday morning, unless a different time has been allocated (Tuesday morning when Monday is a public holiday) for the initial test. This is a placement test and lasts for 30-45 minutes, which is then followed by a written and spoken test lasting 30-45 minutes. Following this, there will be a brief welcome. On the basis of these tests, students will be placed in the correct level of class. Lessons, on this day only, begin at 11.00 am. There may be some variation to the timetable as required.

(If you have already completed a test before arrival, you should look at the class-list on the notice-board in reception and check your name and allocated class. You should then make sure you go directly to class at least five minutes before the lesson is due to begin).

Castle School change of level or class policy

Once students have been tested and placed in the class and have had their first lesson (a trial lesson), and the teacher has completed the feedback form, any necessary changes will be updated on the administration system.

If for some reason a student does not feel happy with the placement, a justified reason must be given. After which, the Director of Studies will make an appropriate decision.

Any other changes (ie: changing dates, days or times) will not normally be made unless agreed by the Directors/Principal or the Director of Studies.

PLEASE REMEMBER YOU MUST REQUEST ANY CHANGES FOR THE FOLLOWING WEEK NO LATER THAN 4.00PM ON FRIDAYS, AND COMPLETE THE REQUEST FORM IN RECEPTION.

Lesson Times

Standard Course (15 hours)	09.15 - 10.45; 11.00 - 12.30
(High Season lessons may also be)	(09.30 – 11.00; 11.15 - 12.45)
Standard or Intensive Course (Morning and Afternoon)	13.15 - 14.45; 15.00 - 16.30
Special Options/ English Plus	13.15 - 14.45; 15.00 - 16.30
Evening Standard Course	18.15 - 19.45; 20.00 - 21.30

Courses run from Monday to Friday, but please note that there is no tuition on public/bank holidays.

Will my class or teacher change during my course?

The school's policy is, wherever possible, to keep a group of students together and with the same teacher for the main part of the course.

Too easy, too difficult?

If you feel that your group is not the correct level for you, please discuss the matter with your teacher and come to the office to complete the Change of Level Request Form. You will need to see Martin before changing courses, but please do so before Wednesday if wanting to change groups. Failure to do so could result in having to wait until the following week.

What materials will I need?

Your teacher will provide you with all extra relevant materials you will need in the classroom, remember to bring your course book to every class. You will also need to take with you a pen or notebook.

You are recommended to buy a notebook for recording vocabulary during your stay in England, and to use it to write down useful words or phrases, which you hear in class or out of lessons. Your teacher will give you more guidance on the best way to record these items.

Will there be homework?

Your teacher will give you homework after most lessons. It is very important that you do your homework (on time) because it helps you remember what you have learnt in your lessons and improves your level of English faster.

Testing and Student Progress

Where a course is structured around the course book a test should be taken at the end of each week and mid-term test using the course book in line with the teaching guidelines.

For any student who has studied for 5-6 weeks, a mid-term course test should take place before they leave the school. This should be used to assess the final level of the student for their Leaving Certificate and End of Course Report.

A student should have a tutorial at least every 5-6 weeks. The tutorial should assess the student's progress, gain feedback from the student, evaluate any particular learning needs, evaluate the student's learning strategies and agree a plan of action for continued improvement.

At the end of a course cycle students should take the End of Course Test. If the student gains 70% in their final course test and further to an interview with the Director of Studies (where appropriate), they should be ready to move to the next level class.

If before the end of the course a student is considered at too high a level compared to other students in the group or if they request to move up a level (Completion of Change of Level request Form), the following procedure/criteria must take place/be met before they can move up:

- They should have gained 70% or over in their latest test.
- The teacher feels that the student would benefit from a higher class.
- D.O.S. views test results and conducts informal oral assessment.
- D.O.S. to monitor progress after one week in higher class.

If a student is struggling in class to the point where they really are not developing or the rest of the class is slowed down or their confidence is affected, action should be taken. This could include discussing the student's self study and learning techniques, giving extra tuition or placing them in a lower group.

To judge whether a student should be moved to an easier/lower level class a variety of evidence should be considered including level testing, teacher's recommendation, test results and tutorials.

What extra study materials are available?

There are several bookshops in Brighton and Hove where extra study materials may be purchased. Example prices:

Book

Essential Grammar in Use (Elementary)	£20.00
English Grammar in Use (Intermediate)	£20.00
Advanced Grammar in Use (Advanced)	£20.00
English Vocabulary in Use (Elementary)	£20.00
English Vocabulary in Use (Pre-intermediate)	£20.00
English Vocabulary in Use (Advanced)	£20.00
English – English Dictionaries	£14.00 / £22.00
Graded reading books (Beginner – Advanced)	£5.00*
*From Reception	
Pronunciation course materials with cassette	£20.00

How can I continue to learn English outside the classroom?

The best part of being in the UK to learn English is that the language is all around you both in the classroom and outside. Do take the opportunity to experience the things you enjoy in your free time in English, such as **visiting** the **theatre** or **cinema**, **watching television** or **videos**, **visiting** the local **library**, **listening** to the **radio** or to **pop music**.

Try to be as aware as possible of all the language in the street around you, while you are travelling to and from school, taking part in social activities or shopping. The best activities are those where you get the chance to interact with an English speaker – take a guided tour and ask questions, or get information about what is going on around town.

Brighton Central Library is at Jubilee Street and they are open every day including Sunday. For an academic library, you can visit Sussex University Library on campus in Falmer (take the train or bus number 25).

The largest **bookshop** in the city is Waterstones on North Street near the Clock Tower and another is Borders in Churchill Square. The English Language Bookshop on Dorset Gardens specialises in books for English Language learning.

If you need further information regarding any of the above, please speak to a member of staff in the office.

School Facilities

- Student computers with free **Internet** access
- Comfortable student '**Cafe**' with drinks and snacks machine
- Comfortable classrooms with computer facilities to enhance learning

***All housed in our new and centrally located school premises**

Student Attendance

Non-EEC students

If you have a "Student Visa" to study in the UK, you must come to lessons for 15 hours a week. The Home office states that the school must report you if you miss these lessons with no good reason. It is therefore **VERY IMPORTANT** that you come to **ALL** your lessons, and if you have a problem that is stopping you from coming to your lessons, you **MUST** tell us about this problem **BEFORE** your lesson.

REMEMBER: If you are late for your lesson, this is recorded as being absent.

Holidays for non-EEC students

If you are enrolled at the school for a year (or more) and you have an attendance of 80% or more, you can have 4 weeks holiday from school (and also the Christmas break) in the UK that year. You cannot have this holiday after the end of the year.

Castle School Rules

These rules have been made to help you and your teachers enjoy your time at this school, and help you improve your English as quickly as possible.

It is very important to understand these rules, because if you break them you will eventually be asked to leave the school with no money refunded. It is your responsibility to ask your teacher about any rules that you do not understand.

The classroom

1. You must speak English at all times during class.
2. Your mobile phone must be turned **off** at all times in the classroom.
3. You must arrive on time. This means you should be sitting in your classroom **before** the start of the class.

If you are late (more than 10 minutes), your teacher will not allow you to join the class and your lateness / absence will be recorded in the register.

The school

- 1. Attendance:** You must come to every lesson. You must inform the office if you intend to be absent due to circumstances beyond your control and obtain their agreement. If you are sick, you should phone the office. The Home Office requires a minimum of 80% attendance on the course enrolled. If you fail to attend regularly, you will be given a verbal warning and a final written warning. Continual absences will result in your being asked, in writing, to leave the school and the Home Office will be informed. Furthermore, you will not be awarded a Certificate of Attendance.
- 2. Smoking:** You cannot smoke inside the building. If you are standing outside number 41 Dyke Road please allow room for pedestrians to pass.
- 3. Rubbish / Mess:** You must put your rubbish in the bin. If you make a mess, you must clean it up.
- 4. Politeness:** You must be polite and respectful to other students and teachers at all times. If you are unhappy about something, we want to know about this and you must talk to the Director of Studies or the Principal/ Directors in the break or at the end of the lesson.
- 5. Internet:** Be considerate to other students when you are using the internet at the school. Have they been waiting a long time? How long have you been using it?
- 6. Cleanliness** You must keep all areas clean and tidy. Please always use the bins provided.
- 7. Possessions:** You must respect other people's property and the school's property (Anyone found stealing will be **immediately** asked to leave and the police may be informed).
- 8. Drugs and alcohol:** You must not consume drugs or alcohol at school, or be under the effects of these substances in lessons.
- 9. Food and drink** may only be consumed in the student café area and **not in the classrooms.**

Leisure

Look at the student notice board to see typical Social Programme Activities and Excursions (Prices if applicable) and how to reserve your place.

Please note Social Activities & Excursions for adult students (16+) are optional and may incur additional costs. For further information please visit the Castle School website Home page and follow the link.

www.castle-school.co.uk

Student Welfare

Devrim Guven and Nilgun Alkan are responsible for student welfare. They will provide you with advice on: accommodation, medical and personal insurance, traffic regulations and compliance with the law, worship (church, temple, mosque) etc.

Transport

All students will be advised on forms of public transport available for travel in Brighton & Hove, and to/from Brighton & Hove. One Stop Travel on the Old Steine has available copies of Bus Times, a free guide to bus services in the Brighton & Hove area.

The standard **bus**-fare is a flat rate of £1.50 to £1.80 per journey in the city centre area. Saver tickets are available as follows:

One Day Saver	£3.20 (from Post Office) or £3.60 (from driver)
7 Day Saver	£13.00-£16.00
28-day Saver pack	£53
3-month Saver	£100 (from One Stop Travel with NUS card) £130

In Hove **taxis** are white and in Brighton they are white and green. Do not get into a taxi unless it has an official council plate at the back of the car. Not all taxis are allowed to stop and pick up people from the street, so it is better to wait at taxi ranks or to order one by telephone. The average price for a journey within Brighton & Hove is £3 - £7.

For travel outside Brighton & Hove, you can take **coaches** from the **Pool Valley Bus Station**. Here you can get Stagecoach or National Express buses to destinations in the UK and Euroline coaches to Europe. National Express coach cards are available for people under the age of 26 or full-time students. These cost £10 and get you 30% discount on most travel. Similarly, Railcards are available to young people and students (minimum 20 weeks) at a cost of about £20 giving you 1/3 off most fares.

The cheapest way to travel to the **airport** is by National Express. Coaches leave every 45 minutes from Pool Valley. Gatwick is the closest airport. Trains run frequently between Gatwick and Brighton, and the journey will take about half an hour.

National Express information	08717818181
Train information	08457484950
Brighton & Hove buses	01273886200
Gatwick airport	08700002468
Heathrow airport	08700000123

A day return to London will cost between £15.70 and £23.50 including a one day travel card, and the journey takes about 2 hours by coach or an hour and a half by train (50 minutes if you take the express train to Victoria). A **one-day Travelcard** is for use in central London on the underground trains and buses. This can be used after 09.30 am Mon to Fri and all day at weekends. Train tickets are cheaper after 10.00 am and at weekends. **NB: All prices are based on current amounts and may be subject to change.**

Homestay Accommodation

We hope that you and your home stay provider get on well and enjoy your time together. Please respect the host's house rules and routines while you are staying with them. In return, you can expect to feel welcome and comfortable in your home. Your hosts have to provide you with a reasonable amount of food, make sure that your room is warm and clean, and they should respect your privacy. If you have any questions or problems concerning your home-stay, please contact the main office at 12 Dyke Road.

If you damage a home provider's home or property, you are responsible for the damage, not the school. If you agree that you have caused the damage, you will have to pay the family or residence owner a reasonable amount, which will be determined by the Directors.

Welfare Information

Emergencies

In the case of **emergency**, dial **999** and ask for Police, Fire or Ambulance. This service is FREE.

The school evacuation procedures in the event of fire are clearly displayed on the school notice board. If the fire alarm rings, you should leave the building by the nearest available exit. The assembly point is at the entrance to the park adjacent to the school premises. (41 Dyke Road). At 12 Dyke Road the assembly point is at the entrance to the graveyard (St Nicholas Church).

Accidents & Health Problems

For accidents on site, Devrim Guven and Nilgun Alkan are qualified First Aiders. In the event of an accident, you should inform Reception who will record it in the School Accident Logbook. First aid facilities are available at Reception.

If you have an accident and need an **ambulance**, dial **999**. If you do not need an ambulance, you can go to the Accident and Emergency Department at **Royal Sussex County Hospital**. This is on Eastern Road in Kemptown. (**Tel: 696955**).

If it is not an emergency, go to a **GP** (General Practitioner). This is the name of a general, family doctor. If you are from the EU or from a country which has a reciprocal agreement for health care with the UK, you will not need to pay. The GP's receptionist will give you more information about this. If you have to pay, it will cost about £20 to see a doctor.

You should go to a practice and register with a doctor which is in the area where you are living, so if you are with a host family, ask the family for a doctor's surgery nearby.

If you need to go to the **dentist**, please ask reception to advise you of the nearest one. It will cost from £48 for an emergency appointment.

There is a **late night chemist** (Ashton's) at 98 Dyke Road, open every night until 22.00. (**Tel: 325020**).

Problems

It is very important that you are happy at the school and with your host family. If you are not happy, or you have a problem, there are people you can speak to and they will try very hard to help you. Talk to your friends, your home-stay host or come to the Reception.

Student Complaints Procedures

1. The school believes that it is in everyone's interest to resolve complaints as quickly as possible, as close to the source of the problem as possible, and by informal means in preference to formal ones. The complaints procedure described below has been drawn up with these aims in mind.
2. If you have cause for complaint about any aspect of your course or life at the school, you should take the matter up at once with the person responsible for student welfare.

These matters may include:

- the way in which a course is taught or assessed
- the learning support available
- deficiencies in the school's service or performance
- complaints arising from a disability

- dissatisfaction with your host family
- a formal complaint about the way you have been treated by any member of staff or any student or about how you have been adversely affected by any of our services or school activities
- a breach of the school rules or practices which have affected you or someone you know

- a
- abusive behaviour (including harassment, bullying, actual or threatened violence, damage to personal property, and verbal and other abuse based on racial, sexual or religious differences).

3. A written record of all complaints is kept and its outcome is always monitored. Complaints forms are available from the office and you are entitled to ask for one at any time during the course
4. You should first speak to your teacher before taking up the matter with the Director of Studies or Principal for complaints about the course in the first instance. Your teacher will then either resolve the problem by talking it through with you or by referring you to the Principal/Directors. If the complaint is about the school's service or performance, you should complain to the Director of Studies or Principal, and finally, if the complaint is about your accommodation, these should be directed to the Student Welfare Team.
5. The person who you approach with a problem will discuss your complaint with you, assess the situation, and take advice from others if necessary, and resolve the problem by speaking directly to the person responsible.

How we respond to complaints

- We will ensure that we look into your complaint fairly and quickly
- We will respond to written complaints within 14 days
- We will make every effort to put right any case of poor service
- If we are unable to resolve your complaint to your satisfaction, we will state the reason why the complaint has not been upheld

Feedback

After the first week and at the end of each course, students will complete feedback forms to comment on the teacher and course.

If you want to talk to someone who is not at the school, the following organisations can help you in different languages:

Brazilian	The Brazilian Support Centre	02078 371391
Bulgarian	Bulgarian Friendship Soc	01273 726433
Cypriot	Cypriot Advisory Service	02073 876617
Italian	Italians in Sussex Association	01273 476060
Japanese	Japanese Samaritans (Wed 12-9pm)	02072 875493
Polish	Polish Community Centre	01273 205864

If you cannot find your language, contact your Embassy or call the Migrants Resource Centre 02078 342505 or email migrantrc.gn.apc.org

Identification

If you are under 18*, the school will issue you with a school identity card, which you should carry with you. Please carry some ID with you at all times, but try not to use your passport if possible.

*Adult students will also be issued with an ID card if required or requested.

Student discounts are available at some places such as cinemas, nightclubs, and some restaurants on production of an ISIC (International Student Identity Card). You can get an ISIC if you are a full-time student studying for 15 hours or more per week for at least 6 months. You will need £9 (approx), a passport photo and a letter from the school. You can get the card from STA Travel on North Street, or any other student travel agency.

Crime, Lost Possessions, Passports and the Police

It is important to report lost or stolen money, valuables, passports and any other crime to the police immediately. Please use the non-emergency police number on page 1. Remember to ask the police for a crime number, which you will need to keep and quote in the case of replacing lost passports or making insurance claims.

In the case of a lost passport, the police may be able to assist with difficulties in returning home. Please seek their advice.

In the UK it is a criminal offence to (among other things!):

- **Shoplift (steal from shops)**
- **Carry, buy or use illegal drugs**
- **Carry or use weapons**
- **Drink alcohol if you are under the age of 18**
- **Smoke if you are under the age of 16**
- **Have sexual intercourse under the age of 16**
- **Physically or sexually abuse another person**

Dangers and Annoyances

The UK is a relatively safe country, and Brighton is a relatively safe town. However, individuals and under 18's are advised not to walk alone at night. We always advise you to walk in groups and never walk or cycle at night – take a taxi. Taxis in Brighton run throughout the night and are relatively cheap. Normal route buses run until about 11 pm, and there are a limited number of night buses to some areas.

Always know where you are going before you leave and stay on streets with good lights at night.

In the UK vehicles drive on the left. PLEASE BE CAREFUL WHEN CROSSING THE ROAD. Look right, left, then right again. Use pedestrian crossings whenever possible and don't cross between parked cars.

Theft is commonplace in busy places, as in any country, especially in tourist areas. Keep your money in a safe place and leave your passport at home. Hold your bag away from the road, and keep your purse or wallet out of sight, never in an open bag. Do not leave your bag unattended in shops, on the beach, etc. Keep your keys in a separate place to anything which may show your address.

At the beach, try to stay in groups. Do not swim if there is a red flag. Also, be careful in the sun. Protect your head with a hat or cap, and use high factor sun protection.

Customs

It is normal to tip waiting staff in restaurants – usually about 5-10% of the bill whenever service is not included. Sometimes people tip taxi drivers, hairdressers and porters in hotels too. Please remember in some restaurants a service charge is added to your bill. In this case, tipping is not necessary. Tipping in other situations is not common practice in the UK. If you would like to show your appreciation to a bar-person, it is normal to offer to buy them a drink.

You may see homeless people begging for change on the streets of Brighton. If you wish to give money to a homeless person, it is better to buy a copy of the Big Issue, a magazine which is sold in aid of the homeless.

Calling Home

When calling another country you must first dial 00, followed by the country and area code. For example, to phone Frankfurt, dial the international code 00, followed by the country code e.g. 49 then the area code e.g. 69 (usually without the 0 prefix) followed by the number of your choice. For more assistance, contact the International Operator on 155 or for International Directory Enquiries 153. The number for Directory Enquiries in the UK is 192. The UK operator number is 100.

The international code for the UK is 44. The local area code for Brighton is 01273. You do not need to use this prefix if you are calling another local number.

Some payphones take coins, some take phone cards, and some take credit cards. Payphones accept most coins. Several phone cards are on sale offering discounted rates for international calls and these can be used from any phone. International calls are normally cheaper after 6pm and at weekends.

Posting Letters

The nearest Post Office is in WHSmiths Churchill Square shopping Centre, 5 minutes from the school. This Post Office is open from 09.00 – 17.30 Monday to Friday. The cost of a postcard or letter to Europe is 37p, and to the rest of the world 47p. In the UK, you can send a letter either First Class (for next day delivery) or Second Class (2-7 days).

Money Matters

<u>UK coins:</u>	bronze	1p, 2p
	silver	5p, 10p, 20p, 50p
	gold	£1, £2

<u>UK notes:</u>	blue	£5
	orange	£10
	purple	£20
	red	£50

Please note that, because of the danger of counterfeit notes, some places will not accept 50-pound notes so it is better to ask for 20s or 10s when you change money.

You can change money or travellers' cheques at banks, many travel agencies and at the main Post Offices (see above). You can also use international credit cards such as Visa or MasterCard in most shops and restaurants but many places will not accept Euro cheques. The nearest **banks** are **NatWest** and **HSBC** on Western Road at the top of Preston Street. Building societies (e.g. Nationwide and Abbey National) do not change money. To be entitled to open a bank account students have to be registered with the school for a minimum of six months and must provide a letter confirming their address in the UK as well as in their home country.

In general, banks are open from 09.30 am to 5.00 pm Monday to Friday. Some banks are also open on Saturdays from 09.30 am to 13.00 pm. In the UK it is normal to pay a commission when changing money. This is normally 1-2% or £2 minimum charge.

If you are from outside the EU, you can claim back VAT (Value Added Tax) on things that you buy in the UK such as clothes or electrical goods. You should ask the shop for a VAT form and you should give these in at the airport when you return home. If you wish to open a bank account, or need any further information about banking in England, please see Reception.

Places of Worship

St Peter's Church, York Place, Brighton
(Anglican)

St Nicholas' Church, Dyke Road, Brighton
(Anglican)

St Mary Magdalene, Upper North Street, Brighton
(Catholic)

Sacred Heart, Norton Road, Hove
(Catholic)

Brighton and Hove Hebrew Congregation, 31 New Church Road,
Hove (Jewish)

Brighton and Hove Progressive Synagogue, 6 Lansdowne Road,
Hove
(Jewish)

Islamic Centre & Mosque, 150 Dyke Road, Brighton

Medina Mosque, 21a Bedford Street, Brighton, BN12PT

Greek Orthodox, Carlton Hill, Brighton

The Buddhist Centre, 15 Park Crescent Place, Brighton

Liability

Castle School, its staff and representatives are not liable:

- For any loss, damage or injury, however caused, except where liability is expressly imposed by law.
- In the event that reasons or causes beyond our control prevent the delivery of any service or programme

Statutory Rights

Castle School's Terms and Conditions do not affect your rights under U.K. law.

Police registration

If you are asked to register with the police, the following details apply:
You will require:

- Your passport or other travel documents
- **Two** passport size photographs
- Registration fee of £34.00
- Your work permit, or letter of employment (if applicable), or a letter from your school.

How to register

The registration of foreign nationals is carried out by:

The Nationality Unit
Sussex Police Church Lane
Lewes East Sussex BN7 2DZ
Telephone: 01273 404011

It is necessary to make an appointment in order to register.

Student Visa Extension

Students from overseas other than the European Union need a visa to live and study in the UK. If your visa is expiring and you intend to study further, you need to extend your visa for your period of stay in the UK. You need the following documents:

- **Your current passport**
- **3-months bank statements**
- **Sponsorship letter (if you are sponsored)**
- **Progress report from you previous course of study**
- **Attendance from your previous course of study. You need a minimum of 80% of attendance unless you have a valid reason for absence from the course.**

Currently the visa fee is £295 for postal application and £500 for personal application at one of the Public Enquiry Offices.

Terms and Conditions

Enrolment

To secure a place on one of our courses, please return the completed Enrolment Form together with a non-refundable deposit of £100 to Castle School.

Fees

Students must pay course fees in full in advance (no later than 21 days before the start of the course), unless otherwise arranged with the school.

Students have to pay registration fees for examinations: **Approx £110.**

All students who require a home-stay must pay a minimum of four weeks accommodation fee as shown on the invoice (or the total fee if less than 4 weeks), at least 3 weeks before the start of their home-stay.

If students require transport from the airport, the transfer fee must be paid at least 3 weeks before arrival in England.

Services

In the event of circumstances beyond our control or where the number of bookings received does not reach the minimum number required to operate a course viably, the school reserves the right to change services offered, including details of the course, facilities and dates of programmes. Alternative arrangements will be made.

Cancellations/ Refund Policy

In the case of acceptance letters having been sent, the Home Office is always informed of the student's name and passport number if they cancel their course

1. Cancellations must be made in writing and will only apply from the date it is received by the school administration.
2. If notification of cancellation is received by Castle School more than 14 days before the start of the course, Castle School will give a full refund, and retain the (£100) deposit. If notification of cancellation is received less than 14 days before the start of the course, Castle School will retain 50% of the fees paid. In the event of cancellation after the commencement or before the end of the course, no fees can be reimbursed.

3. If a student cancels their accommodation less than 14 days before the start accommodation date, 1 week's accommodation fee is charged.
4. **Under no circumstances** can fees or credit for cancelled courses be transferred to another student.
5. If a student has arrived at the accommodation, and requests to be moved to another home stay, 1 week's notice must be given, or 1 week's accommodation fee must be paid (in the event of a student or home stay provider being very unhappy with their family/student, the school endeavours to rectify the situation as quickly as possible, and investigate the cause of the problem(s).
6. If a cancellation is made (at any time) due to a student's failure to obtain a Visa, a copy of the official refusal letter issued by the Home Office or British Embassy must be provided by the student. Failure to provide this confirmation results in the Home Office being informed of the student's name and passport number and no refund will be given. If the confirmation is provided, all fees apart from £100 deposit of fees are refunded.
7. No fees are refunded in the case of late arrival for a course.
8. Castle School reserves the right to charge a booking amendment fee of £100 for changes in tuition or accommodation made during the course.
9. Castle School reserves the right to refuse any student suffering from any mental or physical disability that has not been disclosed on the Enrolment Form.

Public / Bank holidays

Castle School will be closed on Public / Bank holidays and no refund or credit will be given for these days.

Resolution of Disputes

If you are unhappy with any aspect of your course, you should contact the Reception or Principal/ Director of Studies on site. If the matter is not resolved, you or your agent should write to Castle School.

Any such complaint will be investigated providing:

- 1) It is received within one month of the course start date.
- 2) It was initially registered in writing to the Administration Manager or Course Director.
- 3) All invoices relating to the student making the complaint have been settled in full.

Liability

Castle School, its staff and representatives are not liable:

- 1) For any loss, damage or injury to persons or property however caused, except where liability is expressly imposed by law. **Students are advised to purchase insurance, including medical insurance, to cover all eventualities before leaving their own country.**
- 2) In the event that reasons or causes beyond our control prevent the delivery of any service or programme.

Conduct of Students

- 1) You must comply with the directions and follow the rules of the school and of your course.
- 2) We reserve the right to expel any student for behaviour which is unacceptable. In this event fees will be forfeited and you will have to pay any consequential travel or other costs.
- 3) You are liable for any damage you may cause, and will have to pay the full cost of replacement or repair.
- 4) Any violent or threatening behaviour or abuse will be dealt with according to the Castle School Policy. (A copy is available upon request from Reception)

Attendance

Students who have been granted a student visa must report to the school on the due date then attend at least 15 hours tuition per week. Students failing to comply with Visa Regulations will be reported to the Home Office.

Policy for non-arrival of students

Students who enrol on a course at the school must:

1. Arrive on the date that their course begins, **or**
2. Notify the school (prior to the course start date) of any problem preventing them from arriving at the school on the course start date. The school must be provided with documentary evidence of this problem within 14 days of notification, and arrive within 21 days of the course start date.

Failure to meet the above criteria will result in notification to the Home Office of the circumstances, including the name and passport number of the person in question.

Statutory Rights

Castle School's Terms and Conditions do not affect your rights under U.K law.

Returning Home

If you have any complaints about your host family/home stay provider, or your transfer, or if some of your personal belongings got stolen etc, please inform a member of staff at Reception. It is very important to us to sort things out immediately. After you have left the country things are much more difficult to resolve.

We hope that we have provided you with some useful information in this booklet about Castle School. If you have any problems, please do not hesitate to ask any member of our team. We will be pleased to help you. Finally all there is left to say is:

ENJOY YOUR TIME! WELCOME TO BRIGHTON!