

## PRE-ARRIVAL INFORMATION

CIE is looking forward to welcoming you at the school. Here is some useful information, which will help you prepare for your stay and ensure you get the most out of your time in oxford.

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## ARRIVAL INFORMATION

### FINDING CIE

We are located in the centre of Oxford at  
Bocado House,  
24b St Michael's St,  
OX1 2EB

see 



## HOW TO GET TO OXFORD

Oxford is easily accessible from London and its airports. There is a train service from London Paddington to Oxford that takes about 60 minutes. There are also two bus companies that operate regular services from various stops in London; this journey takes about 100 minutes. For more information please look at the following websites:

### **Trains**

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

### **Buses**

*from* Central London

[www.oxfordtube.com](http://www.oxfordtube.com)

[www.oxfordbus.co.uk](http://www.oxfordbus.co.uk)

*from* Heathrow & Gatwick

[www.oxfordbus.co.uk](http://www.oxfordbus.co.uk)

*from* Stansted

[www.nationalexpress.com](http://www.nationalexpress.com)

### **Taxis**

CIE can arrange airport transfers by taxi if requested.

## IMPORTANT PHONE NUMBERS

CIE Office – for general enquiries during office hours (9am-5pm on weekdays), or if you are going to be absent from or late for a lesson.

**01865 202238**

Emergency number – for emergencies only (including accommodation emergencies), in the evening or at the weekend.

**07963 905355**

## SCHOOL ARRANGEMENTS

### YOUR FIRST DAY

Please arrive at the school on your first day before 9.00 am. You will be shown your classroom and facilities. You will also be given a 'welcome' pack with pencil, paper, and useful information. If you haven't done the CIE Online test, you will be asked to take a short written and oral test so that your level can be determined on the day. On the basis of this test you will be placed in the most appropriate class.

### WHAT TO BRING TO CIE

- ☺ Passport
- ☺ Appropriate clothing for all weather, including raincoats! (optional)
- ☺ Dictionary & any other study aids (optional)
- ☺ Enough cash for your first few days in Oxford (optional)

### DAILY TIMETABLE

9.00 - 10.00am	Morning Class 1
10.15 - 11.15am	Morning Class 1 (continued)
11.30 - 12.30pm	Morning Class 2
13.30 - 14.30pm	Afternoon Class 3
14:45 – 15:45pm	Afternoon Class 3 (continued)
5pm	School closes

\* In the summers, lessons for students aged 15+ normally take place at Lady Margaret Hall, University of Oxford or elsewhere outside Bocado House, such as the Oxford Union or one of the other world-renowned Oxford University colleges. Bocado House is the main site for our English classes for junior students and young learners. 15 year olds will be taught in the same classes as other 16+ students (average age is 17/18 year olds) either in Bocado House or at another of our summer campuses.

### CIE ONLINE

CIE Online is a learning tool that helps you improve your English autonomously. It has hours' worth of practice for you to do for free. You will be given an account before you arrive. You will be asked to do a placement test before you arrive, so that you can join classes without delay. During your stay you will be able to see your

progress and tutorial notes. Once you have left CIE, your account will be available to you for free for three months.

## CERTIFICATES

At the end of your course you will be awarded a certificate to show that you have successfully completed your course. Students that do not attend at least 75% of their lessons will not qualify for a certificate. Upon receiving your certificate, you are eligible to use CIE Online for three months for free.

## LUNCH

Meals are not available at our premises. However, the school is located in the city centre so there is a wide selection of eating places close to the school. We recommend students budget approximately £4 a day for lunch.

## STUDY VISAS

If you are visiting the UK on a student visa, you must attend your lessons. If you stop attending lessons, the school is obliged to inform the home office, which might result in you losing your visa and having to leave the country.

Some international students are required to register their stay with the police within seven days of their arrival. The stamp in your passport will tell you whether or not you need to register. You should take your passport, two photographs and £34 registration fee to the police station at St Aldates, OX1 1SZ. Telephone: 0845 8 505 505

## COMPLAINTS PROCEDURE

If you have a problem or complaint, you should speak to your teacher, or if it relates to your host family accommodation, speak to the Accommodation Officer. Please complete a complaint form. All complaints will be investigated fully and will be handled sensitively and with confidentiality.

## DISCIPLINARY PROCEDURE

If a student does not follow the school guidelines the student will receive a verbal warning, this will be followed by a written warning and if the student still does not change, they will be asked to leave. **With specific reference to “absenteeism and lateness” students will**, when they fall below 80% – and after CIE has phoned the student, family or agent – receive a verbal warning. If, after a further two weeks, they haven't raised their attendance to above 80%, this will result in a written warning which, after a further week of the same, will result in a final written

warning. No satisfactory response within a further week will result in expulsion. CIE reserves the right, in the case of gross misconduct, such as bullying and violence, to expel the student immediately.

## **MEDICAL & DENTAL CARE**

All the students who come to study at CIE should take out medical insurance, even those students who are entitled to NHS treatment.

Emergency treatment in the John Radcliffe Hospital Accident and Emergency department is free for everyone, but this does not always apply to follow up treatment. If you are a full time student for six months or more, you are entitled to NHS treatment. If you are here for less than six months you are entitled to the same treatment if you come from countries in the European Economic Area or other countries such as Russia and some of the former Soviet Republics with whom the UK has reciprocal health care agreements. If you are entitled to NHS treatment, you will not have to pay for a visit to the doctor or hospital treatment.

However you will have to pay for medicines, dental treatment and optical treatment. If you are here for more than six months you should register with a doctor on arrival. Your host family will advise you about a suitable doctor or dentist and the Accommodation Officers will also provide you with advice and assistance.

## **DISABILITY**

CIE is committed to advancing an environment in which all applicants, students, and staff are given the opportunity to demonstrate and realise their full potential. With its Disability Policy, CIE aims to embed a culture of support and equal opportunities for students with disabilities or learning difficulties. CIE will ensure that:

- applicants and students are given the opportunity to disclose a disability or learning difficulty.
- the requirements of applicants or students who disclose a disability or learning difficulty are assessed on an individual basis.
- reasonable adjustments are provided, within the resources available, for applicants or students who disclose a disability or learning difficulty. In excess of our available resources, adjustments may be offered and made for an additional fee, if possible.
- all discussions and information regarding a disability or learning difficulty are treated in a confidential manner.

## CONTACTING HOME

**By telephone:** Some international students bring mobile phones with them and buy a 'pay-as-you-go' sim card here in the UK. International phone calls from mobile phones are normally very expensive. However discount phone cards are available to use with mobile phones or from phone boxes. It may be possible to receive calls or make phone calls using pre-paid phone cards from the host family telephone. However, you should discuss this with your host family first.

**By email:** There are 9 computers and 9 laptops available for students' use at CIE. Wifi connection is also available to students with compatible laptops.

## COMPUTERS & PRIVATE STUDY

There are 9 computers and 9 laptops available for students' use outside lesson times. There is limited space for quiet private study at CIE. We therefore recommend you use the public library, a short walk away from the college, if you need a quiet area to study in or need to use computers for extended periods of time.

## OTHER PREPARATIONS

### MONEY

Do not carry more money than you need. Avoid high value notes (e.g. £50, £100) and make sure you always carry money in a safe place (i.e. NOT your back pocket). Remember that you are responsible for the safety of your cash and valuable possessions.

The easiest way to access cash is from the many 24 hour ATM machines throughout Oxford, accepting VISA & Mastercard. Travellers' cheques can be exchanged in most banks and in the post office, at the desk marked 'Bureau de Change'.

### OPENING A BANK ACCOUNT

If you choose to open a bank account whilst in the UK, to open the account you will need to take your passport and a letter of acceptance from CIE. A letter of reference from your bank in your home country may also be useful.

Most banks are open 9am-5pm on weekdays, and also on Saturday mornings. Banks in Oxford include:

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<b>Barclays Bank PLC</b>	54 Cornmarket Street	<b>Tel 08457 555555</b>
<b>Lloyds TSB</b>	1-5 High Street,	<b>Tel 08453 000000</b>
<b>Natwest</b>	32 Cornmarket Street,	<b>Tel 08453 019797</b>
<b>HSBC Bank PLC</b>	65 Cornmarket Street,	<b>Tel 08457 404404</b>

## INSURANCE

Students should arrange adequate travel insurance to cover any medical and repatriation costs in the case of an accident or emergency.

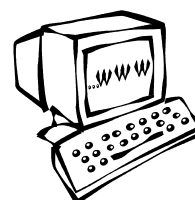
## REGISTERING WITH THE POLICE

If the stamp or sticker in your passport says you need to register with the police, you should go to Oxford Police Station in St Aldates (tel. 01865 855838 ), before you have been in the UK for 7 days. Take with you:

- \*Passport
- \*£34 to pay for the registration  
(Try to have the exact amount.)
- \*One up-to date passport-sized photograph
- \*A CIE enrolment letter
- \*A completed Police Registration Form

## USEFUL WEBSITES ABOUT OXFORD

- [www.dailyinfo.co.uk](http://www.dailyinfo.co.uk) – lots of information about Oxford city, with reviews and maps etc.
- [www.oxfordcity.co.uk](http://www.oxfordcity.co.uk) – tourist information
- [www.ox.ac.uk](http://www.ox.ac.uk) – the website of Oxford University
- [www.oxford.gov.uk](http://www.oxford.gov.uk) – the city council website



## ACCOMMODATION

### LIVING WITH A HOST FAMILY

What you can expect from homestay accommodation organised by CIE:

- Inclusion in family as full member of the household.
- An appropriate, well-lit and heated, clean room in good repair.
- A room located in clean, reasonably-sized house or flat.
- A bed and storage in the bedroom.
- Breakfast and dinner every day.
- Use of family rooms for recreation.
- Use of bathroom and available shower daily.



- Meals eaten together with family, for English-speaking practice.
- Bed linen and towels changed weekly and washing facilities for clothes made available.
- No more than 4 international students residing in the house at any time.
- Host family selected will be appropriate for the age, background and religion of the student.
- Host families will cater for any dietary requirements of the student, wherever possible, and a balanced diet will be provided.
- Accommodation checked every 2 years to ensure suitability.
- For students under 18, host families will have been police-checked and a responsible adult will always be present at night.

We will make every effort to accommodate your wishes regarding family arrangements/ number and age of children in house, pets, and smoking.

It is important to note that many families in Britain are not conventional and our host families may be families with none or many children, only one parent or retired couples whose children have left home.

If you choose not to use our homestay accommodation, it is important to remember that outside lesson time, it may be difficult to obtain English-speaking practice in a real-life environment.

If you have any problems arise during your stay, please do not hesitate to contact the Accommodation team who will try to resolve the problem or will help you find alternative accommodation.

You will also receive information on your first day about how to get from the centre of town to your accommodation, including any relevant bus timetables.

### **NOTES ABOUT LIVING IN A HOST FAMILY**

For many students the highlight of their stay in Oxford is their host family. Here are some guidelines to ensure you know what to expect and that you get the most out of the experience

1. Make a note of your address and phone number and keep it with you all the time.
2. Find out what the arrangements are for keys, meals, telephone, visitors, and laundry.
3. The host family is not responsible for tidying up your room.



4. In most cases, you will be sharing the bathroom with other members of the family. Please make sure you keep it tidy.
5. The host family expects you to be on time for meals. Find out what time they normally eat in the evenings and try to be there on time. If you are going to be late or out please tell them in advance.
6. You shouldn't put pictures up on the wall unless you have made an agreement with your host.
7. Host families are told to take care of the students. They do not expect to find you cooking or helping yourself to food. So please let the host do these things unless you have agreed otherwise.
8. Lights and heaters should be switched off when you go out.
9. You should never leave the house without letting your host know.
10. If you want to leave your host family, you need to give **one** week's notice and inform the Accommodation Officer immediately.

### THE GOLDEN RULES

Always tell your host if:

- You are going to be late
- You are planning to miss a meal
- You are going to be out overnight
- You expect visitors
- You break or damage anything