
Life at CIE, Oxford



Welcome to CIE Oxford! This booklet introduces you to the staff and college, and gives you lots of useful information about life in Oxford. We wish you all the best for your stay here.

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**

Getting to Know US

John Hudson, Principal

John has spent many years in education in Oxford and he can answer your questions about Oxford and about education in Britain. He is the person to see about matters such as a visa extension or opening a bank account.

Luke C. Murgatroyd, Co-Principal

Luke is in charge of your visa extensions. He is in contact with various schools and universities in Britain. If you are interested in further studies in the UK, talk to Luke.

Irma Banyte-Kelly, Academic Manager

Irma is in charge of your lessons at CIE, so if you have any questions about your timetable and teachers ask her. She places students into groups, appoints teachers and selects teaching materials. She also deals with your academic reports.

Olivia Milne-Day, Marketing Manager

If you have any questions regarding courses at CIE, please talk to Olivia.

Hisashi Chida, Finance Manager

Hisashi, who is visiting from Japan, is responsible for CIE's finances. He is also looking after all our Japanese students.

Max Mohammed, Accommodation & Welfare Officer

Max is responsible for your accommodation, transport arrangements and welfare while you are in Oxford. If you have any questions about your host family, do go and talk to her.

Amy Williams, Social Activities Organiser

If you would like to visit other places in the UK or Europe during your stay at CIE, Amy will book weekend excursions and day trips for you with UK Study Tours. Amy is also in charge of tutorials, so if you feel you need to talk to someone about any aspect of your course, talk to her.

School Guidelines

- **Remember that CIE is a place for study.** Even if you have free time, other students will be studying, so you should be quiet at all times.
- Leave your classroom **clean and tidy** for the next group. Take all your papers with you when you leave, and respect college property.
- **Look after your own property.** CIE is not responsible for damaged or lost property.
- **Show respect to other people.** CIE is a place to learn and exchange experiences. Be aware that you are going to be studying with people from different cultures.
- **Do not smoke anywhere in the building**
- **If there is anything making you unhappy,** you must mention this to either your teacher or to any of the CIE staff.



Lessons at CIE

- **Be on time, attend all lessons and do not be disruptive**
- Make sure you are prepared before your lesson begins
- Complete all set homework and give it to your teacher on time
- Make sure your mobile phone is off during your class period
- Phone the school on 01865 202238 if you are going to be absent or late for class
- You must attend your lessons. If you are here on a student visa and you stop coming to lessons, you might lose your visa and have to leave the country.

Social Activities

- Inform your activity leader if you have any problems regarding certain activities, such as allergies for food or not being able to swim.
- Be on time for activities and weekend trips.
- If you are late, call, otherwise the group might leave without you.
- **NOTE FOR UNDER 18's:** If for any reason you cannot attend an activity, we need your parent's written permission.

Bullying

CIE will not accept bullying or harassment of any kind amongst its students. Bullying is treating someone badly for any reason, either because of who they are or what they believe. At the CIE you will meet many different types of people and you should treat them all with respect and courtesy. If you feel that somebody is treating you badly, please tell us. You can talk to your teacher or to any of the staff at CIE. We will keep anything you say private. You may also call one of the counselors at CHILDLINE on the free-phone number 0800 1111.

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” non-TIER 4 students will**, when they fall below 80% (90% for under 18s) – 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. **TIER 4 students** have a responsibility to attend and we have a responsibility as sponsors, where students have failed to attend 5 expected interactions/ consecutive days , a warning letter will be issued. Following an absence of 10 interactions, the student will be reported to UKBA. CIE reserves the right, in the case of gross misconduct, such as bullying and violence, to expel the student immediately.

Computers at CIE

There are three computers available for student use in the common room. Students are permitted to use a computer for up to 20 minutes, to ensure all students have a turn. They are **not for computer games**. If you are listening to audio, **you must use headphones**. Please remember to log off at the end of your session. Free WIFI is available in Bocardo House ask the Admin office for the password. Computers can also be booked free of charge at the public library, in the Westgate Centre, call 01865 815549.

C.I.E has a number of laptops which are available to use for private study or for web browsing. The same rules that apply to the common room computers apply to the laptops.

Please note that all computers are reset at the end of each day. Please ensure that you save any important files on a storage device or such like.

Private Study & Borrowing Books

There is limited space available for students’ private study at CIE. We therefore recommend you use the public library, in the Westgate centre, if you need a quiet area to study in. Students are welcome to borrow books from the CIE bookshelf but please remember to sign them in and out. Room 6 is used as a library in the afternoons. Reference books, dictionaries, graded readers, laptops and online materials are available for self study.

Certificates

At the end of your course you will be awarded a certificate to show that you have successfully completed your course. Students who do not attend at least 80% of their lessons will not qualify for a certificate.

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 (telephone **01865 855837**), before you have been in the UK for 7 days. Take with you:

- your passport
- £34 to pay for the registration (Try to have the exact amount)
- one up-to-date passport-sized photograph
- A CIE enrollment letter
- A completed Police Registration Form.

You should register at St Aldates Police Station Mondays to Fridays between 10.00am - 6.00pm. You will be given a police registration certificate. Keep this with your passport.

Under 18's

You are expected to go straight home after school. However, where exceptions are agreed with family and school you may stay out until:

	14 yr. & under weekdays	14 yr. & under weekends	15-16 yr. weekdays	15-16 yr. weekends	17 yr. weekdays	17 yr. weekends
British summer	5.30pm	5.30pm	9pm	10pm	10pm	11pm
British winter	4.30pm	4.30pm	6pm	10pm	10pm	11pm

In the summers, lessons for students aged 14+ normally take place at Lady Margaret Hall, University of Oxford or elsewhere outside Bocardo House, such as the Oxford Union or one of the other world-renowned Oxford University colleges. Bocardo House is the main site for our English classes for junior students and young learners. 14 & 15 year olds will be taught in the same classes as other 16+ students (average age being 17/18) either in Bocardo House or at another of our summer campuses.

Rules for Under 18s at LMH

All students under 18 years old not doing an afternoon programme (ie intensive English or activities) must/will have written permission from their parents to be unattended after 12:30. All students under 18 years old who are participating in an afternoon programme will be monitored during their lunch hour and will be given a 'pass' which is simply a reminder of the following rules:

- Students under 18 years old will have to meet at 12:30 at the entrance to Eleanor Lodge, where they will be met by a member of CIE staff and given their lunch.
- Students under 18 years old will eat their lunch within Lady Margaret Hall grounds.
- Students under 18 years old will then all meet again at the entrance to Eleanor Lodge at 13:30 to either, be escorted to the centre of Oxford to begin their activities or, be shown to their afternoon classes.

Any students under 18 years old who does not follow this procedure will:

- get a warning (after the first offence)
- have their leader/agent/guardian or parents informed (after the second offence). Once the student has committed their second offence, the student will be expected to sign in at 8:50, 12:30 and 13:30 and out at 15:45 at the administration office at LMH*.

If a student then fails to sign in and out correctly, they will:

- get one final warning - accompanied by a written letter which will be sent to their leader/agent/guardian or parents (after their third offence)
- the next time they do not sign in or out on time they will be asked to return home.

*after one week of signing in and out correctly the student can return to 'normal rules'.

Rules for Under 14s (Juniors) at CIE

The rules are the same as the above, however the meeting places will be different: at CIE

- 10-13 year old students will have to meet at 12:30 in the CIE common room, where they will be met by a member of CIE staff and given their lunch.
- 10-13 year old students will eat their lunch under the care of a member of CIE staff.
- 10-13 year old students will then all meet again in the CIE common room at 13:30 to begin their activities.

And, Once the student has committed their second offence, the student will be expected to sign in at 8:50, 12:30 and 13:30 and out at 15:45 at the administration office **at CIE***.

Health Care



All students who apply to come to CIE must state any allergies or other medical conditions on their enrolment forms. This information will be held centrally and only divulged to those people, such as your host family and certain teachers, who have a need to know.

The following notes on medical and dental treatment are included in Pre-Arrival Information:

“All the students who come to study at CIE should take out medical insurance, even those students who are entitled to NHS treatment. The whereabouts of this policy should be known by your host family.

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.”

First Aid Policy

At any one time three members of staff will have Emergency First Aid at Work certificates issued by the Red Cross. First Aid Boxes are kept in reception at Bocardo House and are available at other teaching centres.

All new students and staff are given information on where to go for help in the event of an accident as part of their induction into CIE. There are First Aid notices in Bocardo House and at other teaching centres.

We keep a record of all accidents and injuries, and have a procedure for ensuring that these are reviewed regularly in order, where possible, to minimise the likelihood of recurrence. Accidents resulting in major injuries or over three day and dangerous occurrences (near miss accidents) are reported in accordance with Reporting of Injuries, Diseases and Dangerous Occurrence Regulations RIDDOR.

We contact host families, parents or guardians if a student suffers more than a trivial injury.

In the event of an accident an Emergency First Aider should be contacted. The Emergency First Aider should assess the casualty and deal appropriately with the injury in accordance with First Aid principles. If the casualty cannot be moved the Emergency Aider should make an assessment at the scene of the accident in accordance with First Aid principles, and deal appropriately with the injury. The Emergency Aider will decide when to call an ambulance. The following members of staff are qualified as Emergency Aiders and may be called to assist with an emergency:

Irma Banyte-Kelly

Amy Williams

Olivia Milne-Day

Max Mohammed

Luke Murgatroyd

Hygiene Procedures

We regard any spill of blood or body fluids (faeces, urine, nasal and eye discharges, saliva and vomit) as potentially infectious and when an incident occurs, staff should make no attempt to clean the spill, but should immediately contact either Hisashi, Irma, Luke or Max who will ensure that the infected area is safely decontaminated and cleaned, and that all waste materials are and disposed of in the appropriate manner.

Please see below some general guidelines for dealing with spillages.

- 1) Block off the area of the body fluid spill to prevent further spread.
- 2) Cover the spill with absorbent paper towels to avoid stepping in it.
- 3) Put on vinyl gloves and carefully wipe up the spill with paper towels and carefully place the materials in a plastic bag.
- 4) Pour a mixture of 1 part household bleach to 10 parts of water carefully on the area of the spill. Avoid splashing. The bleach and water solution should remain in contact with the spill for at least 20 minutes.
- 5) The area should be cordoned off or supervised by a member of staff during the 20 minutes.
- 6) Carefully wipe up the area and avoid dripping.
- 7) Double bag all towels from the bodily fluids along with the gloves used to clean the mess and tie the bags closed.
- 8) Dispose of the double bagged materials and wash hands with soap and warm water.

Life in Host Accommodation

When you arrive, remember to **make a note of your address and phone number** and keep it with you all the time.

Also find out what the arrangements are for keys, meals, telephone, visitors, and laundry.

Always tell your hosts if:

- You are going to be late
- You are going to miss a meal at home
- You are going to be out overnight
- You would like to have a visitor
- You break or damage anything
- You need a packed lunch for a weekend trip.

Please remember that:

The host family is not responsible for tidying up your room.

Usually, you will be sharing the bathroom. Make sure you keep it tidy.

The host family expects you to be on time for meals.

Don't stick pictures on the wall unless you have an agreement with your host.

Host families are responsible for your care, they do not expect you to help yourself to food or do your own cooking.

Lights, electric fires, or heaters should be switched off when you go out.

Please do not leave the house without letting your host know.

If you want to leave your host family, you need to give a week's notice and inform the Accommodation Officer immediately.

About Living in Oxford

Traffic

- Cars drive on the LEFT so remember to look RIGHT before crossing the road.
- Many people in Oxford use bicycles. Look out for bicycles in the street and sometimes on the pavements.

Personal Safety

Oxford is not a particularly dangerous place but, as in all cities, you need to be careful.

- Try not to walk by yourself, especially late at night.
- Do not leave your bag, mobile phone or valuables unattended
- Do not carry more money than you need, try not to carry high value notes (e.g. £20, £50) and make sure you carry money in a safe place (NOT your back pocket). Remember that you are responsible for your cash and valuables.
- Do not accept lifts or rides from strangers.
- If you are on the bus late at night, sit at the front, near the driver.



Driving & Cycling

If you drive a car in the UK, you must have a UK driving licence or an International Driving Permit. You must be over 17 years old, have insurance and wear your seatbelt. If you ride a bicycle, you are advised to wear a crash helmet, and must make sure that your brakes and lights work, front and back.

Behavior in Oxford

Respect the British custom of queuing. If you are waiting for the bus or to be served in a shop, you must stand in line and wait for your turn.

Do not block the pavement

Do not make too much noise in public places

Do not drop litter & use the bins provided



It is the Law!

- No alcohol is sold to persons aged under 18.
If you are over 18 and wish to visit a pub or bar, drink in moderation.
- No cigarettes are to be sold to persons aged under 18

Banks

Most banks are open 9am-5pm on weekdays, and some are also on Saturday mornings. ATMs/Cashpoints are available 24 hours a day, for which there is sometimes a charge. Travellers' cheques can be exchanged in banks, the post office and at 'Bureau de Change'.



Postal Service

The main post office is at 102-104 St Aldates. It sells stamps and envelopes etc, and also has a Bureau de Change for changing money.

Telephones

For best rate buy a phone-card from a newsagent or supermarket. Telephone numbers in the UK begin with a 5-digit 'dialling code'. Please do not use your host family's telephone or internet connections without their permission.



Buses

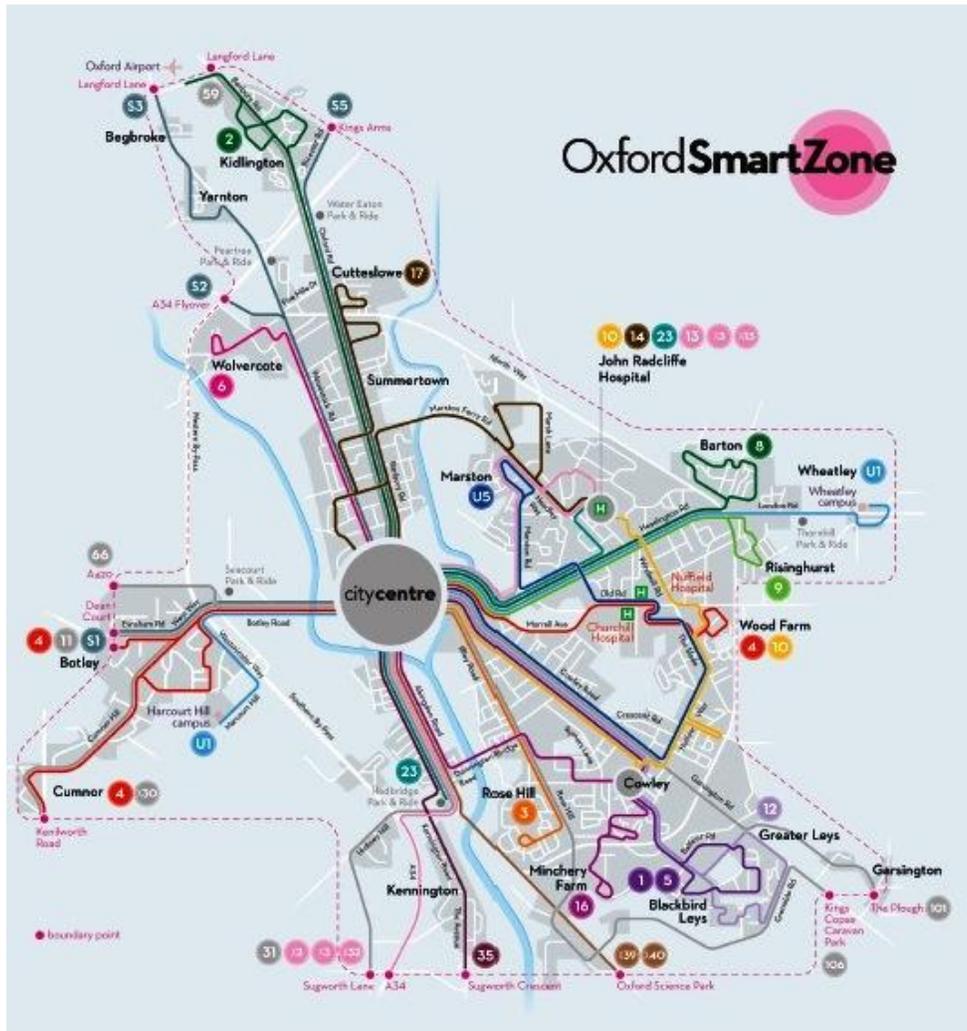
A cheap and easy way to travel in Oxford is by bus. Oxford has two bus companies (Stagecoach and the Oxford Bus Company) but there is very little difference between them – they both have the same prices and most of the same routes. Now, they accept return tickets bought from the other company.

Child fares are available for under 14 year olds. Weekly or monthly pass are available and more economic. Tickets are bought from the driver when you get on the bus, try to use exact change as the driver will not always accept large notes.



Oxford Smart Zone

This allows unlimited travel on any bus within the 'Oxford Smart Zone' or 'all zones'. Currently, this includes Stagecoach, Oxford Bus Company and Thames Travel vehicles.



Local Travel Product Prices - the key

From 24/07/11

ADULT	1 Week (7 Days)	4 Weeks (28 Days)	13 Weeks (91 Days)	1 Year (365 Days)	12 Trip Single Trips	Any 5-day Five Day Passes
	SmartZone	£15	£40	£115	£350	£18
Effective cost per week...	£15.00	£10.00	£8.85	£6.73	£1.50 per trip	£3.00 per day
All Zones	£25	£77	£230	£690	£22*	£25
Effective cost per week...	£25.00	£19.25	£17.69	£13.27	£1.83 per trip	£5.00 per day
Abingdon & Didcot Zone	£18	£46	£120	£365	£20	£18
Effective cost per week...	£18.00	£11.50	£9.23	£7.02	£1.67 per trip	£3.60 per day
Abingdon Route	£19	£52	£152	£450		£19
Effective cost per week...	£19.00	£13.00	£11.69	£8.65		£3.80 per day
park&ride	£14	£38	£105	£320	£13	
Effective cost per week...	£14.00	£9.50	£8.08	£6.15	£1.09 per trip	
park&ride School	£7	£19	£52.50	£160	£6.50	
Effective cost per week...	£7.00	£4.75	£4.04	£3.08	£0.55 per trip	
18 AND UNDER	1 Week (7 Days)	4 Weeks (28 Days)	13 Weeks (91 Days)	1 Year (365 Days)		
Smartzone	£11.25	£30	£86.25	£262.50		
Effective cost per week...	£11.25	£7.50	£6.63	£5.05		
Abingdon & Didcot Zone	£13.50	£34.50	£90	£273.75		
Effective cost per week...	£13.50	£8.63	£6.92	£5.26		
All Zones	£18.75	£57.75	£172.50	£517.50		
Effective cost per week...	£18.75	£14.44	£13.27	£9.95		



*Only valid on OBC services

Places of Worship

Religion	Location	Address / Telephone
Christian (C of E)	St Aldates	St Aldates 01865 244713
Christian (Roman Catholic)	St Aloysius	Woodstock Road 01865 315800
Islam	Central Oxford Mosque	Manzil Way 01865 245547
Orthodox	Marston	34 Ferry Road, Marston, OX3 0EU 01865
Buddhism	Thrangu House	42 Magdalen Road 01865 241555
Judaism	Oxford Jewish Congregation	21 Richmond Road (Jericho) 01865 553042
Hinduism	Oxford Centre for Hindu Studies	13-15 Magdalen Street 01865 304300
Sikhism	Oxford Sri Guru Singh Sabha Gurdwara	69 Cherwell Drive 01865 728864

Cafes & Restaurants

Oxford has many cafés and restaurants.

Cafés are usually inexpensive (£2.50-£5 for a light meal) and you can usually either ‘eat in or take away’ (eat at a table in the café, or take your food away to eat somewhere else).

Restaurants are more expensive (£6-20+). In restaurants and some cafés, it is customary to give a tip of 10% of your bill.

There are also several fast-food chains near CIE, mostly found on Cornmarket Street. Later in the evening, snacks can be bought from ‘kebab vans’ parked by the side of the road, but these are not recommended!

Here are a few suggestions of places to eat (mostly very near the city centre), but there are many others. Many restaurants are on George Street (Central Oxford), and also on Cowley Road (East Oxford).

Cafés

G&D’s - St Aldate’s. *Famous for ice-creams. Also sells bagels and snacks.*

Mortons- New Inn Hall Street or Broad Street. *Baguettes and ‘wraps’.*



Chinese / Japanese / Thai

Café Opium – George Street. *Thai and Chinese restaurant.*

Noodlebar – Gloucester Green. *Thai, Japanese and Chinese 'fast food'.*

Sojo – Hythe Bridge Street. Chinese-specialising in Szechuan. Quite expensive.

Edamame – Holywell Street. Japanese.

Italian / Pizza

Pizza Express – Cornmarket Street (in the Golden Cross). *Mostly pizzas and pastas.*

Jamie's Italian – George Street. The 1st of Jamie Oliver's restaurant empire. Excellent pasta and other Italian cuisine.

Bella Italia – George Street. *Pizza and pasta restaurant.*

Indian / Curry

Café Zouk - High Street. *Indian restaurant.*

Chutney's – St Michael's Street. *Indian restaurant.*

Supermarkets & Shops

There are two Sainsbury's supermarkets in Oxford city centre:

- The smaller one is on Magdalen Street.
- The larger one is in the Westgate Centre (at the end of Queen Street).



These supermarkets sell a wide variety of food and are fairly inexpensive. There is also a Chinese supermarket, selling mainly Chinese and Japanese food, on Hythe Bridge Street.

The main shopping area in Central Oxford is Cornmarket Street and Queen Street. There are also three covered shopping centres:

- Clarendon Centre (between Cornmarket Street and Queen Street)
- Westgate Centre (at one end of Queen Street)
- Covered Market (between Cornmarket Street and High Street)

Complaints Procedure at CIE

We hope you will be happy at CIE. However if you have a problem or a complaint, we hope you will find the information below helpful.

How do I make a complaint?

By talking about it or by writing it down, whichever you find the easier. You can make a complaint by yourself or as part of a group or through your parents. Complaint forms may be found **in an envelope behind the computer in room 6**

To whom?

- A parent
- A brother or sister
- A member of the family outside the immediate family
- A family friend
- A school friend or other personal friend
- A housemother
- A teacher
- The Accommodation Officer, Max.
- The Finance Officer, Hisashi Chida
- The Assistant Academic Manager, Irma Banyte Kelly
- Either of the Co-Principals, John Hudson & Luke Murgatroyd
- Oxfordshire Children and Families' Assessment Team (telephone Oxford 815489)
- CIE Counsellor Jenny Joynson (telephone Oxford 862597)

Does it matter what the issue is?

No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

Do others have to know?

If you are worried about confidentiality, tell the staff: they will understand. Even if you find the issue hurtful or embarrassing, do not worry: the matter will only be discussed by staff who can help you, and you will be consulted and kept informed about any action to be taken.

What will happen next?

If possible, the member of staff will deal with the problem in person. If not, the member of staff will seek the help of a colleague (for example, Luke the Academic Manager or John the Principal).

If a matter remains unresolved, it should be referred to the Principal. If there is a serious problem with which you need help or about which you wish to make a formal complaint, you should report the matter to the Principal. If the complaint is about the Principal, the matter could be referred to the Academic Manager.

A formal complaint may be made either verbally or in writing. The Principal or Academic Manager will see you in order to clarify and, where appropriate, discuss the complaint, and you may be accompanied, if you wish, by a member of staff of your choice, a parent or a fellow pupil. You will receive a response to the complaint within 28 days.

You should bear in mind that there are people at CIE who are ready to listen: there are also outside independent sources of help available. If you wish, you could talk to Jenny Joynson the CIE counsellor.

If, after you have followed the steps outlined above, the matter still remains unresolved, then it should be referred to the Directors who will arrange for your complaint to be heard by an independent body; Stellard Kane who are Human Resources and Health and Safety representatives.