

THE OXFORD

BE SAFE

At CIE we take students' welfare very seriously and we want you to feel comfortable and safe during your stay.

### Do you have any problems?

We hope you will be happy at CIE. However if you have a problem, we hope you will find the information below helpful. We want you to know that there are people at CIE who are ready to listen:

Problems may be that you don't like your class, you don't like your host family, you need a bus pass...

Complaints\* may be more serious; you feel that you are being bullied, you are uncomfortable with the way you are being treated, you do not believe that you are getting the course that you paid for...

\*The Complaints procedure may be found on the CIE website <http://cie-oxford.com/our-language-school/our-policies/#13>

### What should I do if I have a problem?

Talk to someone about it or fill in the 'I have a problem' form in the 'Requests' section of CIE Online.

# WHO CAN I TALK TO?

If you have any problem, you should speak to your teacher; they will tell you who to speak to:

IF YOU HAVE A  
PROBLEM  
WITH YOUR  
TEACHER,  
TALK TO  
IRMA



Irma  
Co-Principal  
Director of Studies



Julie  
Accommodation  
Officer

IF YOU HAVE A  
PROBLEM  
WITH YOUR  
HOST FAMILY,  
YOU SHOULD  
TALK TO  
JULIE

IF YOU HAVE  
ANY OTHER  
PROBLEM YOU  
WANT TO TALK  
ABOUT PLEASE  
TALK TO  
IRMA OR  
CLAIRE



Claire  
Welfare Officer

## **Does it matter what the problem is?**

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

## **Do other people have to know?**

If you do not want anyone else to know about your problem, tell the staff: they will understand. Even if you find the problem hurtful or embarrassing, do not worry, only staff who can help you will talk about it and we will always talk to you about what action we are thinking of taking.

## **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, Irma, the Director of Studies and Co-Principal).

We will discuss, consider and investigate *all* problems mentioned to us. We will do this sensitively and with confidentiality.

## **Further complaints**

If you are not happy with any of the above, please feel free to contact our accrediting bodies British Council or the British Accreditation Council who will also be able to deal with your complaint.



<https://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints>



<https://www.the-bac.org/contact/>

# 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.



## Behaviour 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.

Showing mutual respect and tolerance are core British values and is therefore a basic expectation.

## 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'.



## Under 18's

You are expected to go straight home after school unless the host family agrees otherwise, with the conditions that:

1. You tell the host family **who** you will be with
2. You tell the host family **where** you will be
3. You provide a contact number so that the family can contact you **at anytime**
4. You are with **at least** two other people (one to stay with you, and another to find help, in an emergency!)
5. You must be back **by the curfew - or earlier** if the host family prefers!

	13 yr. & under weekdays	13 yr. & under weekends	14&15 yr. weekdays	14&15 yr. weekends	16&17 yr. weekdays	16&17 yr. weekends
British summer	5.30pm	5.30pm	9pm	10pm.	10pm .	11pm
British winter	N/A	N/A	6pm (15 y.o)	10pm	10pm	11pm

*NB. You are expected to be at home at meal times unless you have made an alternative arrangement with the host family*

### How you can keep you and your friends safe:



**ALWAYS**

tell your host family where you are going.



- Give your host family and school your number.
- Keep your phone with you.
- Keep your phone charged.



Walk to and from school in groups.



If you go out with your friends make sure you **stay together** even if you are angry with your friends.



Do not talk to strangers.



Shout loudly if someone is asking you to do something you are not happy about.



Tell someone you trust if someone is making you feel uncomfortable.



Report all suspicious behaviour and "new adult friends" to parents or carers.



Never take shortcuts. Always stick to routes selected by parents, and stay on main roads

# BE CAREFUL WHEN USING THE INTERNET!

## CHATTING

TRY NOT TO GIVE OUT ANY PERSONAL INFORMATION about yourself.

DON'T ARRANGE TO MEET UP WITH SOMEONE who you have met online.

## SOCIAL NETWORKING (INSTAGRAM ETC)

NEVER PUT YOUR FULL ADDRESS ON YOUR PROFILE

DON'T USE YOUR REAL NAME.

If sharing your age, it's a good idea to PUT YOUR REAL AGE on your profile - if you lie and say you are older, you may get adults trying to contact you.

DON'T PUT YOUR MOBILE NUMBER on your profile.

USE YOUR PRIVACY SETTINGS!

## ARE PEOPLE BEING UNKIND TO YOU ONLINE?

The number one rule to remember if someone is being horrible to you is:  
DON'T RESPOND AND DON'T REPLY.

The second rule is to SAVE ALL HORRIBLE MESSAGES AND EMAILS.

The third rule is to TELL A TRUSTED ADULT. If you tell someone about what's been happening, they will be able to help and possibly stop it from happening.

If you feel you can't talk to someone just yet, call Childline in confidence on 0800 1111.

People may say horrible things to you which upset you, or you may see something that you don't like.

If this happens, you must remember that it's not your fault.

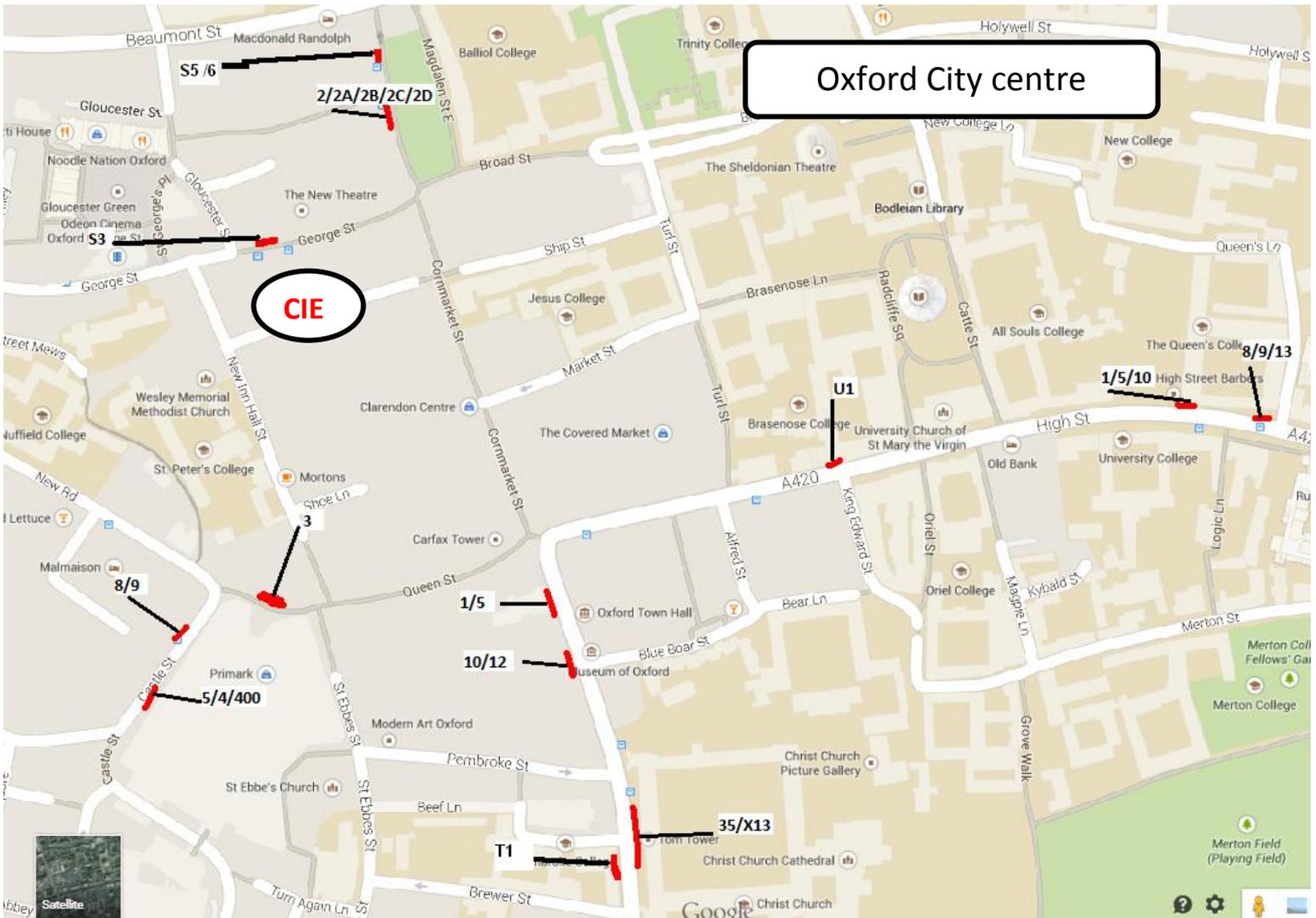
- ALWAYS TELL A TRUSTED ADULT straight away if you are upset or worried about something that has happened online.
- Remember to SAVE ANY MESSAGES that have upset you so you can show them to who you tell
- If you don't want to talk to a trusted adult, you may want to chat to someone else about how you feel. ChildLine is a site where you can have a private 1-2-1 chat with a counsellor who will listen to you and not judge you. You can also call them for free on 0800 1111 and it won't show up on your phone bill.

# Where can I get my bus?

Ask your host family for help!	Bus number	<input type="text"/>
	Home bus stop name	<input type="text"/>
	City centre	<input type="text"/>

Where do you live?

- Kidlington: 2/2a/2b/2c/2d/S5
- Yarnton: S3
- Headington: 8/9
- Risinghurst: 9
- Marston: 13
- Rose Hill: 3
- Cowley: 5/1/10
- Iffley: 3
- Kennington: 35
- Abingdon: 35/X13/4
- Horspath : 10
- Wolvercote: 6
- Garsington: T1
- Littlemore: 12C/16A



“I had a great time in CIE. I think the teachers are so nice and they are very helpful. I’ve met a lot of people and they are so friendly and funny. I would like to come next year.”



Encarna, Age 11, Spain

The photos may not always match the quotations but both photos and quotes are genuine and come from ex-CIE students.

## Accredited by:

Accredited by the  
 **BRITISH  
COUNCIL**  
for the teaching  
of English



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