

ΦIE OXFORD

Life at CIE

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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, OR IF
YOU ARE GOING TO BE ABSENT
FROM, OR LATE FOR A LESSON

+44(0)1865 202 238

EMERGENCY NUMBER

FOR *EMERGENCIES* ONLY,
INCLUDING ACCOMMODATION, IN
THE EVENING OR AT THE
WEEKEND

+44(0)7963 905 355

GETTING TO KNOW US



Irma Banytė-Kelly
Co-Principal
Director of Studies
(DoS)



John Hudson
Co-Principal



Claire Neatham
ADoS, Activities Manager
Welfare Officer



Julie King
Accommodation
Officer



Marlies Ashman Wutte
Marketing Manager LMH
ADoS



Hisashi Chida
Finance
Manager

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
You are not allowed to drink alcohol in the building. Please, check
CIE's Alcohol & Drug policy on the website.

WHO CAN I TALK TO?

If there is anything making you unhappy, please mention this to: your teacher, a member
of CIE staff. We are here to help with *any* problem, no matter how big or small!

BULLYING

CIE will not accept bullying or harassment of any kind.

Bullying is treating someone badly for any reason, either because of who they are or what they believe. At 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 counsellors at CHILDLINE on the free-phone number 0800 1111.

DISCIPLINARY PROCEDURE

Did you break the rules?

1st time	→	verbal warning	
2nd time	→	written warning	
3rd time	→	expulsion	

ARE YOU LATE TO YOUR LESSONS?

If you are late for a lesson or activity we will take 30 minutes off from your attendance %. If you are more than 15 minutes late for a 60 minute class, your teacher will decide if you can come into the class.

ARE YOU GOING TO MISS LESSONS?

We only excuse an absence if:

- The host family confirms you are ill/sick.
- If you have permission from the Director of Studies to have a day off.

Anything else will be recorded as an absence.

Good attendance is important because:

- Regular attenders make better progress both socially and academically
- Low attendance is disruptive to your teacher and classmates.
- You may have to repeat a level.
- Low attendance can affect future visa and University applications.



LESSONS AT CIE

BE ON TIME, ATTEND ALL LESSONS AND DO NOT BE DISRUPTIVE. YOUR TEACHER CAN DECIDE NOT TO LET YOU IN CLASS.

MAKE SURE YOU COMPLETE ALL SET HOMEWORK AND GIVE IT TO YOUR TEACHER ON TIME.

PHONE THE SCHOOL ON 01865 202238 IF YOU ARE GOING TO BE ABSENT OR LATE FOR CLASS.

MAKE SURE YOUR MOBILE PHONE IS OFF DURING YOUR CLASS PERIOD.

MAKE SURE YOU ARE PREPARED BEFORE YOUR LESSON BEGINS.

TIMETABLE

10-12 YEAR OLDS: 9AM LESSONS 12.20 LUNCH 1.30 ACTIVITIES
13-14 YEAR OLDS: 9.15 ACTIVITIES 12PM LUNCH 1PM LESSONS

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

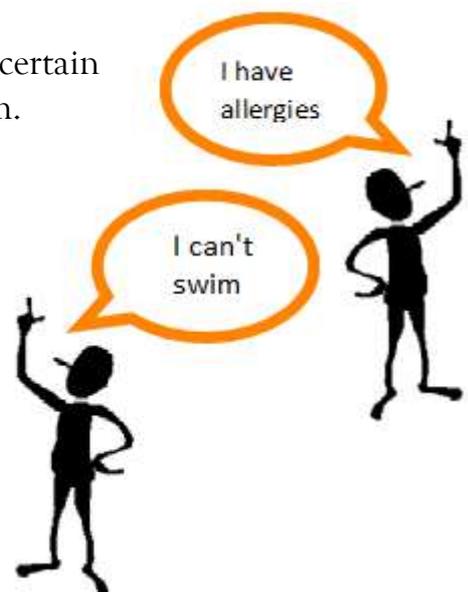
Tell your activity leader if you have any problems regarding certain activities, such as allergies for food or not being able to swim.



Be on time for activities and weekend trips.

If you are late, call. If you don't, 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.



COMPUTERS AT CIE

Free WIFI is available at all teaching sites so please 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.



- i. No software can be downloaded onto CIE computers.
- ii. No student can visit sites that are explicit, discriminatory or offensive.

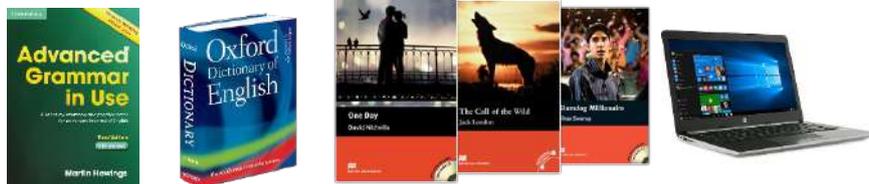
Our filtering system allows us to monitor internet access for the purpose of enforcing this policy. If you do not follow the above rules this will be regarded as a disciplinary offence and could lead to your removal from the school.

Save any important files on a storage device (USB drive) or send them to your email.

PRIVATE STUDY AND BORROWING BOOKS

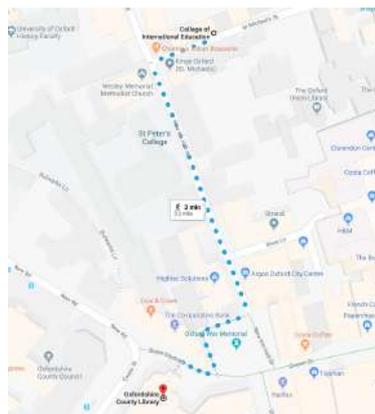


There is limited space available for students' private study at CIE. We recommend you use the public library, in the Westgate centre, if you need a quiet area to study in. Students are welcome to borrow books from the CIE bookshelf, but please remember to sign them in and out. Room 5 is used as a library/computer room unless it is being used for lessons. Reference books, dictionaries, graded readers, laptops and online materials are available for self-study.



PUBLIC LIBRARY

Oxford's public library is 3 minutes walk from CIE.





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 (you need to have the exact amount)
- One up-to-date passport-sized photograph
- A CIE enrolment 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.

HEALTH CARE

If you have any allergies, or other medical problems, you must tell CIE on your enrolment form. This information will be private and only people who need to know, like your host family and teachers, will.

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

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.

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

The following members of staff are qualified as Emergency Aiders and may be called to assist with an emergency:



-Irma Banyte-Kelly, Claire Neatham, Marlies Ashman-Wutte,



Irma



Claire



Marlies

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 (over 18s only)
- You would like to have a visitor
- You break or damage anything
- You need a packed lunch for a weekend trip.



Please remember that:

- YOU are responsible for tidying up your room.
- Usually, you will be sharing the bathroom. Make sure you keep it tidy.
- You must 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, heaters, mobile chargers etc. 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 have a good reason. CIE need to give the family a week's notice so please inform the Accommodation Officer.

COMPLAINTS PROCEDURE AT CIE

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 A
PROBLEM YOU
WANT TO TALK
ABOUT, BUT IT IS
NOT AT CIE,
PLEASE TALK TO
CLAIRE
OR IRMA



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 others 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 privately.

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/>

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 90% of their lessons will not qualify for a certificate.



“ 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

Accredited by:



College of International Education

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