

## 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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# PRE-ARRIVAL INFORMATION

## ENROLMENT FORMS

Thank you for completing the online enrolment form. The information you have provided will enable us to prepare for your arrival and ensure you have as safe and enjoyable experience as possible. Please do not forget to complete online placement test before starting the course. This test is important for us to allocate you in a right level classes. Students under 14 years old won't need to take the test, they will do the placement test on the first day of school.

## CONTACT DETAILS

In the enrolment form we ask you to provide contact details for your emergency contacts. We will also ask for a mobile number on which we will be able to contact you while you are in the UK. Please ensure these details are up-to-date and if they change before or during your stay please ensure you inform us.

## WHAT SHOULD YOU BRING WITH YOU?

Here are some important items for you to bring with you:

- Passport
- Any prescription medications you require
- Comfortable, appropriate clothing for all weather, including raincoats! · - Bathroom towel/s
- Learning aids e.g., dictionary, notebook & stationery
- Many shops, cafes and venues are **not** accepting cash. We recommend using a contactless prepaid travel money card as a safe and convenient alternative  
<https://www.moneyadviceservice.org.uk/en/articles/prepaid-cards-explained>

## USEFUL WEBSITES ABOUT OXFORD

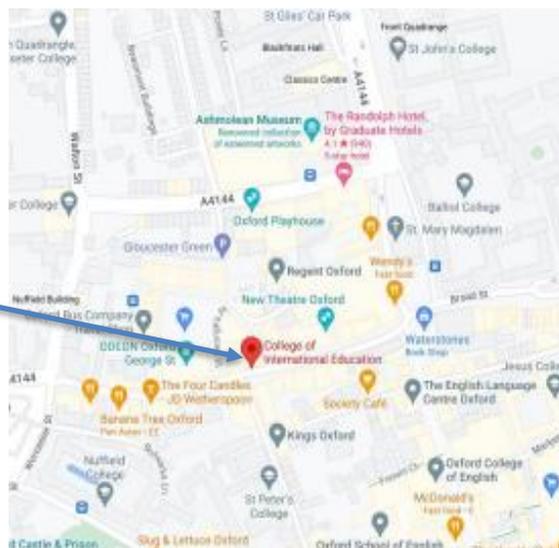
- <https://www.dailyinfo.co.uk/> – lots of information about Oxford city, with reviews and maps etc.
- <https://oxfordcity.co.uk/> – tourist information
- <https://www.ox.ac.uk/> – the website of Oxford University
- <https://www.oxford.gov.uk/> – the city council website2

## ARRIVAL INFORMATION

### FINDING CIE

CIE's city centre main campus is located in the centre of Oxford. This is where our all year round and summer courses for senior students are delivered. CIE administrative staff are based here.

Bocardo House  
24b St Michael's St  
OX1 2EB  
Oxford



### 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: **+44(0)1865 202238**

**Emergency number** – for emergencies only (including accommodation emergencies), in the evening or at the weekend: **+447963 905355**

# SCHOOL ARRANGEMENTS

## YOUR FIRST DAY

Please arrive at the school on your first day at 8.30 am. You will be shown your classroom and facilities. You will also be given a 'welcome' pack with a pencil, notebook, 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.

## DAILY TIMETABLE

9.00 - 10.00 Morning Class 1

10.15 - 11.15 Morning Class 2

11.30 - 12.30 Morning Class 2 (continued)

12:30 – 13:30 Lunch

13.30 - 14.30 Afternoon Class 3

14:45 – 15:45 Afternoon Class 3 (continued)

16:00 – 17:30 Activities (on Tuesdays and Thursdays)

17:00 School closes

**In the summer** the average age at CIE is 17/18 year old.

## CERTIFICATES

At the end of your course you will be awarded a certificate to show that you have successfully completed your course. The certificate will state the name of the course, the level of your class and the dates. Students who do not attend at least 95% of their lessons will not qualify for a certificate.

## 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 £5-£8 a day for lunch.

## CIE ONLINE

After you have completed your course at CIE you are invited to continue your learning experience with CIE through one of our CIE Online courses. For details about the different courses available please see our [English courses](#) page on our website.

## POLICIES AND PROCEDURES

**Our policies can be found on our website <https://cie-oxford.com/our-policies/>** We ask all CIE staff, host parents, group leaders and students to familiarise themselves with our policies. They are a useful guide to CIE's protocols and procedures regarding safeguarding, health and safety and disciplinary rules.

### COMPLAINTS PROCEDURE

If you have a problem or complaint you should speak to a member of the administrative staff, or if it relates to accommodation, speak to the Accommodation Officer. Complaint forms can be found in the common room in CIE's city centre campus or are available to download on our website <https://cie-oxford.com/wp-content/uploads/2021/06/CIE-Complaint-form.pdf>. All complaints will be investigated fully and will be handled sensitively and with confidentiality.

### WELFARE SUPPORT & COUNSELLING

If you wish to speak to someone about any concerns or problems during your CIE programme, our Welfare Officer, Luca Marinuzzi, and our Co-Principal, Irma Banyte-Kelly, are both available and are keen to provide support. Their email addresses are:

Luca Marinuzzi [activities@cie-oxford.com](mailto:activities@cie-oxford.com)

Irma Banyte-Kelly [dos@cie-oxford.com](mailto:dos@cie-oxford.com)

You can also contact them at CIE by telephone between 9am-5pm **+44 (0)1865 202238**.

An external counsellor is also available if you wish to speak to someone outside the school, we can provide contact details or make arrangements for this.

### 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 behaviour still does not change they will be unable to continue with the programme. CIE reserves the right, in the case of gross misconduct, such as bullying and violence, to expel the student from the programme immediately.

### Absenteeism

You are expected to attend 100% of your lessons. We will only excuse an absence if your parent, group leader or a responsible adult confirms you are sick or have a satisfactory reason for being unable to attend class. If you are late for a lesson or activity we will deduct 30 minutes from your attendance. If you are more than 15 minutes late for a class, CIE reserves the right (in the interest of the other students) to refuse entry into that class.



## STUDY VISAS

If you are visiting the UK on a student visa, you must attend all 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.

## 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.

## OTHER PREPARATIONS & CONSIDERATIONS

### MEDICAL & DENTAL CARE

If you have any medical conditions please state this clearly in the online enrolment form. All students who come to study at CIE should take out travel insurance that covers medical treatment, 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. Students visiting the UK from an EU country can use a European Health Insurance Card (EHIC) issued in that country. Their EHIC will cover the costs of treatment if they get ill on the visit. If they are entitled to NHS treatment they will not have to pay for a visit to the doctor or hospital treatment. However, they will have to pay for medicines, dental treatment and optical treatment.

### CONTACTING HOME

WiFi connection at CIE will be available in classrooms and common areas that students have access to and details will be made available upon your arrival.

***PLEASE BE AWARE!*** You may have access to data roaming on your mobile phones but we advise you to turn it off when not in use to avoid expensive charges.

## COMPUTERS & PRIVATE STUDY

There are computers 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. If you are a parent and your child is bringing their own IT device to the UK, we ask that you ensure parental settings have been set on the device.

## MONEY

Due to the Covid-19 pandemic most shops, cafes, restaurants and venues are not accepting cash. It is advisable for students to have a contactless VISA / Mastercard. For safety we recommend a pre-paid travel money card that can be topped up if necessary:

<https://www.moneyadviceservice.org.uk/en/articles/prepaid-cards-explained> For cash, the easiest way to access cash is from the many 24-hour ATM machines throughout Oxford, accepting VISA & Mastercard.

## INSURANCE

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

## 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:

**Barclays Bank PLC** 54 Cornmarket Street **Tel** 08457 555555

**Lloyds TSB** 1-5 High Street, **Tel** 08453 000000

**Natwest** 43 Cornmarket Street, **Tel** 08453 019797

**HSBC Bank PLC** 65 Cornmarket Street, **Tel** 08457 404404

## ACCOMMODATION

### ACCOMODATION (For Homestay students only)



#### LIVING WITH A HOST FAMILY

**What you can expect** from homestay accommodation organised by CIE:

- Inclusion in the family as a full member of the household.
- An appropriate, well-lit and heated, clean room in good repair.
- A room located in a 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. You are also obliged to inform us of any change of address during your stay with CIE Oxford, while in the UK.

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, communication, 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 asked 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.

### DEPARTURE

Please inform your host family in advance about your departure time.

#### 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