



# LANGUAGE *in* ACTION



Colindale

# Student Induction Pack 2018

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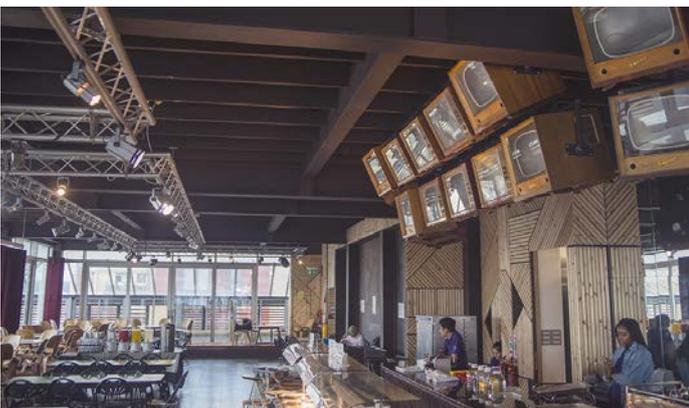
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# Introduction



Welcome to Language in Action. We are delighted that you have chosen us on what will be the start of a great learning adventure.



# Quick Facts

## Walking times

From Colindale Centre to restaurant: **Same residence**

## Train travel times to Zone 1 tourist London

Approximate travel time from Colindale Station to Oxford Circus: **28 minutes**

Nearest airport: Heathrow airport: **18 miles** (via N Circular Road)

Distance from Gatwick airport: **56 miles**

Distance from Luton airport: **28 miles**

Distance from London City airport: **23 miles**

Distance from Stansted airport: **39 miles**

## Colindale Centre:

Accommodation type: **Double or triple ensuite**

Towels provided?: **Yes**

Wifi?: **Yes**

Bedlinen and cleaning included?: **Yes**

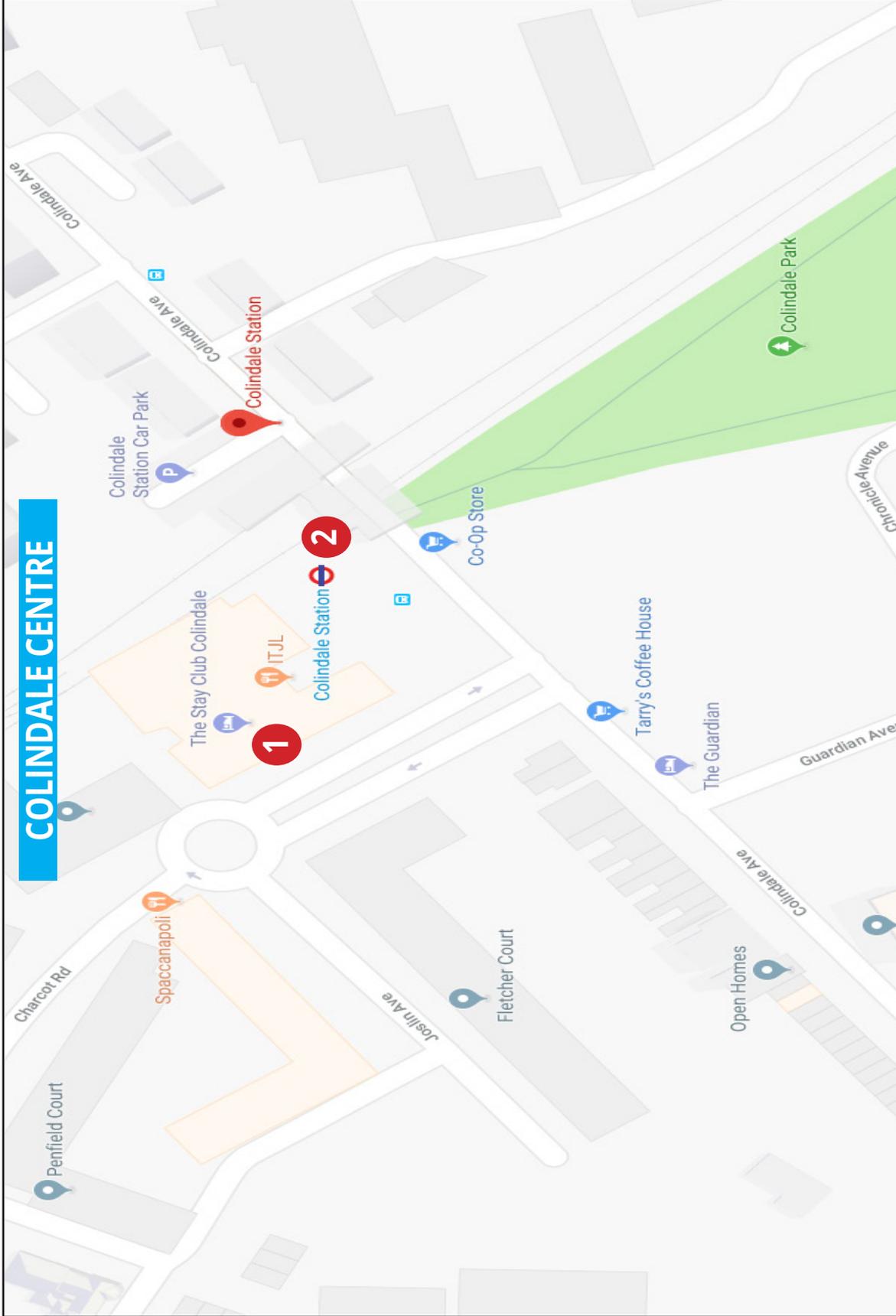
24 hour security?: **Yes**

CCTV ? : **Yes**

Shared facilities: **Student lounge, cafeteria and restaurant**

Min age: **14**

# Map



## Language in Action - Colindale Centre

- 1 - Language in Action Colindale Centre
- 2 - Colindale Station

# Students Disciplinary Procedure

<u>Language in Action</u>		
<u>Student Disciplinary Procedure Table</u>		
<u>Level of Incident</u>	<u>First or Second Offence</u>	<u>Actions to be taken</u>
<p><b>1.Minor Misdemeanours</b></p> <p>Examples including but not limited to:</p> <ul style="list-style-type: none"> <li>Repeatedly talking in mother tongue in class</li> <li>Rowdy behaviour in the canteen and other campus spaces</li> <li>Skipping dinner queues</li> <li>Breaking curfews</li> <li>Rudeness to staff or contractor (impoliteness)</li> <li>Not following instructions on trips</li> </ul>	<p><b>First Offence? =A</b> →</p> <p><b>Second Offence? =B</b></p>	<p><b>A. Informal Verbal Warning</b></p> <p>Used with small or rare student misdemeanours that do not warrant a formal record. Usually given by Teachers or Activity Leaders.</p>
<p><b>2.Misdemeanours</b></p> <p>Examples but not limited to:</p> <ul style="list-style-type: none"> <li>Frequently misbehaving in class</li> <li>Frequent lateness</li> <li>Rarely but intentionally disobeying staff instructions</li> <li>Lesser forms of bullying (e.g. Unfriendliness to peers)</li> </ul>	<p><b>First Offence? =B</b> →</p> <p><b>Second Offence? =C</b></p>	<p><b>B. Formal Verbal Warning</b></p> <p>Defined as verbal warnings recorded as incidents and given by the management team, ideally the Centre Manager or Director of Studies.</p> <p>Verbal warning logged and student reminded that should it (or a similar event) happen again then more serious disciplinary sanctions be employed</p>
<p><b>3.Serious or Continuous Misconduct</b></p> <p>Examples but not limited to:</p> <ul style="list-style-type: none"> <li>Continuing to behave in the same manner following a Formal Verbal Warning</li> </ul>	<p><b>First Offence? =C</b> →</p> <p><b>Second Offence? =D</b></p>	<p><b>C. Written Warning</b></p> <p>Both the Operations &amp; Welfare Managers should be notified in order to issue a written warning. These managers will inform the student's agent and request that parents be informed. Centre Manager to arrange a meeting with the Group Leader,</p>

# Students Disciplinary Procedure

<ul style="list-style-type: none"> <li>• More serious forms of bullying (e.g. Physical or emotional)</li> <li>• Persistent misbehaviour in class</li> <li>• Underage smoking &amp; alcohol drinking</li> <li>• Small, isolated but intentional damage (e.g. Setting off a fire extinguisher)</li> </ul>		<p>Student &amp; Welfare Assistant in order to issue the Written Warning.</p>
<p><b>4. Misconduct warranting expulsion</b></p> <p>When a student's behaviour is bad enough that it is</p> <ul style="list-style-type: none"> <li>• Repeated after a written warning</li> <li>• Seriously endangers themselves or others</li> <li>• Continuously and consciously disrupts the programme from themselves or others</li> <li>• Becomes uncontrollable for centre staff</li> <li>• Breaks British Law</li> </ul> <p>Examples including but not limited to:</p> <ul style="list-style-type: none"> <li>• Drug abuse including so called legal highs.</li> <li>• Constant and intentional disobeying of instructions</li> <li>• Serious and malicious damage to property (e.g., smashing windows, etc.)</li> <li>• Any physical, verbal or sexual abuse of students or staff</li> </ul>	<p><b>First Offence? =D</b> →</p> <p><b>Second Offence? =D</b> →</p>	<p><b>D. Expulsion from programme and/or centre</b></p> <p>In order for expulsion to take effect, Operations &amp; Welfare Managers must be consulted and through them the agency and parents.</p> <p>Students and group leaders should also know of the Complaints Procedure.</p> <p>The Operations &amp; Welfare Managers will inform the Centre Manager of the level of expulsion these include:</p> <ul style="list-style-type: none"> <li>• Permanent removal from lessons and/or activities. At this point they become the sole responsibility of the Group Leader</li> <li>• Permanent removal from the centre. The student will be asked to leave the campus and the agency will be expected to arrange for travel home. If this cannot be arranged immediately, the agency will be asked to arrange temporary accommodation &amp; supervision for this student whilst they organise further travel arrangements.</li> </ul>

# Students Complaints Procedure

## **Student Complaints Procedure**

If you have a problem or query, we are here to help you.

Please don't wait until the last day to tell us about any problems!

During your course with Language in Action you are welcome to speak to any member of our staff about any problems and concerns, or queries and questions. If they cannot help you, they will raise the issue with the appropriate member of the team.

Towards the end of the course you will complete a questionnaire. This is to monitor your satisfaction level in every area, and to help us to improve. However, if you have a problem and you are unhappy at any time during your course, please follow the steps below:

### **Step 1**

If you have a general problem or question, please speak to any member of staff. If they are unable to help they will refer you to the person responsible. If you would like to make an official complaint, please ask a member of staff to give you a complaint form to fill out. Please speak to the following departments for the following problems or queries:

- Lessons, exams, class levels – Teacher/ Director of Studies
- Activities, excursions, free time programme – Activity Co-ordinator
- Welfare, accommodation, meals – Activity Co-ordinator/ Welfare officer or Centre Manager
- Any other general problem/query – Activity Co-ordinator/ Welfare officer or Centre Manager

### **Step 2**

If you are not satisfied with the outcome in Step 1, please speak to the Centre Manager. Every effort will be made to resolve your problem/ query within the school.

# Students Complaints Procedure

## Step 3

If you are still not satisfied, we will help you to refer the matter to Language in Action Head Office.

Language in Action keeps a log of all formal complaints with a record of resolution and date of resolution.

# Anti-Bullying Policy

## **Statement of Intent**

Language In Action is committed to providing a caring, friendly and safe environment for all of our students so they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our centres. If bullying does occur, all students should be able to tell and know that they will be listened to and appropriate action will be taken.

This policy should be read in conjunction with Language In Action's Safeguarding policies as well as the Cyber-Bullying policy and student's own Code of Conduct.

## **What Is Bullying?**

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional: Being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical: Pushing, kicking, hitting, punching or any use of violence
- Racist: Racial taunts, graffiti, gestures
- Sexual: Unwanted physical contact or sexually abusive comments
- Homophobic: Focusing on the issue of sexuality
- Verbal: Name-calling, sarcasm, spreading rumours, teasing
- Cyber: All areas of internet, such as email & internet chat room misuse. Mobile threats by text messaging & calls. Misuse of associated technology, i.e. camera & video facilities

## **Why is it Important to Respond to Bullying?**

Bullying hurts; no one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Students who are bullying need

# Anti-Bullying Policy

to be encouraged and supported in learning different ways of behaving. Language In Action has a responsibility to respond promptly and effectively to issues of bullying.

## **Objectives of this Policy**

- All Head Office managers, teaching and non-teaching staff, students and Group Leaders should have an understanding of what bullying is.
- All Head Office managers and teaching and non-teaching staff should know what the company policy is on bullying, and follow it when bullying is reported.
- All students and Group Leaders should know what the company policy is on bullying, and what they should do if bullying arises.
- Language In Action takes bullying seriously, and students should be assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

## **Signs and Symptoms**

A student may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a student:

- Changes their usual routine
- Is unwilling to go to class
- Begins to truant
- Becomes withdrawn, anxious, or lacking in confidence
- Starts stammering
- Attempts or threatens suicide or runs away
- Cries themselves to sleep at night or has nightmares
- Feels ill in the morning
- Begins to do poorly in class work
- Comes back to the accommodation with clothes torn or books dam-

# Anti-Bullying Policy

aged

- Has possessions which are damaged or “ go missing”
- Asks for money or starts stealing money (to pay bully)
- Has monies continually “lost”
- Has unexplained cuts or bruises
- Becomes aggressive, disruptive or unreasonable
- Is bullying other students
- Stops eating
- Is frightened to say what’s wrong
- Gives improbable excuses for any of the above
- Is afraid to use the internet or mobile phone
- Is nervous & jumpy when a cyber message is received

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated.

## **Procedures**

1. Report bullying incidents to centre staff- this could be a teacher, an Activity Leader, or the Centre Manager.
2. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly – Centre staff/Group Leader must be informed.
3. In cases of serious bullying, the incidents will be recorded by staff.
4. The member of staff must go back to the pupil/student who has reported the bullying and explain what action they have taken.
5. If necessary and appropriate, police will be consulted
6. An attempt will be made to help the bully (bullies) change their behaviour

## **Outcomes**

1. The bully (bullies) may be asked to genuinely apologise. Other conse-

# Anti-Bullying Policy

quences may take place.

2. In serious cases, suspension or even exclusion will be considered

3. If possible, the pupils/students will engage in a process of reconciliation.

4. After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

# Work for LiA



## We believe in your talent

Every year we give a great opportunity to the most talented students: being part of the LiA family!



You can have the same opportunity next year! Just prove you deserve it!



# Colindale Centre

## Colindale Centre

- | Our Colindale Zone 4 centre is our newest centre, built in 2016 which is situated next to Colindale train station making it very easy to access London. Colindale is a self-contained residential centre offering modern ensuite bedrooms and classrooms with catering onsite making it ideal for school groups.
- | Our Colindale centre has 24-hour security, cctv free WIFI and a modern lounge and cafeteria area which means the students get the benefit of being in London but the security of being in a residential campus.



# Colindale Centre

## Accommodation

Please keep your room tidy.

Do not move beds around.

Your bedsheets will be changed.

Do not use your kitchen like the Masterchef kitchen: keep it clean and tidy! Have fun and enjoy the common rooms, but with respect for other fellow students and for facilities.



## Guidelines for Safety and Security

- | You must wear your LiA lanyard and your identity card at all times. This helps us to identify you and keep you safe.
- | Never leave the campus without the permission of the Staff.
- | In case of emergency you can call your group leader or the emergency number (Centre Manager).



# Colindale Centre

## Fire Procedure

In case of fire:

- | 1) Leave the building immediately – do not run, do not collect your personal belongings.
- | 2) Follow the instructions of the fire warden.
- | 3) Look for your group leader and wait a member of the staff has ticked your name off the fire register and told you it is safe to return inside.
- | 4) Proceed to Meeting Point:



# Colindale Centre

## Transport Safety and Security Guidelines

This is your travel card!  
You must touch in and out on the  
yellow card readers.



Stand on the right side on the  
escalator.

Let people off before get in.  
Stick to the group and when getting  
off wait for your group leader to  
count the group before moving.



## Transport Safety and Security Guidelines

In the underground there is no  
reception: you can not use your phone.

**DO NOT PANIC**, everything can be  
solved.

Get off as soon as possible and wait on  
the platform for 20 minutes: do not  
move, someone is coming for you!

If after 20 minutes no member of the staff has reached  
you, exit the station and call immediately your group  
leader on the emergency number.

Wait in front of the station and do not move.



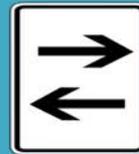
# Colindale Centre

## Excursions Safety and Security Guidelines

When you are on Excursions, remember to :

-  Always listen to your Leaders instructions
-  Don't carry lots of money
-  Walk in **groups of 3** or more.
-  Keep your **bags close** to you
-  Do not accept anything from strangers
-  When walking, stay with your group

When you are crossing the road:



Look left and right



Only cross the road when the **GREEN MAN** is showing



## Activities and Excursions

- | Your teacher will have a timetable of all your activities and excursions
- | You will have some time in your lesson to prepare for these activities
- | The teachers will give you some special vocabulary to help you understand the activity more
- | The teacher will show you some pictures and give you some special phrases to help you enjoy the activity.



# Colindale Centre

## School Rules

Girls and guys must not enter into each others accommodations areas. Enjoy each others company in the common areas.

**NO:**



**Alcohol**



**Drugs**



Underage  
**Smoking**



**Guests** must not  
be allowed on campus  
without permission

**YOU MUST:**

**NEVER** leave the campus  
without permission

Be on **TIME** for all your  
lessons and activities

Be **POLITE** and  
**RESPECTFUL** to others

**ALWAYS** listen to the staff  
at all times



## Our 3-strike policy

1

For your first offence you  
will receive a **verbal  
warning!**

2

For your second offence  
you will receive a  
**written warning** and  
your parents will be  
**informed.** (You may also  
miss out on excursions and  
/ or activities)

3

For your third or a serious  
offence you will be  
brought to a **meeting**  
with the **Centre  
Manager** and  
**Activity Manager.**  
(You may also be sent  
home!)

**If you commit a very serious offence,  
you may be sent home even  
without the 3 steps**



# Colindale Centre

## Our Aim

We want to give you an amazing learning experience, but we also want you to be safe and happy and grow in confidence when speaking English.

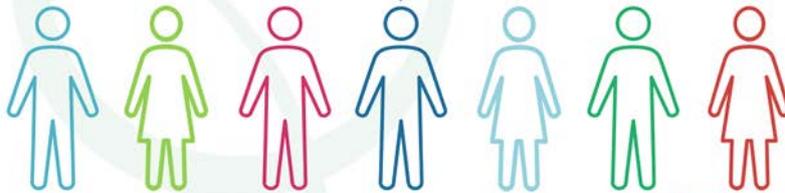
Buckingham  
Palace  
St. James  
Park  
Westminster

Trafalgar  
Square  
National Gallery  
Covent Garden

Camden Town  
Regents Park  
London Eye

Regent Street  
Carnaby  
Street  
Piccadilly  
Circus

Madame  
Tussauds  
Oxford Street  
Brick Lane



## Our methodology



At Language in Action our courses follow a T.T.T. (test, teach, test) format. The initial placement test comprises of an on-line multiple choice test and speaking test.

We are also an approved Trinity exam centre.



**TRINITY**  
COLLEGE LONDON  
Registered Exam Centre 61477



# Colindale Centre

## Placement Test

- | You will have a placement test. Please do not worry about this test, it is to make sure you are at the correct level.
- | It is very important you do this alone and **DO NOT CHEAT!**
- | There is a multiple choice part and a speaking test with your teacher.
- | You will know shortly after the test what level you will be at.
- | If you think you are at the wrong level please speak to your teacher.



## Classroom rules

- | Be punctual!
- | Mobile phones on silent
- | No eating, chewing gum or drinking (except water)
- | Speak only in English
- | Bring a notebook and pens
- | Make sure when you leave the classroom it is neat and tidy



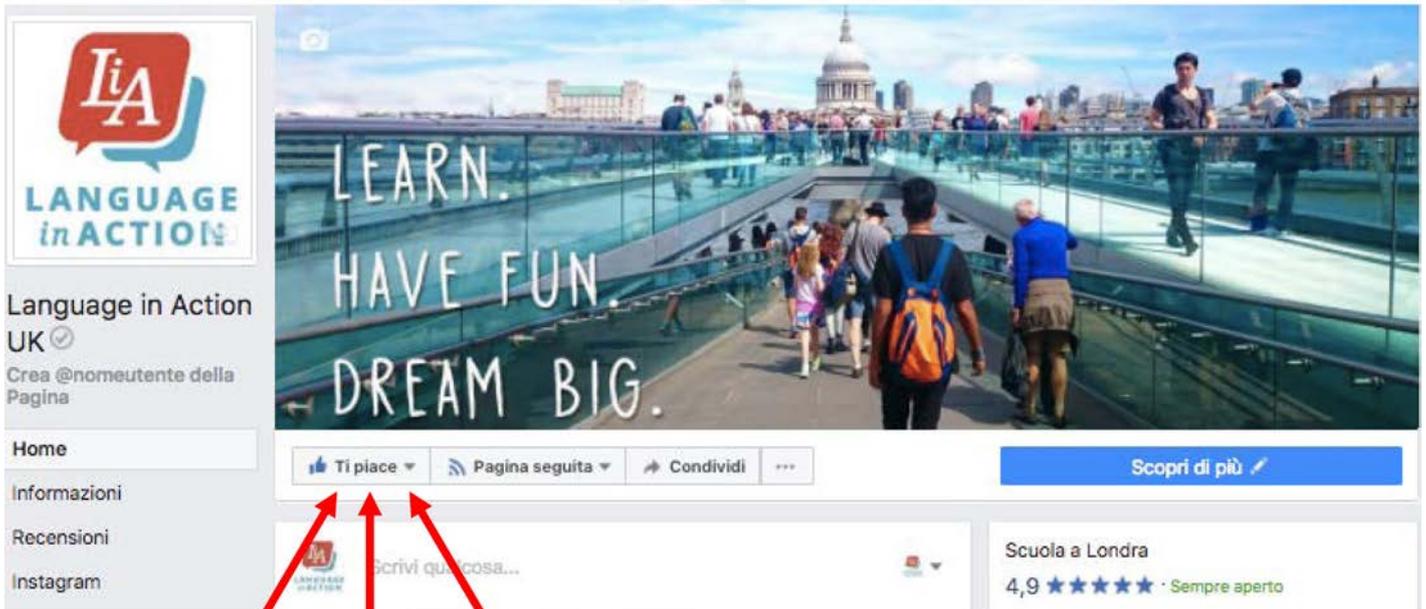
# Colindale Centre

## Zig Zag Program

	Group A		Group B	
	Week 1	Week 2	Week 1	Week 2
Morning	Lessons	Excursion	Excursion	Lesson
Afternoon	Excursion	Lessons	Lesson	Excursion

# Colindale Centre

## LiA Official Page



## Our Motto

learn.  
have fun.  
dream big.



# Colindale Centre

Finally

We are here to help you, so please come and talk to us.

Remember, if you don't know...

**ASK!**



THANK YOU FOR  
YOUR ATTENTION

