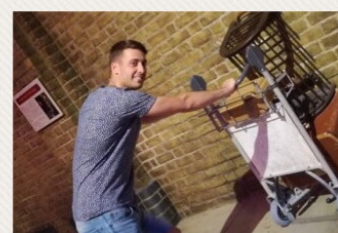
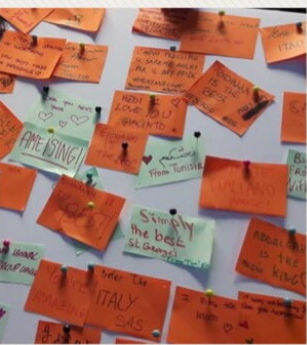




Student Handbook

ST. GEORGE'S SCHOOL OF ENGLISH

www.sg-cc.com



LEARN. SPEAK. ACHIEVE.

Your door to greater opportunities in life.



A WARM WELCOME TO YOU

St. George's School of English

I am delighted to welcome you here to participate and share in the English language course at St. George's. So many of you travel long distances, this serves to remind us all just how important our work is.

Our school is committed to providing a homely, comfortable, educational and fun stay for every guest, being it as a student, leader or a teacher. We want our guests regardless of their age, level of English or time spent with us, to achieve their full English language potential, use their learning and skills, and enjoy their stay to its maximum. Our task is to make it possible. Our mission is to provide practical, step by step assistance. Prepare yourself to be challenged, excited and inspired.

It is a real pleasure to have so many of you here with us at St. George's where we so proudly provide greater opportunities for life to speakers of English as a foreign language, thus paying a favour once received by ourselves forward and making the world a better and friendlier place.

Learn all you can, **speak** to create and connect, and **achieve** your goals and dreams. Don't forget to enjoy and have fun too! Wishing you the best stay ever,
your St. George's Team

WHAT'S INSIDE:

Your stay

Our promise to you

School rules

British etiquette

Living with a host family

Your free time

Safety

Complaint procedure

Your journey starts here...



Make yourself at home.

Relax! We are here to make you feel at home, and help with anything you need.

Embrace the new things and make the most of your stay with us.

Make friends.

Make the most of your stay by connecting with people around you. Your new host family, teachers, office team, your classmates; we all really care. Share your impressions, interact and communicate with us.

Learn and practice.

Did you know that you can learn English 7 times faster during your language stay?!

All you have to do is Learn, Speak and Enjoy as much as possible.

Enjoy.

Come out of your comfort zone to experience new things. Don't shy away from new people, new activities, new places or new food. These are all your chances to learn and experience something new, happy and unforgettable.

OUR PROMISE TO YOU...

Paying it forward

Our number one intention is that you gain through the experience, learn through the support, and take the intention to pay forward that benefit in life.

Enjoyment

Your relationship with St George's will be a fun one. You'll find our staff friendly and helpful, and the environment you'll be part of will be engaging, inspiring and safe. You'll know that you are both valued and that support is available to you.

Commitment

You'll find that your support team will listen to you, be reactive to requirements, and WILL act on and deliver what they promise.

Quality

Whatever your interaction with the team at St George's, you can expect full dedication to high standards and a genuine willingness to assist you to the best of our abilities.





Passion

'Not my job' isn't in our working dictionary... the team is serious about creating happiness in our clients, and you'll feel the energy in their efforts to do so.

Diversity

We embrace cultural variety whole-heartedly. Each person is unique and appreciated. Their culture is worthy of celebration. We believe that host families and students gain in life through experiencing friendship without boundaries.

Family

For those who come to study with us, we'll be your family away from home.

Improvement

We encourage you to share your experiences openly and honestly, and we commit to develop every day in response to valued feedback.

Communication

You will find that communicating with us is based on three words only – clarity, efficiency, and caring.



SCHOOL RULES

RESPECT

Your environment.
School and your classroom.
People around you.
English culture and etiquette.
School rules and regulations.
No smoking and no alcohol policy.

COMMIT

To speaking English!
To being on time.
To learning.
To participating in class.
To keeping your space clean.
To communicating and interacting in English.

REMEMBER

No mobile phones or electronic devices during lessons.
No eating during lessons.
No chewing gum.
No sitting on tables.
No damage to school's furniture and equipment.
Look after your valuables.

STAY SAFE

Dial **999** for emergency (fire/ police/ ambulance/ coastguards)
Contact your leader/ teacher for other assistance.
School emergency number is **0044 (0)7930 274158**



HOME AWAY FROM HOME

Your home in England

Your host family has been arranged for you by our wonderful team in the office and they are here to talk to you whenever you need us. We regularly check in with all of our host families and a member of staff will go round to see everything is clean, tidy, in one piece, and ready for you to stay in. We also help our families with suggestions of things to talk to you about and make you feel comfortable. All of our families want to help you with your course, help you learn our language, and help you enjoy your visit to our wonderful town. However, everything in life needs team work and we have a few things we need to ask you to help with.....

Meet the Family

The people you meet on day one are the people who have offered to look after you and your needs for your whole stay. Please remember that THEY ARE NOT A HOTEL so please don't treat them like one. The family will always try to communicate and talk with you so that you can practice your English. We ask that you do the same! TALK WITH YOUR HOST FAMILY! This is not just an opportunity to learn but you can also talk to them if you're worried about something or you are hungry or cold. The host family will do everything they can to make you FEEL AS COMFORTABLE AS POSSIBLE. But if you don't talk to them, they can't help!

In the home

As you might imagine, the host family home is a little different to your home. The rooms might be different sizes, the paint will be a different colour, and we would be really surprised if the adults looked like your parents. THINGS WILL BE DIFFERENT but don't be scared or worried; this is all part of the experience. You will sometimes be sharing a room with friends or maybe even other students but you can use this opportunity to improve your English.

In the room you will be shown where you can store your clothes and where your bed is. If you ask your host family they will point out things like mirrors and plug sockets but YOU MUST PROVIDE YOUR OWN ADAPTOR.

Bathroom and bits

A lot of families have very busy lives while they are trying to look after you. Most will have to go to work and for that reason they will have a BATHROOM SCHEDULE. Your host family will tell you about this more but basically, you can shower and clean up every day if you want to. However, you will not be allowed to spend a long time doing it! COMMUNICATE with your hosts to find out your time slot. Please also remember that due to the water in England, a lot of bathrooms have lime scale and mould. THIS IS NOT DIRT. It is perfectly normal in England and if you talk to your host family, they will explain all about it and you can learn a little more about England!

Feedback

We always want to hear what you think so we hand out feedback forms at the end of your stay where we ask you to review everything you've done here at St. George's School of English.

This includes your lessons, your social programme, and of course, your Host Families. Please be as honest with us as you can so we can improve things for future students and visitors, and you when you come back next time.

Meal time

You will get breakfast, lunch, and dinner while staying with your host family. You must remember though that it will more than likely be yet another thing that's different to back home! The most important thing about all these meal times is that you **TELL THE HOST FAMILY WHAT YOU LIKE AND DON'T LIKE!**

Breakfast

We ask host families to provide a minimum of a bowl of cereal, toast with butter or jam, and a drink which can be a hot drink, juice, or water.

Packed lunch

With your packed lunch, we ask that your host family provide 2 rolls or 2 individual sandwiches (4 halves or 8 quarters if they are cut) with a meat/cheese filling and salad, a piece of fruit, a drink, some crisps, and a biscuit or yogurt.

Dinner

This is the most important meal of the day and our host families treat it as such. You should receive a main meal and a dessert as this will be your main meal of the day. If the portion size is too small, **ASK YOUR HOST FAMILY FOR MORE.** They will not be mad at you but you must not be greedy! Remember the food must feed a whole family and all the students in the house.

Illness

In the event you are not well enough to come to school, you should call us in the office number as soon as you can (0044 1903 203389). You should also make sure that you speak with your host family. If you feel like you need a doctor or a dentist for tooth ache, you should again speak with your host family and they should be able to book you an appointment with a local professional. We do warn you that doctors may charge a fee to see you and dentists will always charge a fee.

Laundry, heating, and door keys

If you are with a host family for 2 weeks or more, they will offer to do **SOME (NOT ALL)** of your washing for you. This will be things like underwear or your favourite t-shirt. Washing machines can only carry so much clothing so they cannot offer to wash everything you bring.

England will obviously have different temperatures to what you are used to back home. Be prepared that you might feel the cold more because you are not used to the English climate. Dress warm and ask your host family for an extra blanket if you feel cold. If they don't know you're cold, they cannot help you.

Damage!

We want to help you as much as possible in your stay but we do not allow any student to intentionally cause damage to a host family's property. We accept that accidents can happen and we ask that if something breaks, you inform the host family at once. **YOU WILL NOT BE IN TROUBLE FOR ACCIDENTS!** Please be honest with us and your families at all times!

If this does occur, we in the office will act as support for you and the host family but we cannot take responsibility for any of the damage caused.



"The lady was really lovely, friendly and talked to us a lot. She offered us tea every evening and watched TV with us. She is very clever and told us lots of stories about England.

Did I enjoy my stay? Absolutely!"

-D from Czech Republic -

"Very friendly people, they were laughing all the time so we just couldn't be sad."

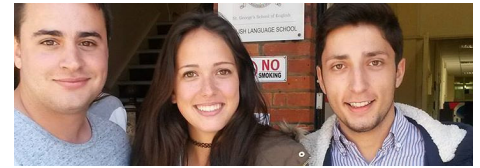
- S from Austria -

"We had awesome meals. I think they must have been all English because I have never seen them before. They were all delicious! We always had something tasty in our snacks too."

- Z from Slovakia -

ENGLISH ETIQUETTE

Your positive experience during your stay



Enjoy living with your host family.

All we really want you to do is experience the closest thing to a life in England. Our host families come from different backgrounds so enjoy the family life they can offer you. But you must remember that you are a guest in their home and in their family. **YOU WILL NOT BE GIVEN ANY SPECIAL TREATMENT** so if you are asked to follow certain rules or even wash-up after dinner, it is polite to agree and accept.

PLEASE, THANK YOU, AND EXCUSE ME

...are words you should use regularly as these are good manners in England. It is very important to use them all the time! We also expect you to understand and accept any differences in customs and habits, as the host family will be respectful of this too.

Problems?

If you have any problems or issues at all and you cannot resolve it directly with the host family, come into the office and discuss with us. Our office staff are available at all times and treat your problems as their priority. Outside our office hours call the emergency phone number to speak with one of us any time, any day (0044 7930 274158).

And the last but not the least...

Make the best of your experience and this opportunity, enjoy and embrace the English culture.



WHAT TO DO

Your free time

Our social programmes combines a brilliant blend of history, learning, life changing experiences, and unforgettable fun. From physical activities such as our sports days and water fights, to educational tours to fascinating places like Brighton, Arundel, London, and Portsmouth. We cover almost everything locally and can find most things you might ask for.

Our social programme organiser will have more details on the things available to you during your stay at our school. If you have come with a school group your teachers will have already planned your social programme for you so please ask them or our team for more information on this.

If you want to add activities or excursions to your visit, check out our social programme board in the hall way, or visit the office and talk to a member of our team. It is our job to know or to find out the information you need.

We want to make sure you have the best stay in England!

WHAT'S ON...

In and around Worthing



Swimming at splash point or ten pin bowling.
Watch a movie at the Connaught or the Dome cinema.
Visit the town library or our beautiful museum.
Pick up traditional fish and chips to enjoy on the beach.
Visit restaurants for all types of cuisine including Italian, Indian, Chinese, Mexican and more.
Go shopping in our town centre and enjoy a nice cup of tea or ice cream and one of many of our great cafes.
Have traditional cream tea at Southern Pavilion or the Pier.
Enjoy our traditional Wednesday Market on Montague Street or festivals during the weekend.



Hike along the national South Downs Park and visit historical Cissbury Ring or Salvington Windmill.
Walk west along the beach to Goring gap and visit Sea Lane Cafe on Marine Crescent. Watch the famous kite surfers performing their tricks, walk to the millionaire's area past the Blue Bird Cafe.
Walk east along the beach to Brooklands pleasure park for boat rides, pitch and putt, and go karts.
Visit the beautiful Victorian High Down Gardens and the Hill with its historical smuggling site and the amazing views of the surrounding area (you can even spot Arundel Castle from here).

Don't fancy a walk? No problem, take a short train ride to one of these places...

Chichester

Trains leave twice an hour from platform 3 at Worthing Station.

Chichester has a beautiful Cathedral, some high profile shops, and a huge cinema complex. You could visit the Royal Military Police Museum or the Novium Museum.

Brighton

There are 4 trains an hour from platform 2 to this beautiful seaside town. It is our favourite shopping district with a fantastic sea life centre, a brilliant Pier and even a Toy Museum. So much to see and do here that this destination is a must.

Littlehampton

There are two direct trains an hour from platform 3 here. Littlehampton has a lovely little amusement park on the seafront and a brilliant crazy golf course on the seafront at Harbour Park. A beautiful harbour area, ten minutes' walk from the station.

Shoreham-by-sea

5 trains an hour from platform 2 visit this lovely little town. It offers a brilliant range of restaurants and a lovely shopping area. There is even a brilliant water sports activity centre on the other side of the river which includes things like Canoeing! Need a map or directions? Ask us in the office!

Or explore the thrills of London, Oxford, Windsor, Cambridge and so many more places available to you. Ask us for more details about all the exciting destinations we offer.



YOUR SAFETY

Putting you first

When crossing the roads, please look both ways. You do not want to be run over! The traffic will be coming from the opposite direction to what it would be when you're at home!

We know it can be scary here sometimes and learning your way around can be really hard so we want you to know that the whole team at St. George's School are here to help you. On school days the office is open from 8am to 4pm and there is always somebody there. You can call us using the following number:
0044 1903 203389



We also know that sometimes you can get lost at night or even feel home sick or want to talk to somebody. In the event that you need our help when the office is closed, we have an emergency mobile phone that one of us will always have and we will always answer the phone.

The number is: **0044 7930 274158**

Lastly, there is one number everybody should know for genuine emergencies! If you ever have a real life emergency, like a fire or accidents, dial the following number into your phone and ask for the POLICE, FIREMEN, OR AMBULANCE CREW. The number is **999**

Unhappy with something?

If you or your client receives an unsatisfactory service we welcome you/ them to inform us in an informal or formal way. Receiving comments and/or complaints from our clients not only help us identify when a service has not been provided satisfactorily, but also provide us with a way of recognising what we are not doing well and therefore help us to improve our services.

We encourage our students and leaders to provide comments to us by personal assistance and by written feedback forms. Upon a receipt of a complaint either from our client or their representative (their agent or school whilst in receipt of such service) we guarantee a corrective action within 48 hours and are proud to say that we have managed to resolve 90% of the issues within 24 hours upon receipt of the complaint.

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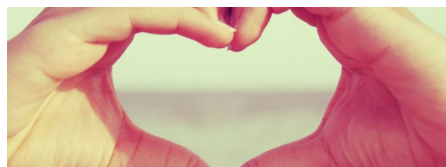
The number is: **0044 7930 274158**

Lastly, there is one number everybody should know for genuine emergencies! If you ever have a real life emergency, like a fire or you break your leg, dial the following number into your phone and ask for the POLICE, FIREMEN, OR AMBULANCE CREW. The number is **999**



HOW TO KEEP IT POSITIVE

Your opinion matters!



Communication is the key, always! Most concerns and complaints can be sorted out quickly by speaking to our office team. Whether you are a leader of the student, guardian, colleague or the students themselves please come and talk to a member of St. George's who will take the details of the complaint and try to find the best solution for you as quickly as we can.



If you are still unhappy, at this stage your complaint would be passed onto our General Manager or the Director. Should you feel that we have not resolved the issue satisfactorily, the complaint will be investigated by the Local Authority Complaints Officer providing the consumer rights and trading standards authority who would work closely with the school and the agent (or any other responsible person, i.e. parent) to resolve the matter.



If you are not satisfied with the response to your complaint even after completing all of the former steps of the procedure, you can take your complaint to the Local Government Ombudsman who may arrange to look into your complaint. Alternatively, International Ombudsman Authority in each individual country is used.

We really care about your experience with us being a positive one therefore we will always find the time to talk to you about your concerns and worries. We are grateful that you give us the opportunity to make your experience even better.

Remember, we can only help you if you communicate with us!

We all wish you a happy stay and a great learning experience.





Alberto Laguna recommends St. George's School of English
Worthing UK.

11 January · 🌐



I was there one month during three summers, I came back again and again. I can say that I have pleasant memories of their students, teachers and the headmistress. And mention the activities in the moments when there was no English class. I have very happy memories of you and if in the future I return to England, I will definitely return even if it is a short visit. Fully recommended if you want to travel to England and learn English.

Greetings from Spain!

**Happy with your stay and want to share?
Leave a feedback on our social media
and follow us for updates :-)**



St. George's School of English
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Worthing, West Sussex
BN11 1BG, U.K.
info@sg-cc.com / www.sg-cc.com



Office hours:
08.00 - 16.00
Monday to Friday
Closed Saturdays, Sundays,
Bank holidays and Christmas

