

Manor Courses Ltd

Residential English Summer Courses at **HURST COLLEGE**

IMPORTANT INFORMATION

Terms and Conditions

For agents, parents / guardians and students

Manor Courses Ltd,

9-10 Jew Street, Brighton, East Sussex, BN1 1UT, ENGLAND

New Office Telephone..... +44 (0) 1273 777 240

New Office Fax..... +44 (0) 1273 777 342

Summer School address from July 4th

Manor Courses Ltd, HURST COLLEGE,

College Lane, Hurstpierpoint, West Sussex, BN6 9JS, ENGLAND

Summer School Telephone+44 (0) 1273 836 958

Summer School Fax 44 (0) 1273 836 968

Director: Mrs Jacky Barnard:

Mobile 24hrs + 44 (0) 7712 079 994

Managing Director: Mr Nicholas Barnard:

Mobile 24hrs + 44 (0) 7973 131 982

Course Director: Miss Helen Clayton:

Mobile 24hrs + 44 (0) 777 240 678 5

Parents wishing to call Senior children (aged 12-17):

+ 44 1273 836 978

Parents should only phone between 8pm and 9pm GMT to make an appointment for the following day - the phone will not be answered at any other time.

For parents wishing to call Junior children (aged 6-11) Junior House:

+ 44 TO BE ADVISED

Mobile:

+ 44 “ “ “

Parents should only phone during early mornings or evening.

E-mailing students.....students@manorcourses.co.uk

please enter student's name as 'subject'.

'MC Students'

Your child will be offered the best care from the Directors at Manor Courses this summer. Students that have enrolled directly via the MC Office in Brighton (not through an international agent), will be referred to as "MC Students". Both parents and children may sometimes be referred to as 'direct' or 'private' clients. This means they have no group leaders accompanying them from abroad and often are grouped together with a mixed group of other 'MC Student' children from a variety of nationalities. They will however had a dedicated Leader that will be responsible for monitoring them on a daily basis. Please make your child aware of the classification. They should also wear the MC badge when they arrive in UK and whenever we leave the campus with them on excursions etc.

Shop

We have a snack shop, offering mainly confectionery. There is a charge per item.

Clothing

We recommend casual clothing. Students will find the following items particularly necessary:

Bath and face towels; walking shoes; sports wear; tennis shoes or trainers; rain-proof jacket; all personal toiletry requirements; plus an extra towel for swimming.

NB: please mark all types of clothing etc, with student's name in permanent ink.

NB: we supply all bedding but do not supply towels.

Other important items, especially for Juniors;

Sun hats or caps; barrier sun-cream; a small insulated water carrier.

TERMS & CONDITIONS

Enrolment

To make a confirmed reservation / booking:

- 1) Check availability first.
- 2) Send in a completed enrolment form and deposit.
- 3) A reservation can be made unless we receive a complete enrolment form.

Full fees or a deposit of £500 must be paid to us before we can reserve a place on any course.

All fees must be paid to us 30 days before the course starts.

If the no payment has been received within 30 days of the booking Manor Courses will cancel the reservation.

If full payment has not been received by the arrival date the student will not be admitted to class until payment in full has been received.

Cancellation & Refunds

For cancellations made#

Deposits are non refundable or transferable.

On the day of course commencement we will refund 0% of the total balance

1-7 days before the course commencement we will refund 10% of the total balance

8-28 days before the course commencement we will refund 15% of the total balance

1 - 2 months before the course commencement we will refund 20% of the total balance

2- 4 months before the course commencement we will refund 30% of the total balance

No fees are refunded if a student cancels or curtails their course *on or after the course* arrival date or cancels at any time due to medical or travel reasons as the student's insurance will cover these costs.

If a *visa application is rejected* and we are given written evidence at least 15 days before the course arrival date we will **refund course fees** but retain the deposit.

Services

We reserve the right to change the advertised 6-week programme and / or the daily timetable, if the Directors feel it necessary.

Our services may change from year to year but standard will remain unchanged.

Arrival at London Airports

Please inform us as soon as possible of the following details for both arrival and departure flights

- a) Flight number
- b) Airport - departing from
- c) Airport & Terminal – arriving at
- d) Date and times

- Students collect baggage from the carousel, go through the customs and our Representatives will be waiting to meet all students at the arrival gate.
- Our Representatives will display a large “**Hurst College**” sign.
- Our Representatives will be wearing **green MC T-shirts**.
- If in exceptional circumstances, our Representatives of MC are not at the meeting place, the students must remain there and wait for our Representative. Very occasionally one of our representatives may be delayed.
- Always call + **44 7973 131 982** if there is a problem.

Complaints Procedure:

Complaints! Are you unhappy with something? Then please follow this procedure . . .

1. Tell a Teacher or Group leader as soon as possible.
2. If you are still unhappy collect a Complaint Form from the Office.
2. Complete the Complaints Form – ask a teacher or group leader to help you.
3. Give the form to a Teacher or Director.
4. The Directors will try to deal with your complaint quickly.
5. Students can appeal to English UK if they are dissatisfied with the way a centre deals with a complaint via this link <http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure>

Valuables and personal items

Students do not receive a key to their room as this compromises health and safety. For this reason we advise students to keep valuable items locked in their suitcases or in the Directors Office

Manor Courses cannot accept responsibility for items left unattended, lost or stolen.

Doctor & Medical

We have a Nurse and a medical department providing students with basic medicines, remedies and first response emergency supplies – There is no charge for these.

There are no charges for EC students (up to the age of 16) to visit the local doctor and get medicines - it is FREE.

EC students over 16 years can visit the doctor, but will have to pay for medical prescriptions - some COST.

Other non-EC students may have to pay full COSTS.

Infectious diseases

If students come into contact with any infectious diseases within one month of attending the college please let us know.

Insurance

All students must be insured against all risks, including medical, travel, cancellation, accidents, wilful and accidental damage of contents to the College.

Laundry

This will be done at least twice a week

Photos

The Directors of Manor Courses take photos of students during the summer courses and sometimes use them for promotional and archive purposes.

Security

We have duty staff supervising houses every afternoon and evening, except during Lessons and mealtimes. During the evenings we have a professional security guard patrolling the campus.

Off-campus

Students only leave campus –

...on excursions - they are accompanied by Teachers and Leaders and may be given free-time for shopping etc.

...during a normal day - only if they have permission from Parents / Guardian in writing or by phone. This will be at the student's expense.

No students are allowed off campus during the evening.

Return journey

In some cases, *only* departing after lesson 2 on the last day of the course provides a full complement of tuition.

Representatives of MC will escort students to the airport and assist them to check-in and take them as far as the passport control.

RULES & CONDUCT at HURST COLLEGE –

Students must read, understand and follow these rules.

It is the responsibility of either the Parent / Guardian or Agent to show each student the following rules :-

Students must.....

Always carry the Manor Courses ID card.

Attend every English Lesson and every Project (*Students may not receive a certificate if they attend less than 80% of their English course*).

Be punctual – attend Lessons at the correct time (*If a student is late more than twice they will receive a verbal warning, a written warning will be issued if lateness continues*).

Join in all activity sessions – activity sessions are **not** free time.

Be punctual - attend activities, meals & meetings at the correct time.

Use the MC Office BANK to keep money and valuables safe.

Respect everyone and the environment. Respect is very important.

Listen to the Directors/Teachers when they speak.

House and Campus rules.....

Boys must not enter the girls' houses.

Girls must not enter the boys' houses.

Students must keep rooms tidy & make the bed every morning.

Students can only enter another student's bedroom with permission.

Students must remain in their house after 10pm.

Students cannot leave the College campus without permission.

Prohibitions.....

No smoking – on campus or off campus.

No alcohol or drugs - students caught in possession or under the influence of either alcohol or drugs may be excluded from the course.

No litter - always use the litterbins.

No bullying or violent and abusive behaving.

No theft.

DISCIPLINE –

Students breaking any rules or misbehaving will receive the following: -

Definition:

The following steps will be taken when any wilful act is judged (by MC Directors) to have a damaging serious and negative impact on either: their own personal health; the health and safety of fellow students; the MC schedule; MC property; Hurst College property; or MC staff carrying out their duties.

1. For the first offence students receive a Verbal Warning.
2. For the second offence students receive a Written Warning.
3. For the third offence students may be excluded from the course and repatriated at their parents' expense.

All damage should be reported to the Directors as soon as possible.

Students will be charged for wilful damage.

Students will not be penalised or charged for accidental damage.

We reserve the right to send home without either a verbal or written warning any student that commits a serious offence, especially one that involves the Police and includes theft, smoking in boarding houses, possession, purchase or consumption of alcohol or illegal drugs.



Description - Our 'general English course' includes the following:

- 👍 18 hours per week of English tuition
- 👍 Accurate level placement, using Oxford Placement Test and interview
- 👍 All levels - beginners to advanced
- 👍 Small classes average of 12 per class - max 16 per class
- 👍 Progress Report signed by 2 teachers
- 👍 Certificate of Attendance
- 👍 Classes are: Culturally-based (UK and students' countries)-Interactive-Communicative-Challenging-Fun-Informative
- 👍 Groups are multi-lingual: between 3-8 nationalities per class (we welcome approx 20 nationalities throughout summer)
- 👍 Qualified teachers (we recognise a variety of qualifications in education and in teaching English)
- 👍 All teachers are native English speakers (mostly British, but also from a variety of nationalities)

Structure - Throughout one week students will receive:

- 👍 5 x 90 minutes 'Language Awareness' lessons
(inc. work based on textbooks, focussing on grammar, language structures, listening, vocabulary, reading etc.)
- 👍 5 x 90 minutes 'Communication Skills' lessons
(inc. a range of popular topics/current issues, with discussion/group-work/information-finding activities etc.)
- 👍 3 x 1 hour Project English sessions in the early evenings:
(inc. focussing on UK culture/cities/history and the *MC* Discovery & Social Programme etc.)

MC English Timetable:

- Lessons from 09:15am to 12:45pm
- Once a week 2 classes are combined for a joint lesson with one teacher
- Sometimes students only receive a full complement of 18hrs per week tuition only if they depart after lesson 2 on the day of departure
- Students leave class for a 30min refreshment break, 10:45am to 11:15am

MC testing and placement procedures:

On the second day students are tested to evaluate their level. The multiple choice test we use is the Oxford University Press (OUP) and University of Cambridge (UCLES) 'Quick Placement Test'. It is developed to give teachers a reliable method of finding a student's level - it tests their grammar, vocabulary and reading. Students also have an interview with a teacher to assess their oral ability. Students are placed into classes according to their level at all skills. On the third day, students go to class.

MC teachers:

Many of teachers are native English speakers, some return to work for Manor Courses for many years. The teachers employ a range of teaching methods and techniques to ensure that the English lessons are lively and challenging. Each group of students has 2 teachers - after break they change teacher. This gives students a variety of teaching styles, accents, ages, nationality, gender etc.

MC resources:

Manor Courses teachers do not use course books for all of the lessons. The content of the lesson is at the discretion of the teacher. However, teachers do use some of the top publishers' books as the basis for the 'Language Awareness' lessons. This provides a truly teacher-created yet student-centred course of learning.

Extra English study:

Although we provide classes for all levels, we assume students have already had some exposure to English (either formal education or informal experience). We recommend some study of the English language before arriving at Hurst College. Our links page on the website gives a few recommended online activities for practising vocabulary, grammar etc. before and after the summer:

www.manorcourses.co.uk/Links

MC Juniors:

The lesson contents vary slightly to the above. The teachers take a more student-centred approach, dependent on the individual children.

Manor Courses Ltd reserve the right to adjust the contents of the summer courses