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Student Handbook

- Always keep this book with you
- Bring it to the office when you check-in
- Bring it to the welcome assembly
- Use a dictionary if you do not understand

NAME

NATIONALITY

 Friend us on Facebook: www.facebook.com/manor.courseshurst

 Follow us on Twitter: www.twitter.com/manorcourses

Welcome

to Manor Courses at Hurst College



Manor Courses (MC) is the name of our summer school. We are the owners and Directors. We are the Barnard family. We have organised Residential English Courses since 1970. We have cared for young students for 45 years. Here is what to expect:

During the mornings and early afternoons you have English lessons. Please go to all lessons take them seriously, and study hard. MC lessons are different to your lessons at home. MC lessons are fun, interactive and multinational.

In the afternoons and evenings you have fun activities. 2 times per week you have excursions.

We welcome students from many countries. It is very important to make new international friends. We hope you will communicate with people in your house, your lessons and your activities.

Please use English at every opportunity.

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Day 1 - You arrive

- 1 Check in' at the office** - you or your Group Leader will give MC your passport, valuable items and money to keep safe. Please keep your money in the school bank, you can take a little every day. We give you a boarding house ID card.
- 2 Go to your house** - you will go to your house with a teacher. A house manager will show your room. You can unpack your luggage.
- 3 Make friends** - you can either join activities or relax.
- 4 Having your meals** - you can eat lunch at 1-2pm, and eat dinner at 7-8pm. Between lunch and dinner you can play. After dinner you can play.
- 5 Go to your house** - you will meet your housemates and supervisors at the 10.15pm House Registration.

Day 2 - Your test & orientation

- 1** Go to the Welcome Assembly at 9am in the Chapel.
- 2** Do the English test to assess your English level.
- 3** Join a college tour with activity leaders.
- 4** After lunch go to your house orientation. You will learn about safety in the house and college.
- 5** After orientation you can play. Go to the garden Quad meeting point. Register with your Group Leader, and tell them your activity choice.
- 6** After break and after dinner you must register and you can play again. You always register with your group before activities. There are rules about free-time.
- 7** There are 3 activity sessions. Tonight there is a disco.





Day 3 - Your lessons begin

- 1 Find your name and class in the class list outside dining room.
- 2 Go to the meeting point at 9am, to meet your teachers.
- 3 From 9:30 the normal daily routine begins. Lesson 1, Break Lesson 2. You change classroom in Lesson 2.
- 4 Lunch.
- 5 Lesson 3.
- 6 Activities 1, Break, Activities 2.
- 7 Dinner.
- 8 Activities.
- 9 House Registration.



Day 4 - Full-day Excursion

We wake-up early and eat breakfast.

Day 5 - Lessons

- 1 From 9.30 the normal daily routine begins. Lesson 1, Break Lesson 2. You change classroom in Lesson 2.
- 2 Lunch.
- 3 Lesson 3.
- 4 Activities 1, Break, Activities 2.
- 5 Dinner.
- 6 Activities.
- 7 House Registration.

Day 6 - Lessons & afternoon Excursion

- 1 From 9.30 the normal daily routine begins. Lesson 1, Break Lesson 2. You change classroom in Lesson 2.
- 2 After lesson 2 we go to the meeting point.





Daily Timetable

Please do not be late

Time	Event
7.45am	Wake up
8.15am	Breakfast
9.30am	Lesson 1 and Registration
11.00am	Break Time
11.30am	Lesson 2 and Registration
1.00pm	Lunch
2.00pm	Lesson 3 or House Orientation, and Registration
3.00pm	Activity 1 and Registration
4.45pm	Break Time
5.15pm	Activity 2 and Registration
7.00pm	Dinner
8.00pm	Activity 3 and Registration
10.00pm	Activity End
10.15pm	House Registration
11.00pm	Lights out

Your last 2 days

The day before you leave you have a review test in your lesson. In the afternoon go to the chapel for presentation. After BBQ dinner go to the disco. After the disco we will give you the schedule for leaving college.

On your departure day you move your bags out of the house before breakfast. We will give your passport and money when you get on the coach.

Complaints?

Not satisfied? Are you unhappy about anything?

- 1 Make sure you can speak to somebody in your language. Speak to your parents/group-leader when you have a problem.
- 2 Go to the Office as soon as possible. Speak to Nick/Jon/Shirley. Get a Complaint Form.
- 3 Write about the problem on the Complaint Form – ask a parent/friend/teacher/group-leader to help.
- 4 Give the Complaint Form to Nick/Jon/Shirley in the office. Or ask somebody to give it to Nick/Jon/Shirley. We (the Directors) will make an appointment to talk about the problem within 24 hours. We will investigate the problem before the appointment. We cannot investigate the problem before you write a Complaint Form.
- 5 Parents/agents can phone or email within 24 hours of the problem:
00 44 (0)7973 131 982
info@manorcourses.co.uk
- 6 You can complain when you get home after summer, within 1 month. It may not be possible to investigate old problems.
- 7 If you are still unhappy, you can also contact English UK within 6 months:
www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure

You help us, we help you

Respect the environment and everyone, students and supervisors (Teachers/Leaders/Managers).

Directors are always in the office if you need help, or if do not understand.

College rules for safety

STUDENTS MUST

- 1 Go to all Lesson / Registration / Activity / Meetings on time.
- 2 Carry MC ID card with the telephone number.
- 3 Stay only in the central campus area on the College Map, do not enter the red areas.
- 4 Cross the roads carefully. (Use the 2 safe crossing places).

STUDENTS MUST NOT

- 1 Have / Use alcohol / tobacco / E-cigarettes / drugs on or off-campus.
- 2 Damage / Steal / Take other students' / MC / Hurst property.
- 3 Fight / Bully or threaten violence to other students.
- 4 Enter classrooms or activity areas without a staff member.





Our Services and Support

- **Wi-Fi** - There is free wi-fi around the common areas of the campus. There is also an internet room.
- **Shop** - There is a shop in the office, for drinks, snacks, souvenirs and basic supplies.
- **Prayer room** - There is a quiet prayer room; come to the office and we will show you it. On excursions we can find you a place to worship. There is a church in Hurstpierpoint village.
- **Safe Box for Valuable items** - You should keep money, lap tops, cameras, iPad & expensive jewellery the office. You should keep money in the school bank; you can take a little every day. We do not accept responsibility for items you lose, leave somewhere or damage.
- **Night Security** - A security team patrols the campus during the night. We have CCTV. Do not leave your house after 10:15pm.
- **Medical** - If you feel ill or have medical problems, injuries or accidents, please come to the medical centre.
- **Central campus area on Map** - You cannot go in the areas with red lines on your map. Always stay in the centre of the college. Only cross the roads for your house or activity session.
- **Fire Safety** - Make sure you know the exits and meeting points. Always listen to the Supervisor.

Discipline Procedures

If you do not follow the rules, Manor Courses reserves the right to discipline you. The punishment will depend on the seriousness of your bad behaviour, here are some punishments that we may use:

- Ask you to help a teacher
- Take away free time i.e. miss an activity session
- Change your bedroom or house
- Not give you a certificate
- Contact your parents
- Ask you or your parents to pay for damage or to cover costs
- Send you home
- Contact the Police

Helpful Advice

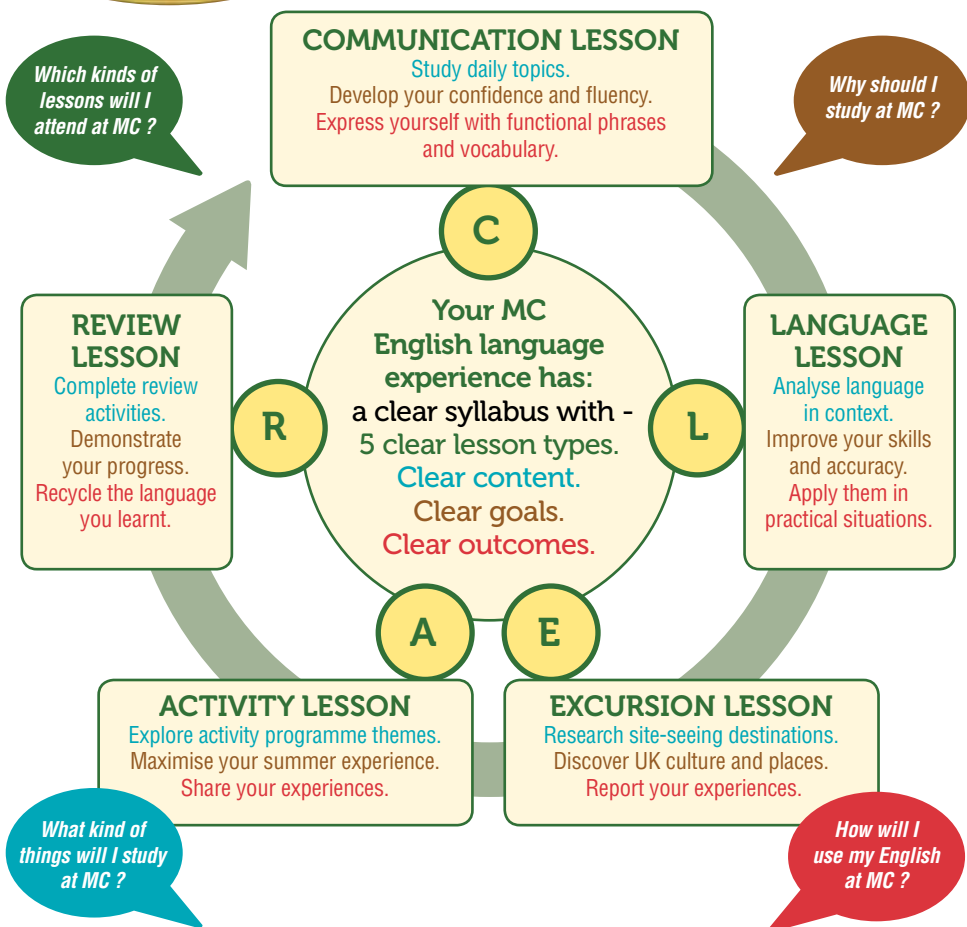
Guidelines for a comfortable, safe and healthy stay.

- **Comfort** - Are you sad or unhappy about something? Please talk to Shirley.
- **Bullying** - We do not accept bullying.
A bully = student or staff who often says and does bad things to you. This includes 'cyber' bullying on the internet or mobile phones. If this happens to you please come to the office immediately. **We will help.**
- **Road Safety** - Collect a map from the office and find information about road safety in the UK.
- **Free-time** - Between meals and breaks you have free-time when you are not in lessons or activities. Please stay in the central campus area on the map. You can relax in the house, office or gardens.
- **Not joining Activities?** - If there are no activities you want to join, students 13 years and older can have free-time 1 session per day. Please stay in the central campus area on the map. You can relax in the house, office, gardens, activity centre, computer room, or watch the activities. You can only have 1 free-time session per day without joining an Activity Leader if you are 13 or older.



What will I learn?

Your English Course is very clear:



How much will I study?

You will study 18 hours per week, with 5 types of lessons:

- 5 x 90 minute Communication lessons (C)
- 5 x 90 minute Language lessons (L)
- 1 x 60 minute Excursion lesson (E)
- 1 x 60 minute Activity lesson (A)
- 1 x 60 minute Review lesson (R)

When will I study?

You must go to all lessons:

Lesson	Time
Lesson 1 = L or C	9.30 – 11.00am
Lesson 2 = C or L	11.30 – 1.00pm
Lesson 3 = E or A or R	2.00 – 3.00pm

Who will I study with?

- You will study with students at your English level.
- Lessons are for all levels, Beginners to Advanced.
- There will be 15 students maximum in your class.
- Each day your 2 teachers create a friendly multicultural, multilingual environment and motivate you to use English to cooperate, learn and make friends.

How can I practise and improve?

- Speak English to everyone you meet.
- Do not use your first language, even with friends.
- Make new friends from other countries.
- Ask your teacher questions.
- Borrow books from the office library.
- Bring a dictionary on excursions.
- Download a translator app for your phone.
- Take your work home after Hurst, review it.
- Read your Report - follow your teachers' advice.
- Continue to study online after Hurst.

Continue your English study online after Hurst

www.manorcourses.co.uk/helpful-links
www.bbc.co.uk/worldservice/learningenglish
www.learnenglishteens.britishcouncil.org



STUDENTS MUST:

- 1 Attend every Lesson on time (do not be late).
- 2 Tell a Supervisor if you cannot go to Lessons.
- 3 Turn off phones or give them to your Teacher.
- 4 Behave in the class block when there are no Teachers there.

Please use every opportunity to speak English.



STUDENTS MUST NOT:

- 1 Use your first language, except for translations.
- 2 Be late for the start of Lessons.
- 3 Leave the classroom, except for toilet or emergencies.
- 4 Disturb other students from learning.

Please listen to Teachers explain the rules of each class at the start of the course.



Manor Courses Activities

You can choose activities during the afternoon and evening:

- sports
- dance, aerobics or gymnastics
- arts & crafts
- music or drama

Activity leaders will meet you at the meeting point and tell you which activities are available. Activities are also displayed on the notice board near the dining room.

ACTIVITY SESSION 1

3.00 - 4.45pm

- | | |
|--|---|
| 1 Meet at the meeting point | 4 Give your name to the Activity Leader |
| 2 Register with your Group Leader (or House Manager) | 5 Follow the Leader to the activity |
| 3 Chose your activity and tell your Group Leader | 6 If you finish early, tell the Leader |

BREAK TIME

4.45 - 5.15pm

Go to the meeting point for refreshment break of juice and biscuits

ACTIVITY SESSION 2

5.15 - 7.00pm

- | | |
|--|---|
| 1 Meet at the meeting point | 4 Give your name to the Activity Leader |
| 2 Register with your Group Leader (or House Manager) | 5 Follow the Leader to the activity |
| 3 Chose your activity and tell your Group Leader | 6 If you finish early, tell the Leader |

ACTIVITY SESSION 3

8.00 - 10.00pm

- | | |
|--|---|
| 1 Meet at the meeting point | 4 Give your name to the Activity Leader |
| 2 Register with your Group Leader (or House Manager) | 5 Follow the Leader to the activity |
| 3 Chose your activity and tell your Group Leader | 6 If you finish early, tell the Leader |

Is there something you want to do? Please tell the Activity Leaders.

Free-time - relax in your house, the gardens, office, activity centre, internet room, or watch the activities. You must leave the meeting point through the free-time exit.

Stay with your Activity Leader when you leave the meeting point. There is a different exit for joining activities and for free-time. Try and stay with the activity all the session. There are rules about free-time and House Manger supervise the houses and patrol the campus.



STUDENTS MUST NOT:

- 1 Leave the meeting point without registering your name 2 times.
- 2 Misbehave or disturb other students or Leaders.
- 3 Finish an activity early without telling the Leader your name.
- 4 Have 2 'free-time' sessions in 1 day.

Activity Leaders will explain the rules of each activity at the start of each session.

STUDENTS MUST:

- 1 Join sessions with a Supervisor each day. But 1 session can be free-time for students 13 years and older. Students 12 years and younger must always join an activity with a Supervisor.
- 2 Tell your Group Leader your name and which activity you chose. Get permission from your Group Leader for free-time.
- 3 Register (with a Supervisor) for the activity you will join.
- 4 Or register for 'free-time' if you do not join an activity. Choose to go to A) your house, B) shop/office, C) activity centre/internet room, D) relax in the gardens, E) watch activities.

Please try to join all sessions, if you do not want to join an activity you have only 1 chance to relax per day.



One full day excursion and half day excursion per week:

- Sightseeing tours
- Riverboat tours
- Universities
- Cathedrals
- Museums
- Castles
- Shopping
- Modern Tourist Attractions

FULL DAY EXCURSIONS

MEET AT 8.00am

HALF DAY EXCURSIONS

MEET AT 1.00pm

USEFUL INFORMATION

Which coach am I on?

Look on the Notice board by the dining room.

What is a lanyard?

An identify badge that hangs around your neck. You must wear this around their neck all day.

What do we eat?

We take packed lunches with us. Please eat all of it, do not throw it on the floor.

Using mobile phones

Recharge your phone before we go. Download translation and map applications.



WHAT HAPPENS WHEN WE GO ON EXCURSIONS?

- 1 Check your coach group and number on the notice board.
- 2 Meet your leader at the Meeting point.
- 3 Register with your leader
- 4 Lanyard; you must wear the lanyard around your neck all day.
- 5 Packed lunch; Follow your leader, collect your lunch.
- 6 Follow your leader, check the number in the coach front window, get on the coach.

Ages	Free Time Policy
10 - 12	Students are accompanied by staff at all times
13 - 17	Students are allowed some free time away from staff

TRAVELLING BY COACH:

- Wear the seatbelt all the time.
- Do not stand or walk while the coach is moving.
- Put any rubbish in the rubbish bag or give it to the staff. Keep the coach clean.
- Respect the coach, driver and staff.
- Do not distract the driver, or shout, sing loudly, or throw things.
- When you get off the coach, be careful of cars, bikes and other people.

WHAT TO DO IF YOU GET LOST ON AN EXCURSION

- Stay where you are.
- Phone the office (the number on your lanyard/ID card) or phone your leaders. Explain where you are.
- If you do not have mobile/cell go to the nearest shop or if you can see a Policeman go to him/her.
- Explain that you are lost and ask them to phone one of the numbers on your lanyard / ID card or your leader.
- Stay where you are until your leader comes to you.
- In an emergency anyone can phone the Police on 999.



STUDENTS MUST NOT:

- 1 Be late for meeting your group.
- 2 Go off the area on the map.
- 3 Go without an adult if you are 12 years old, or younger.
- 4 Buy alcohol/tobacco/drugs or DVD/games with age restrictions.



Manor Courses Welfare

All staff and directors in residence provide a high standard of pastoral care. Our team of dedicated staff provide constant supervision and support every day and night of the course.

HOUSE REGISTRATION EVERYDAY

10.15pm

You must return to your House every night by 10:15pm for the evening registration.

The House Manager will check your name and provide information about the house, the rules, and the

summer schedule. You can ask any questions or talk to the House Manager if you have any problems.

YOUR ROOM AND YOUR HOUSE

If you want to change room ask the House manager during registration. To change house your House

Manager must ask the Directors in the office.

ORIENTATIONS 2 TIMES PER WEEK

2.00pm

You must return to your house every Day 2 of the week to meet your House Manager for FIRE Safety information and to answer the questionnaire about HURST.

Also on Departure days, if you do not go home, you must return to your house at 2pm.

EMOTIONAL AND MEDICAL SUPPORT

If you feel sad or bad or homesick you can talk to Shirley, she is a trained therapist. You can find Shirley in the office.

Report any behaviour of staff or students that makes you feel

uncomfortable or upset. If you need MEDICAL attention you can come to the Medical Centre at the office and see the First Aiders.

WE HAVE A ZERO TOLERANCE POLICY TO BULLYING, WE DO NOT TOLERATE IT

What is Bullying?

Bullying is when a person hurts you continually.

How?

Physical – punching, hitting, touching, kicking.

Verbal – saying bad things about you or to you.

Cyber – by phone, texting, emails or social media.

WHAT TO DO IF YOU FEEL BULLIED - THE PROCEDURE

- Share your feelings with a teacher or leader.
- Come to office and speak with Shirley.
- Shirley will investigate and record the incident(s).
- Shirley will talk to the bully and try to stop the behaviour.
- The bully will receive a warning letter.
- We may tell their parents.
- We may tell the Police.
- We may tell all staff in the house about it.

HOUSE OPEN TIMES

You can only go in and out of the house when there are members of staff supervising:

8.00–9.30am

11.00–11.30am

1.30–7.00pm

7.30–10.00pm

Before 8am and after 10pm you must not leave the house.



STUDENTS MUST NOT

- 1 Damage or play with fire alarms and fire detectors.
- 2 Leave your House after 10pm. Never escape.
- 3 Enter another student's bedroom without permission.
- 4 Enter houses of the opposite gender = no boys in Girl houses and no girls in Boy houses.





Meet the staff

at Manor Courses

THE DIRECTORS

Nick, Jon, Jacky and Su - Responsible for all staff, students, the English course, Activity programme and the Excursions and the campus.



Nick



Jon



Jacky



Su

ENGLISH MANAGER

Aaron, Ian, Alex, Elin - Responsible for students studying at the correct level, using suitable resources and making progress.

ACTIVITY MANAGER

Marnix, Hanna - Responsible for an exciting and safe activity programme.

HOUSE CO-ORDINATORS

Tom, Grace - Responsible for your comfortable houses and your free-time.

WELFARE MANAGER

Shirley - Responsible for discipline and emotional support and counselling.

MEDICAL STAFF

Abby, Michaela - Responsible for medical attention and first aid.

ACTIVITY LEADERS (SUPERVISORS)

Provide sports, music, art, dance and drama activities; supervise meals, excursions and your boarding house.

ENGLISH TEACHERS (SUPERVISORS)

Provide English lessons; test, monitor and write reports about your progress; supervise excursions and your boarding house.

HOUSE MANAGERS (SUPERVISORS)

Provide welfare health and safety in your boarding house; supervise excursions; register you in the house; register you before activities and supervise your free-time.

SECURITY GUARDS

Responsible for securing the campus and night patrol.

GROUP LEADERS

They come with some international groups, but only supervise their groups. Everybody registers with their Group Leader before activities. If you do not have a Group Leader, before activities you will register with a House Manger.





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Read our blog

