



ST GEORGE  
INTERNATIONAL  
THE LANGUAGE  
SPECIALISTS

## **St George International**

### **WELCOME PACK**

Dear Student

Welcome to St George International.

Our Welcome Pack is packed with useful information about the school, the local area and the services we offer.

Don't worry if you do not understand it all. The staff at the school are always happy to help you with any questions or problems you may have during your stay with us.

Here at St George International we want you to enjoy learning English and to enjoy the experience of living in London, one of the most exciting cities in the world!

Have a great time!

A handwritten signature in black ink, appearing to read 'Max Loach', is positioned above the printed name.

Max Loach  
School Director

# CONTENTS

|  |            |
|--|------------|
| <b>Customer Care Staff.....</b>                            | <b>3</b>   |
| <b>How we can help you.....</b>                            | <b>4</b>   |
| <b>Useful Websites &amp; phone numbers.....</b>            | <b>5</b>   |
| <b>General student information.....</b>                    | <b>6/7</b> |
| <b>The Building, General Facilities, Study Centre.....</b> | <b>8</b>   |
| <b>Homework Club, Self-study workbooks, Internet....</b>   | <b>9</b>   |
| <b>The Social Programme.....</b>                           | <b>10</b>  |
| <b>Student Charter.....</b>                                | <b>11</b>  |
| <b>Life in an SGI Classroom.....</b>                       | <b>12</b>  |
| <b>Your Progress at SGI and Tutorials.....</b>             | <b>13</b>  |
| <b>Central London sport facilities.....</b>                | <b>14</b>  |
| <b>Places of worship.....</b>                              | <b>14</b>  |

## Customer care staff

St George International Staff are always happy to help with any enquiries or problems you may have – please do not hesitate to ask one of us to help you. We are available during office hours (Monday to Friday 08.30 -18.30) and there is a receptionist at the school until 20.30 when the English evening courses finish.

**Max** - Max is the School Director and is responsible for the general running of the school. He can help you with any academic, sales or administrative questions you may have.

**Tommi** – Tommi is a Business Development Manager and can help you with any sales and administrative matters.

**Lynette** – Lynette is the Director of Studies and can help with all academic matters related to your course. She can give you advice on examinations and arrange 1:1 lessons for you as well.

**Mike and Dan** – Mike and Dan are the Student Support Officers at the school, responsible for co-ordinating and giving students one-to-one tutorials, counselling and advising students who want to go to UK universities and looking after any under 18 students in the school. They are also the first people to speak to if you have a personal problem you would like to discuss.

**Paul** – Paul is the Social Programme Organiser, he organises the social programme on a weekly basis and also provides information about weekend excursions. Paul is also one of the people to speak to if you have a personal problem you would like to discuss.

**Giovanna** – Giovanna is the School Registrar, and can also help you with any sales and administrative matters. She can organise everything for you before you arrive, such as your course, accommodation and airport taxi transfers.

**Stephen** – Stephen runs our Teacher Training programmes. Please see Stephen if you have any questions regarding this.

# In reception our staff can help you:

Pay your course fees or the balance of your course fees.

Give you advice on phone cards and travel cards.

Arrange and take payment for tickets for school social events and weekend trips.

Arrange a taxi transfer to the airport when you leave.

Provide you with more information about different courses

Make changes or additions to your programme, such as arrange a different course, arrange an exam such as IELTS or book extra 1:1 lessons.

Change the level of your morning or afternoon class after speaking to the Director of Studies and your teacher.

Help if you have a problem or need advice, whether it is academic, administrative or a personal matter. We will arrange for the right member of staff to speak to you as soon as possible. We will always find someone to help.

Help you if you need to arrange to see a doctor, go to the dentist or go to the hospital.

**Languages** – As you would expect at a language training centre, the academic and administrative staff are able to speak many different languages. If, for any reason, you would like to speak your mother tongue, then the following staff member will be able to help you:

## **Administrative Staff:**

Max: Portuguese  
Lynette: Turkish  
Huwie: Mandarin, Cantonese  
Tommi: German, French, Finnish  
Giovanna: Italian, Spanish

## **Academic Staff:**

Jessica: Japanese  
Simon: Mandarin, Cantonese, Japanese  
Marija: Slovene, Croatian  
Georgina: Greek  
Mike: Spanish

## Useful Websites:-

St George International - [www.stgeorges.co.uk](http://www.stgeorges.co.uk)

London Transport - <http://www.tfl.gov.uk>

The World Clock - <http://www.timeanddate.com/worldclock>

International Calling Codes - <http://www.countrycallingcodes.com>

Currency Converter - <http://www.xe.com/ucc>

Flight/Airport Information - <http://www.baa.com/>

Independent Accommodation advice (private flats and bedsits) –  
[http://www.ukcisa.org.uk/student/info\\_sheets/accommodation.php](http://www.ukcisa.org.uk/student/info_sheets/accommodation.php)

## Useful phone numbers:-

St George International - + 44 207 299 1700

St George International - + 44 7958 516 897  
**(24 hour emergency)**

Police/Ambulance/Fire 999

Royal Free Hospital +44 207 794 0500

Heathrow Airport +44 870 000 0123

Stansted Airport +44 870 000 0303

Gatwick Airport +44 870 000 2468

Luton Airport +44 906 211 5000

City Airport +44 20 7646 0088

# General Student Information

SGI has a number of policies and procedures that are designed to ensure that all students fully enjoy their stay in London with us and derive the maximum possible benefit from their SGI course. These policies cover the following broad areas: Health and Safety, Discipline and Behaviour, Inclusion and Equality and Child Protection. Full details can be found on our website page: <http://www.stgeorges.co.uk/policies-and-procedures-at-sgi>

Here are summaries of the more immediately relevant policies and procedures....

## STUDENT SATISFACTION – COMPLAINTS

We always try our best to provide an excellent service, but if for any reason you are not satisfied and you feel you would like to complain about something, please bring the problem to our attention as soon as possible. The procedure should be as follows:

- 1) Come to the Reception and ask to speak to one of our customer-care staff.
- 2) In the event of a complaint not being dealt with successfully by our customer-care staff, then you should ask to make an appointment with the School Director.

In our experience, a meeting with the School Director will always bring about a satisfactory resolution to the complaint. However, if this is not the case, you can contact the independent ombudsman of English UK to register your complaint. Their judgement is binding on the college. English UK Tel: +44 (0)207 6087960

## STUDENT SAFETY

In the unlikely event of a fire, the fire alarm bell will ring; please leave the school in an orderly fashion via the nearest fire exit. SGI staff will help you. The alarm bell is tested on a weekly basis. The entrance to the building is via a buzzer operated door system, so the school is reasonably secure from thieves. However, do look after your bags and books – don't leave anything of value lying around.

## STUDENT ATTENDANCE

In order to get the most out of your course, you should try to attend all of your lessons! We monitor student attendance on a daily basis and we expect you to attend a minimum of 80% of your course - if you fall below this level you will not receive your end-of-course certificate.

**ABSENCE** – if you are unable to attend classes due to illness or other circumstances, it is important to let us know immediately by telephone or email, particularly if you are going to miss one-to-one lessons. Terms and Conditions of the school apply except in the case of Flexi One-to-One lessons, where if you give 48 hours' notice then you will be able to re-schedule the lesson. To notify us of an absence, the school office can be contacted on **0207 299 1700** or by email [info@stgeorges.co.uk](mailto:info@stgeorges.co.uk)

**LATENESS** – please try to be on time for your classes! The teacher will not allow you to join the class if you arrive after 9.45am in the first lesson, or after 11.35 in the second lesson. Similarly, if you return from lunch after 13.45 you will not be allowed into your afternoon class. If you are persistently late, the teacher will speak to you in private to explain the disruption this causes the class. Further persistent lateness will be reported to the Director of Studies.

## **STUDENT BEHAVIOUR**

Thankfully, SGI students almost always have an excellent attitude to learning, and discipline is almost never a problem. However, abusive or unacceptable behaviour by any student will be taken extremely seriously and dealt with by the Director of Studies or School Principal. If it is felt necessary, we reserve the right to exclude from class any student who has behaved in a completely unacceptable way. This would include:

- Physical or verbal abuse of fellow students or members of the school staff.
- Statement of a defamatory or racist nature concerning fellow students or members of the school staff.
- Attempts to influence the political or religious views of fellow students.
- Being inebriated on the school site.
- Sexual harassment of fellow students.

The exclusion procedure would be as follows:

- (1) The student would receive an initial verbal warning.
- (2) A second cause for complaint would result in expulsion.

## **SMOKING**

It is against the law to smoke anywhere in the building at any time. If you do wish to smoke, please go outside and step away from the front doors so that you do not block anyone else's entry into the building.

## **COURSE BOOKS**

Your first course book is included in the Registration fee; when classes change books, or when you move up a level, you will need to buy the next course book (£30).

## **BANK ACCOUNTS**

Only students who are studying here for six months or more can open a bank account. You will need your passport and a letter from the school which you can get by going to reception.

## **OYSTER CARDS**

An Oyster Card is an essential thing to have even if you are only staying a week. It's an electronic ticket and a cheap way of paying for bus, underground and train journeys. If you are at St George International for more than 14 weeks you will be entitled to get a Student Oyster Card which will give you a 30% reduction on the fares you pay. The Card, which costs £20, will take 5-10 days to arrive. Speak to reception for more information.

## **THE DOCTOR**

You can register with a doctor or GP (General Practitioner) if you are here for less than 3 months but you may be treated as a private patient and have to pay. Nationals of the EEA (European Economic Area) with an EU Health Insurance card are entitled to the same level of GP care as UK residents. If you are here for 6 months or more you can have free National Health Service hospital treatment.

# The Building and General Facilities

St George International is based on two floors in the Margaret Street building.

## THE GROUND FLOOR

The **ground** floor houses the reception, the administration area, three group classrooms, one of which is used as a study centre in the afternoons. There are also three one-to-one classrooms and a staff room with an adjoining additional preparation area. The ground floor enables wireless access.

The Study Centre has a book resource including graded readers for students' self-study and enjoyment as well as information available for students on things to do in London. There is 1 male and 1 female toilet on this floor.

## THE LOWER GROUND FLOOR

The **lower ground** floor area has 6 group English classrooms (LG1- LG6) and a social area with computers with internet access. The lower ground floor also has wireless access.

There is 1 female and 1 male toilet in the lower ground floor.

## THE UNIVERSITY OF WESTMINSTER

During the summer period, when we are at our busiest, we are fortunate to have access to the classrooms of our neighbour, the University of Westminster. These rooms are normally in the university's Wells Street campus, just a 2 minute walk from the main school in Margaret Street. All students studying there are taken to these classrooms on their first day by their teacher or a member of our customer care staff.

## SGI Study Centre

**Opening hours: Monday to Friday 16.00 – 18.30**

If you want to do some extra studying, come along to the Study Centre on the ground floor (GF5). You can borrow graded books and DVDs from there, ask in Reception and they'll be happy to help you. You may borrow resources for the duration of your course but they must be returned before you finish – there is a £5 signing-out deposit for book & DVD borrowing.



# Further Study Opportunities

## Homework Club

**Tuesday to Thursday 15.15 – 16.00 Room GF5**

The Homework Club is a popular free study opportunity where students can do their homework with other students with a teacher available to help them. It's a great way of getting some extra help with your English.

## SGI self-study workbooks

After you have been tested and placed into the best class for you, based on your level, you will be sent an **SGI self-study workbook** and **study skills guide**. The workbooks are a great way to practise your English outside the school and perfectly complement your classroom studies. The workbooks also contain the SGI study skills guide, created to help you study independently and effectively. The materials used have been created by the SGI teaching team and are colourful, varied and interesting.

One additional feature of the workbooks is the inclusion of a list of recommended English language learning websites, selected and compiled by the SGI teaching team. This provides a very useful list divided into 12 sections, covering areas such as Pronunciation, Grammar, Vocabulary, Exams etc

## Internet and e-mail access

The Margaret Street site also has **wireless access throughout the building**: here are the wireless access details:

Network: stgeorges  
Password: SaintGeorges

We also have computers for students in the Lower Ground Floor social area, where there are computers that allow internet and e-mail access.

**You can also find St George International at the sites below – why not join us!**



**Visit: [www.stgeorges.co.uk/joinus](http://www.stgeorges.co.uk/joinus)**

# The Social Programme

**The St George International Social Programme gives you the opportunity to meet people, go sightseeing and relax and enjoy yourself while still practising your English. Most museums, galleries, sporting activities and social events are free but theatre trips and restaurants will cost you extra. We always try to keep prices as low as possible.**

Information about the Social Programme is always available from your teachers and from the Customer-care staff referred to in the pack earlier. Check the notice boards in classrooms and common areas for full information on the school programme and the weekend trips available to you. At the beginning of each week your teacher will go through the Social Programme for the week with the class. There will also be a copy pinned up in the classroom you are studying in.

We also have pamphlets and information on places and activities in London in the common area and reception.

If there is anything you would like to see as part of the social programme, please come and tell us - we always aim to provide activities and trips you want to do!

## Typical SGI social trips

- Boat trip to Greenwich from Tower Bridge
- A visit to Hampton Court Palace including the world famous Kew Gardens
- A walk through Jack the Ripper's neighbourhood in the East End of London
- Theatre trips to Shakespeare's Globe and the West End
- Fun trips like ten-pin bowling followed by a restaurant meal
- A pub quiz in a traditional English pub in Fitzrovia, popular with writers and artists for over a 100 years
- The Tate Modern and then over the 'wobbly' Millenium bridge to St Paul's Cathedral
- Visit Buckingham Palace and near-by St James Park

There are also visits to lesser known attractions which only Londoners know!

**Please note, while many attractions are free, typically museums and art galleries, there is an entrance fee for some attractions. This will vary between £10-£25.**

## **Student Charter...what we promise you**

We have worked hard to achieve our reputation for excellence in teaching English to students from all over the world. Our continued success is built on our determination to continuously improve the courses we provide. With this in mind, we aim to ensure that all students at St George International:-

- ✓ Are treated as individuals with individual needs
- ✓ Develop their ability to speak and understand everyday English
- ✓ Increase their grammatical knowledge so they can use a greater range of structures when speaking English
- ✓ Develop their ability to read and write English more efficiently
- ✓ Increase their active vocabulary and are provided with ideas as to how to independently improve their vocabulary
- ✓ Improve their pronunciation and expressiveness when speaking English
- ✓ Build their confidence in using English through controlled communicative activities in the classroom
- ✓ Are challenged and pushed to the highest level of their abilities
- ✓ Develop their ability to become more independent as learners of English by providing self-study opportunities in the self-study centre along with advice on continuing their learning when they finish their studies at St George International
- ✓ Have a clear indication of the progress they make through our system of monitoring their learning objectives in class and in tutorials, and through progress tests, and public examinations
- ✓ Are offered the opportunity to take a public examination if they want to do so

# Life in a St George International Classroom

Extensive research has been done to show us the best conditions for learning and speaking a language which is not our mother tongue. This research has influenced the way we teach and the way you learn here at St George International. It is likely that our small group size classes are quite different to the ones you take at home in your country.

Here are some features of life in a St George International classroom.

- ✓ You are an individual! You have strengths and weaknesses and individual needs. We recognise this and so try to provide you with what you want as an individual.
- ✓ The classroom should be a stress-free and relaxing environment. You learn most effectively when you feel relaxed.
- ✓ Learning a language is fun and hard work! It is important that you participate in your classes. The more you get involved in the classroom the more speaking and communicating in English will seem natural to you. That is why you will do a lot of pair-work and group-work with other students.
- ✓ Your teachers will be enthusiastic, friendly and well-organised so you will enjoy your lessons more and learn more.
- ✓ They will also try to challenge you, and help you to achieve your goals – this will include setting daily and weekly homework.
- ✓ We try to get you involved by relating the classes to your experiences in life and making the class fun with interesting activities.
- ✓ Games and laughter are part of the learning process. We often use communicative games in our classes because they are a very good way of practising spoken English.
- ✓ You will regularly practise and review structures/vocabulary you have recently learnt.
- ✓ We will provide opportunities to use all the English you know in an enjoyable way without worrying about making mistakes.
- ✓ You will be given feedback on the language you have used, with errors corrected and improvements suggested.

**Remember it is useful and important to speak with the other students in the class not just the teacher! The teacher is always there to guide you; not just to give you a standard model.**

English is now an international language. Everybody has an accent and everybody speaks English differently.

## Your progress at SGI

Before you arrive, or on your first day, you will take a preliminary online Cambridge Placement test to assess your English level, and this, together with an interview with a teacher, will help us to determine which class is best for you.

The General English class levels are:

- A1 Elementary
- A2 Pre-Intermediate
- B1 Intermediate
- B2 Upper Intermediate
- C1 Advanced

During your course your teacher will track and evaluate your progress by monitoring your participation and work in class and the homework you complete. When you are ready, your teacher will recommend a move to a higher level class.

If you feel that you are ready to join a higher level class, please discuss this with your teacher.

You may also choose to take a **Progress Test** during your course to find out your new level, and to take an **Exit Test** at the end of your course. Students who want to check their progress in a test should go to Reception to ask for a Test Appointment. Tests can be arranged every Wednesday afternoon after 3pm.

It is our objective to help you reach your learning goals and encourage you to improve your English language skills.

## Tutorials

At SGI all students can have a tutorial. Please come to Reception to arrange one. Tutorials are an opportunity to:-

- speak one-to-one with the Student Support Officers, Dan and Michael
- review your progress at SGI and discuss objectives
- create a personal study plan with the help of the Student Support Officer
- get help and advice for university applications including UCAS support
- ask questions about living in London
- give feedback about your experience at SGI
- plan ways to further develop your English skills after finishing the course

Students on courses of 4 weeks or more, and students who are under 18, are part of our formal tutorial system and will be contacted via e-mail to arrange a tutorial time.

## Some Central London sports facilities:-

### Hyde Park Riding School

63 Bathurst Mews  
London, W2 2SB  
Tel: 020 7 723 2813

### Regents Park Tennis Centre

York Bridge, Regents Park  
London, NW1 4RU  
Tel: 020 7 486 4216

### Centrepoint Snooker Club

103 New Oxford Street  
London, WC1A 1DD  
Tel: 020 7 240 6886

### Oasis Swimming Pool

32 Endell St,  
London WC2H 9AG  
Tel: 0207 8311804

### Better Leisure – Seymour Leisure Centre

Seymour Place  
London, W1H 5TJ  
Tel: 020 7 723 8019

### Danceworks

16 Balderton Street  
London, W1K 6TN  
Tel: 020 7 629 6183

### Fitness First Clubs

15 Marlborough Street  
London, W1F 2HR  
Tel: 020 7 287 8911

### Nuffield Fitness and Well-being

9 Endell Street  
London, WC2S 9HA  
Tel: 020 7 2402446

### Studio Lindsberg Pilates

10 Harley Street  
London, W1G 9PF  
Tel: 020 7 724 0643

### Pilates off the Square

4 Mandeville Place  
London, W1U 2BG  
Tel: 020 7 935 8505

## Places of Worship:-

Here are a few local places of worship. Telephone and check what time you can attend to worship or visit.

### All Saints Church

7 Margaret Street  
London, W1W 8JG  
Tel: 020 7 636 1788

### Fo Guang Buddhist Temple

84 Margaret Street  
London, W1W 8TD  
Tel: 020 7 636 8394

### St James Catholic Church

Spanish Place Rectory  
22 George Street  
London, W1U 3QY  
Tel: 020 7 935 0943

### St Mary's Church

34-36 Crawford Street  
London, W1H 1LT  
Tel: 020 7 258 5040

### Regents Park Mosque & Islamic

Cultural Centre  
146 Park Road  
London, NW8  
020 7 721 3363

### West End Great Synagogue

32 Great Cumberland Place  
London, W1H 7DJ  
Tel: 020 7 724 8121