



ST GEORGE
INTERNATIONAL
THE LANGUAGE
SPECIALISTS

St George International

WELCOME PACK

Dear Student,

Thank you for booking one of our English Evening courses, and 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 whilst you work and study 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', written in a cursive style.

Max Loach
School Director

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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 is typically here in the evening when you come for your class and can help you with any academic, sales or administrative questions you may have.

Tommi – Tommi is a Business Development Manager. He is also often here in the evening 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 evening course. She can give you advice on examinations and arrange 1:1 lessons for you as well. Direct telephone number: 0207 2991705 / email: lcooper@stgeorges.co.uk

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

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

In reception our staff can help you:

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

Provide you with more information about different courses

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

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
Tommi: French, German
Huwie: Mandarin, Cantonese
Linda: French

Academic Staff:

Melissa: Italian
Jessica: Japanese
Marija: Slovenian, Croatian
Daniel: Spanish, Swedish
Simon: Mandarin, Cantonese

General Student Information

STUDENT SATISFACTION

We always try our best to provide an excellent service, but if for any reason you are not satisfied, or you feel you would like to complain about something, please ask to speak to the Director of Studies, Lynette Cooper. She can be contacted by email: lcooper@stgeorges.co.uk or by phone during office hours: 0207 299 1705.

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. **When using the buzzer, a short buzz is sufficient – the red light indicates that the door is open.**

STUDENT ATTENDANCE

LATENESS – please try to be on time for your classes. If you are persistently late, the teacher will speak to you in private to explain the disruption this causes the class.

ABSENCE – please let us know if you are unable to attend classes due to illness or other circumstances, particularly if you are going to miss one-to-one lessons. There is a 24 hour cancellation policy – if you let us know in advance we can re-arrange 1-1 lessons, but otherwise the missed lesson is 'lost'. The school office can be contacted on **0207 299 1700** or by email info@stgeorges.co.uk

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 Director. If it is felt necessary, we reserve the right to exclude from class any student who has behaved in a completely unacceptable way.

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

The book for your evening course is included in the Registration fee; if you go on to take another different evening course, you will need to buy the next course book (£30).

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.

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.

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: 5aintGeorges

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

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
- ✓ 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 tests, tutorials 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.
- ✓ We try to help you get 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.
- ✓ Practising structures/vocabulary you have recently learnt.
- ✓ Providing opportunity to use all the English you know in an enjoyable way without worrying about making mistakes.

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.

You must remember that sometimes making mistakes is OK. It depends on the objective of the activity. If the objective is to practise your speaking in a communicative activity where communicating is the objective then making mistakes is not so important. If the objective is to correctly structure a sentence then the mistakes need to be corrected.