Leeds English Language School
Effective Learning

Student Handbook
Contents

Welcome to our school! 4
When you first arrive 5

Internet access 5
Bank account 5
Student card (ISIC) 5
Registering with the police 6
Log-in 6

School facilities 7
Common rooms (Victoria Road and Burley Road) 7
Student kitchens 7
Prayer rooms 7
Study club 7
Reception 7
Library 8
Outside space and garden 8

Local facilities 9
Burley Road 9
Victoria Road 9
Both schools 9

Academic content 10
How you progress at Leeds English 10
The courses at Leeds English 10
During each course 10
At the end of each course 10
General English or IELTS? 11
Get better at speaking 12
Improve your listening 12
Improve your writing 12
Get better at reading 13
Learning strategies 13
How to learn vocabulary 14
Grammar 14
Handouts 14

Welfare 17

  Speak to us 17
  Wellbeing 18
  Registering with a doctor 18
  Registering with a dentist 19
  Homesickness 19
  Personal harassment and bullying policy 20

Transport 21

  Local Buses 21
  Intercity Buses 21
  Trains 21
  Taxis 22
  Cycling 22

Safety 23

  Frauds and scams 23
  Hate crime 24

UK Guide 25

  Traditions and culture 25
  Food and drink 25
  Complaining 25
  Being polite 26
  Queuing 26
  Tipping 26
  Apologising 26

UK festivals and celebrations 27

Useful websites 31
Welcome to our school!

I’m Bob, owner and director of Leeds English Language School!

I believe that a high quality education that treats students as individuals and with care is essential in creating an effective learning environment.

Our students work hard, but have fun in a relaxed atmosphere. You are the most important part of our school.

It is my promise to you that the quality of care and the quality of education always comes first in our school. We will always be trying our best to create a place where effective learning helps you to meet your individual needs and goals.

I am incredibly proud of our dedicated and caring staff, who work hard for all of our students. I am extremely proud of what our students have achieved over the years - it is truly inspiring.

Please try and join in the extra activities we provide as this will make your experience even better and your language will improve more quickly.

Welcome to your English learning experience and welcome to the Leeds English Family!
When you first arrive

After you have told your friends and family that you have arrived safely, here are a few things you might like to do next.

Internet access

Both of our schools have reliable high-speed internet available. Please check the information boards or ask our staff for the WiFi password.

Bank account

To open a bank account you will need a valid UK address (not a hotel) and a letter from the school to prove your student status. The bank is called Santander, but others may also be available. Remember to make an appointment first and bring your Photo ID documents.

Santander Bank
Leeds University Union
2 Lifton Place
Leeds LS2 9JS

Student card (ISIC)

A student card can be purchased from STA Travel. It is used to get discounts in shops and for travel and entertainment. You will need your Photo ID and a letter from the school to prove your student status.

STA Travel
88 Vicar Lane
Leeds LS1 7JH

Go plastic free - The International Student Identity Card (ISIC) can also be purchased online: www.statravel.co.uk/ISIC-card.htm
Registering with the police

Some students will need to register with the police and are required to create an account using the online system, here:

www.westyorkshire.police.uk/police-foreign-nationals-registration-scheme

Enter your details and upload a photograph, then choose a date and time for an appointment. You cannot visit the police station without an appointment.

You will need:
- Valid passport
- BRP card
- Proof of address (we can provide this)
- £34 card or cash payment (not £50 notes)

Please be aware that the Pudsey Police Station will be closed for refurbishment at the end of the day on Friday 11th October. The offices will be closed on Monday 14th October and Tuesday 15th October.

For appointments on Wednesday 16th October, please go to the new address:

<table>
<thead>
<tr>
<th>Please go here until Friday 11th October:</th>
<th>New address from Wednesday 16th October</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pudsey Police Station Bradford Rd Pudsey LS28 5TA</td>
<td>Weetwood Police Station, 300 Otley Road, Leeds LS16 6RG</td>
</tr>
</tbody>
</table>

Log-in

You will use your Leeds English Gmail account in the classroom. It is also needed to get the bus ticket on your smartphone (see page 23).

Log in now and create your own password:

Email: student1234@leedsenglish.com
Password: LELS54321
School facilities

Common rooms (Victoria Road and Burley Road)

Areas for socialising and meeting other students at lunchtime and breaks. We also hold social events here and you can use the area for study after classes. It is important to speak English in the common rooms so all students can join in and feel comfortable.

Student kitchens

Both sites have a kitchen with a microwave, a fridge, a kettle/hot water boiler and a toaster. We also provide crockery and cutlery. Free coffee, tea and sugar is available and a coffee machine is also available for different choices of coffee at a small charge of £1. Please wash your own dishes and do not leave food in the fridge to go off. Please speak English in the kitchen.

Prayer rooms

We have a designated prayer room at Burley Road. Students can use the classrooms if the space is limited, but check first. Victoria Road is a smaller school, but space should be available for praying. Please speak to the office staff for assistance.

Study club

At both sites there is a classroom allocated for self study after class. A teacher is available to offer guidance so that you can get the best from your studies.

Reception

If you need any help, you can find full-time assistance on reception at Burley Road. If you need help at Victoria Road, you can find the office on the second floor at the top of the stairs. Don’t be shy, come and speak to us. We are happy to help you!
Library

We have library books available to borrow and take home. You will be asked to pay a deposit of £10 to cover any losses or damages. You will be given this back when you have returned all books.

Outside space and garden

Victoria Road has a lovely garden at the back of the building where we hold barbecues and other events in the summer months. There is a smoking area and seating for students wishing to enjoy the outside air.

Burley Road has a large car park with designated parking for the school with a smoking area at the side of the building.
Local facilities

Burley Road

There is a small **supermarket** next door to the school where you can buy food and drink. There is also a **sandwich shop** about 5 minutes from the school. If you want to venture slightly further and walk to Kirkstall Road, there are many shops, cafes and supermarkets. This is about 10 minutes on foot.

**Bus stops** are right outside the school and can take you into the city centre. Buses are regular and take about 10-15 minutes.

**The train station** to the city centre is called Burley Park and is about 10 minutes walk from the school. Trains are about every half hour and take 5 minutes.

Victoria Road

Next to the school is a small shop selling sweets and drinks. The opening times are not always clear but there are 2 supermarkets about 5 minutes away on foot. There are also a couple of sandwich shops about 20 yards from the school.

**Bus stops** are right outside the school and can take you into the city centre. Buses are fairly regular and take about 10-15 minutes.

**The train station** to the city centre is called Burley Park and is about 5 minutes walk from the school. Trains are about every half hour and take 5 minutes.

Both schools

**Local places of worship**
There are many places of worship in Leeds so please ask at reception if you want details of where these are located.

**Medical centres and hospitals**
It is important to register with a doctor (GP) when you arrive. Hospitals are located in and around Leeds but should only be used in an emergency situation. If you need a dentist, see page 19.

**Gyms and sports facilities**
There are several sports centres, gyms and swimming pools in and around Leeds. There should be facilities to meet all budgets.
How you progress at Leeds English

It is our mission to provide students with the best possible opportunity to learn English and to help individual students fulfil their own personal potential to maximise their success inside and outside the classroom.

The courses at Leeds English

There are six levels of General English here, each lasting 10 weeks. We start with Beginners (CEFR A1) and continue through to Advanced (CEFR C1). In addition, you have the option of taking an IELTS preparation course.

During each course

At the end of every week there is a short unit test for you to check your progress. Some weeks you will do this in class but at other times you can do this at home. There is also a Mid-course Competency Test at the halfway point, in week 5.

At the end of each course

In the last week of the General English course, you will take the End-of-course Competency Test. Your result is one of the factors that will decide if you are ready to progress to the next level, or if it is better for you to continue at the same level.

The other factors are:

- Your teacher’s assessment of your English (you need to be ‘on target’ in at least 3 of the 4 skills)
- Your weekly progress test scores
- Your attendance (you should be present for 85% of the course or more)
General English or IELTS?

After you have successfully completed the Intermediate level (B1) of General English, you have the choice of progressing to Upper Intermediate (B2), which we strongly recommend, or starting our IELTS Level 2 preparation course. This course is for students who need no higher than IELTS Band 6.

If you require Band 6.5 or above, you need to complete Upper Intermediate General English (B2) first. You can then decide between progressing to Advanced General English or starting our IELTS Level 3 preparation course.

We recommend that students take Upper Intermediate (B2) General English before taking IELTS Level 2, and Advanced General English (C1) before taking IELTS Level 3.

*Fig.1: Course routes*
Tips for learning

Get better at speaking

Join in! Join in class activities to the fullest. Take every opportunity to talk and say as much as you can.
Listen to your teacher - try to pronounce English like they do!

Speak only English in the school building. Don’t talk to your friends here at Leeds English in your own language - use English all the time.

Join in all the social activities organised by Ruth, during the week and at weekends.

Come to Speaking Club on Wednesday afternoon, and keep your eyes open for Thursday activities too.

Improve your listening

Listen to your classmates as well as your teacher.

Repeat classroom listening activities at home. Classroom listenings are usually available on YouTube or on the Cambridge online system - find them and listen again and again, until you can understand most of what you hear.

Watch English DVDs with on-screen subtitles.

Explore BBC Learning English. This site has lots of listening (and other things) with the transcript (the words in writing) to see as well.

Improve your writing

After your teacher has marked your first writing, try to rewrite it correctly.

Keep a blog or diary about your time at Leeds English.
Write a little often - don’t just write one long piece every week.

Take some of your writing to Study Club (Monday to Thursday, 2.45 to 3.45) and ask the teacher to check it.

Use Facebook and Twitter in English. Start an English Whatsapp group with your friends, and send all text messages in English.
Get better at reading

Read different articles on the same topic. For example, read four or five different texts about holidays, then choose another subject. Don’t change topics every day.

Read articles which you understand! Don’t look for difficult texts, but read ones which you understand 95% of.

Use social media, such as Twitter and Facebook, in English.

Read something every day. Read, read, read!

Learning strategies

Everyone learns in different ways and you will need to decide what is best for you. Here are some ideas to get you started:

Where and when?
Many people like a routine for learning. They study in the same place and at the same time each day. Find somewhere comfortable, with a large table and good light. Keep your books and devices organised and within reach.

Privacy
These days privacy doesn’t only mean working away from other people. It also includes privacy from phone calls and social media. Turn your phone to silent and don’t let anyone stop you from studying.

Review
Of course, you need to be reviewing the day’s work each evening. However, you will find that it’s easy to forget grammar, and especially vocabulary, from earlier weeks. It is important, then, to have a schedule for reviewing these early weeks.

<table>
<thead>
<tr>
<th>Week</th>
<th>Main Study</th>
<th>Units for Review</th>
<th>Week</th>
<th>Main Study</th>
<th>Units for Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Unit 1</td>
<td>-</td>
<td>6</td>
<td>Unit 6</td>
<td>1, 5</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>7</td>
<td>2, 6</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>2</td>
<td>8</td>
<td>8</td>
<td>3, 7</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>1, 3</td>
<td>9</td>
<td>9</td>
<td>4, 8</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>2, 4</td>
<td>10</td>
<td>10</td>
<td>5, 9</td>
</tr>
</tbody>
</table>

Fig.2 Example of a review schedule
How to learn vocabulary

**Keep a vocabulary notebook**
Write English words and phrases on one side of a page and an explanation on the other side: this way you don’t just read the words but test yourself every time you look at them.

**Use flashcards**
These are small pieces of card with an English word or phrase on one side and a translation or explanation on the other. The advantage of these is that you can separate the cards, isolating the ones that you still don’t know and want to study again.

**Apps**
There are so many apps to help you learn vocabulary, including digital flashcards. Have a look at Anki, Voxy and Cambridge English Online Flashcard Maker.

**Grammar**

**Use your notebook**
Notebooks have two uses: the first is a place to do the short exercises or brainstorming activities that your teacher may ask you to do. The second is a place to keep an organised record of the new language that is presented to you every day in class.

Your first job is to decide if you want to separate the two. You could use the front of the book to keep your organised notes, and the back of it for rough work. Or, you could use the left-hand pages for rough work and the right-hand pages for organised notes.

**Tip!**
It is useful to write the coursebook unit, the page number and the date at the top of each page. And then give each section a clear heading or title so that you can find it easily when you want to check something at a later date.

**Handouts**

These are pieces of paper that your teacher gives you in class. Write the date and unit number that they relate to at the top of each one. Keep them organised in a folder.
At Leeds English we offer two levels of IELTS preparation which, like our General English courses, are 10 weeks long.

The lower level (IELTS Level 2) is for students who need up to Band 6.0 to continue their studies at a university. We ask everyone to achieve a B1 level of English (equivalent to Intermediate) before starting this course.

The higher level (IELTS Level 3) is for people who need Band 6.5 or above. Students who take this programme must have an ability in English at B2 level (equivalent to Upper Intermediate) or higher.

It is not usually possible to go from the lower IELTS class to the higher one. We ask students to complete the B2 General English course first.

Many students don’t realise how much time (and effort) it takes to improve their IELTS score. British universities often suggest that a student needs to study for 10 weeks just to improve their score by 0.5 of a band.
Online activities and tests

All classes have one or two lessons every week when students choose activities for themselves.

Some people choose to read a book from our library or practise their listening skills. Others like to use the online activities that we offer as part of their course. These exercises give students instant answers, so that they know what topics they find easy and what points need more study.

Because this is so useful, teachers also set these activities as homework.

At the end of each week, Leeds English also uses computer-based tests to check your progress each week. Some weeks you do these tests in class and some weeks you do these tests at home. They are very helpful because they show you which topics you are strong in and where you need more practice.

Free classes

At Leeds English we try to provide as full a day as possible.

On Tuesdays and Thursdays, you can sign up for An Introduction to IELTS. This class is for current students studying at B1 (Pre-intermediate or Intermediate) level. The course follows the school terms and lasts for 10 weeks.

Every Wednesday, you can join our Speaking Club. This is for students at all levels and has a different topic every week. So put your pens and books away and come prepared to chat non-stop for an hour!

We also run an occasional course called An Introduction to University Life, which focuses on the step up from IELTS English to the much more difficult English that you will need if you go on to university in the UK.
Welfare

Speak to us

At Leeds English Language School our students’ wellbeing is extremely important to us. We have a caring and supportive team to look after you and help you with any problems.

**Welfare Officer**
If you have any personal problems, Susan or Carol will be happy to talk to you. If they are not available, then our friendly team in the office will also be happy to listen to you.

**Accommodation**
If you wish to book, change or have a problem with your accommodation, come and speak to Susan or ask at reception for information.

**Reception**
Our Student Service Officers, Elisabete and Karan, have a lot of experience in dealing with all student requirements, so they will be happy to answer your questions directly or arrange for you to see another member of staff.

**Student Support Manager**
If you have a problem with your financial guarantee or payments, please talk to Elisabete or Karan first and, if necessary, they will organise an appointment for you to talk to Carol or the School Director, Bob.

**Admissions Officer**
Susan will have issued your initial offer and/or visa letter before you started. For new offer or visa letters, please ask at reception or send an email directly to Susan (susan.admin@leedsenglish.com)

**The Academic Management Team**
If you are having problems in class or feel that it is too difficult or too easy, please speak with your teacher or Neil and Rob.

**The Teaching Staff**
Your teachers have lived and worked in different countries, so they understand from experience the challenges you might be facing by living and studying in a different country.

**Social Activities Coordinator**
If you want to know about trips and activities, or sign up for one, you can look on the noticeboards for information, ask at reception or talk to Ruth directly.
Wellbeing

It is important that you tell the school if you have any long-term or short-term medical conditions, so that we can take this into consideration and take appropriate action or care when necessary. Please come to the office if you wish to discuss any health matters in private.

If you just have a minor medical issue such as a cold or flu, then please go to your chemist/pharmacy and they will help you.

If you need to see a doctor, but are not registered with a GP, then you can go to a walk-in medical centre: Shakespeare Medical Centre (LS9 7TA). It is open from 8am to 8pm. You do not need an appointment, but you may have to wait up to 2 hours to see a doctor.

Several members of staff are trained in first aid (please see the signs around school).

In case of a medical emergency, please call 999 for an ambulance. Please do not go to hospital unless it is an emergency. The address is LGI, Leeds General Infirmary, Great George Street, Leeds LS1 3EX

For medical advice in non-emergency situations, please call 111

**Please email** info@leedsenglish.com or telephone us before 9am if you are sick and can’t come to school. If you do not contact us to explain your absence from school, then you will receive an SMS asking you why you are not in school. If you are absent for 3 consecutive days without justification, we will ask you to talk to a manager to explain your absence and you may be asked to provide a medical certificate (sick-note) from a doctor or your GP.

Registering with a doctor

Before you come to Leeds, we strongly advise you to organise medical insurance for the period of your studies.

If you are studying in Leeds for more than a month, then it is a good idea to register with a GP (doctor). You can find your local GP using the website www.nhs.uk and then clicking on the link find a GP.

To register with a GP, you need to go into their clinic and ask to be added to their NHS patient list. You will be given a form to complete and return to them. After this, you can make an appointment. You should register before you get sick because you might not be able to get an appointment at short notice.

You will need to pay for any medicine that your GP prescribes. One prescription will cost £8.80*.

*All information accurate at the time of publication, prices are subject to change
Registering with a dentist

If you are studying in Leeds for more than a month, then it is a good idea to **register with a dentist**. You can find your local dentist using the website [www.nhs.uk](http://www.nhs.uk) and then clicking on the link **find a dentist**.

You will have to pay for dental treatment. A normal check-up at an NHS dentist will cost approximately £21.60*

*All information accurate at the time of publication, prices are subject to change

Homesickness

Being away from home can be very difficult and many students experience homesickness at some point during their time living abroad. If you are experiencing these feelings, there are some things that can help:

**Keep busy**
Make sure you come to school and also try to join in the extra free classes, after-school activities and trips

**Stay positive**
Remind yourself about why you are studying and what your long-term goals are.

**Stay fit and healthy**
Make sure you eat properly and get enough sleep and exercise.

**Talk to family and friends**
Keep in regular contact with everyone back home, but try to remember that you also need to dedicate time to building new relationships here in England, so that you can practise your English.

**Speak to the welfare staff at school**
If you are still feeling sad and lonely, come and have a chat with our Welfare Officer or anybody in the office that you feel comfortable with. We deal with our students’ problems and worries every day, so please share your feelings with us. We are here to help you in any way we can.
Personal harassment and bullying policy

We believe that the dignity of all students and staff must be respected. Everyone should be courteous and considerate and the school environment should be welcoming to all. All those working or studying here have a responsibility to establish and maintain an environment free from harassment and bullying.

All forms of harassment or bullying are therefore unacceptable. Every student and member of staff is considered to be responsible for his/her own behaviour and for the impact which it has on others.

Personal harassment or bullying is any kind of unwanted, unwelcome or uninvited act which makes the recipient feel uncomfortable, embarrassed, unsafe or frightened.

Examples include:

• Comments about physical appearance
• Behaviour which excludes, disadvantages or isolates someone
• Being looked at or touched or subjected to any unwanted sexual behaviour
• Sexual images being displayed
• Racist literature, language or behaviour
• Offensive or abusive graffiti
• Suggestive or offensive remarks (which may be in a language other than the victim’s own) including emails, text messages or internet messaging
• Aggressive or demeaning language or behaviour
• Public chastisement
• Jokes about gender, colour, ethnicity, sexuality or disability

This does not affect the rights and responsibilities of staff to challenge and modify inappropriate student behaviour. However, this must be done in a manner which respects the learner and does not cause public embarrassment or humiliation.

If you experience any type of harassment or bullying or see this happening to another student, you should speak to your teacher, the Student Services Manager or the Director of Studies. When you report instances, they will be kept private and you can be confident that these will be dealt with promptly and effectively.
Transport

Local Buses

You can purchase a bus ticket on your phone from an app called First Bus m-Tickets. The monthly student bus pass is around £44.

Please register using your Leeds English email address and upload your photo ID (e.g. passport or identity card)

• Leeds city centre to Burley Road school: bus no. 49, 50 or 50a
  The stop is “One Stop Shop”

• Leeds city centre to Victoria Road school: bus no. 56
  The stop is “Victoria Road”

• Leeds city centre to Carr Mills Student Accommodation: bus no. 55
  The stop is “Meanwood Road Petrol Station”

Intercity Buses

Megabus coaches - travelling from Leeds to London or other parts of the UK can be very cheap if you book early!
Get tickets online - uk.megabus.com/

National Express coaches are also cheap - often cheaper than trains.
Get tickets online - www.nationalexpress.com/en
Intercity buses usually have toilets, WiFi, plug sockets and comfortable seating.

Trains

Trains in England are very expensive so you should book your tickets weeks before you travel if you can. Buying train tickets on the day of travel can be very expensive!

A good place to purchase train tickets is thetrainline.com
They have an easy-to-use mobile app.
Taxis

Amber Cars (they also have a mobile app)
0113 202 2112

Royal Cars
0113 230 5000

Arrow Cars
0113 258 5888

Uber (mobile app only)

Cycling

There are many great benefits to cycling in a city! Travelling by bicycle will save you money, provide free exercise (especially with the hills in Leeds), and of course it is a lot quicker than walking!

It is very important to wear a helmet and get a good quality bike lock. Always use lights at night or in foggy weather.

Evans Cycles sell bikes, accessories and will offer help and advice about cycling. You may pump air into your bike tyres for free in all UK bike shops.

Combine train and bike travel using Bike & Go. Rent a bicycle from the train station at Leeds, Harrogate, Bradford, Shipley, Halifax, Hebden Bridge and more!
Criminals often target students by telephoning them and pretending to be from organisations like the police, the home office or an agent. They ask for money and say that you will be in trouble if you do not respond urgently. They threaten to cancel your visa or fine you money.

They may have information about you or seem to be genuine but they are probably criminals. Remember that genuine organisations will never telephone you and ask for bank details or personal information over the phone.

Please follow the advice below:

• Do not give the caller any personal information, and do not confirm that any information they have is correct.
• Do not make any payments over the phone or give your bank details.
• Report the incident to your international student adviser, who can report the fraud to the police and to the Home Office if you wish.
• If you wish, you can report the matter online to Action Fraud.
• If you are not sure, ask for their phone number and say you will call them back or put the phone down immediately

If you think you have been targeted, please report this to school so that we can help you to report this.

Websites offering information about these and other issues can be found by following the links below:

• www.gov.uk/government/publications/frauds-tricks-and-scams

• www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Frauds-and-scams#layer-4088

• https://www.actionfraud.police.uk/
A hate crime is when someone commits a crime against you because of your disability, gender identity, race, sexual orientation, religion, or any other perceived difference.

Examples of a hate crime can include:

- threatening behaviour
- assault
- robbery
- damage to property
- inciting others to commit hate crimes
- harassment

If you are the victim of any of the above, you might feel uncomfortable in reporting it or do not see it as serious enough to go to the police. However, all hate crimes should be reported. If you are not sure, speak to someone in the office at school.

Not all incidents will lead to a criminal conviction but it is important that they are reported to the police. It may help to convict someone in the future, but it is also important for the police to monitor where and how often these offences are being committed.

**Call 999** if you’re reporting a crime that’s in progress or if someone is in immediate danger.

If the crime isn’t an emergency, call 101 or contact your local police.

Support is available if you’re the victim of crime. Please follow the links below for more information:

- [https://www.stophateuk.org/leeds/](https://www.stophateuk.org/leeds/)
Traditions and culture

The United Kingdom is comprised of four countries: England, Scotland, Wales and Northern Ireland.

There is a strong sense of identity felt by each of these countries and it is important to remember that the term English and British do not mean the same thing. English refers to people from England; Scots/Scottish refers to people from Scotland; Welsh from Wales, and Irish from Northern Ireland. Some people from Scotland, Wales and Northern Ireland can be offended if you refer to them as English. However, everyone from these 4 countries can be referred to as British.

There are many different cultures in the United Kingdom. Each of the 4 countries has their own customs and traditions and individual cities, towns and villages also have their own celebrations and traditions.

Food and drink

People in Britain eat a wide variety of foods based on cuisines from all over the world.

Traditional British dishes include a full English breakfast, fish and chips, Sunday roast, steak and kidney pie, shepherd's pie, and bangers and mash. Traditional puddings or desserts could be apple pie or crumble, treacle sponge and custard, and jam roly-poly!

The British are known for drinking tea but coffee is also as popular now, with a growing number of coffee shops on all our high streets.

Complaining

We love to complain about the weather, bad transport services, and poor service in shops and restaurants, but when making an actual formal complaint we do so with difficulty and often apologise for doing so. If you do need to make a complaint about a service, it is always best to ask for the manager and speak to them first. Even if you are unhappy with their product or service, it is advisable to speak to them politely as you are more likely to receive help than if you shout. If you do not get satisfaction, then you can usually find a complaints procedure online.
Being polite

*Please* and *thank you* are very important in UK culture. If you do not say please or thank you, then it could be seen as being rude. Being late is also very bad manners. If you have made an appointment or arranged to meet someone, then you are expected to be on time or even early. If you are going to be late, then always let the person you are meeting know.

Queuing

This is expected if you are waiting for a bus, in the supermarket, in the bank or at the cinema. You must never go to the front of a queue. This is called queue-jumping and would be met with disapproval from everyone else who is waiting patiently in line.

Tipping

If you have good service in a café or restaurant and a service charge is not included on the bill, then you can leave a tip for the person who served you. 10% of the bill is usual but it is at your discretion. Some people also tip hairdressers or taxi drivers, but this is also at your discretion.

Apologising

We love to apologise even when we are not at fault. If someone bumps into you, it is still good to say sorry even if you were not in the wrong.
UK festivals and celebrations

January - February

1 January: New Year’s Day
On New Year’s Eve (31 December) it is traditional to celebrate midnight. There are parties across the country, with Edinburgh’s ‘Hogmanay’ being one of the biggest. New Year’s Day is a public holiday so expect the celebrations to last well into the night!

Late January - Early February: Chinese New Year
See food stalls, fireworks and dragon parades take over the streets of many UK cities to usher in the Chinese New Year. London’s celebration is the biggest outside of Asia, offering an explosion of colour, sounds and delicious aromas.

14 February: Valentine’s Day
Take your sweetheart out for dinner and give them a Valentine’s card, chocolates or flowers to celebrate this day of romance. If you’re single, you might even receive an anonymous card from a secret admirer.

March - April

17 March: St. Patrick’s Day
Celebrated by Irish communities all around the world, many UK cities host their own St Patrick’s Day events too. Dress in green, grab a pint of Guinness and head out with friends to join in the celebrations.

Easter
There are two bank holidays at Easter: Good Friday and Easter Monday. This Christian holiday is traditionally celebrated with a family meal, usually featuring roast lamb to mark the beginning of spring. Another delicious tradition is chocolate eggs - supermarkets offer a huge variety, from tiny ones to eggs the size of your head!

1 April: April Fools’ Day
Sometimes called All Fools' Day, we celebrate by playing practical jokes. The jokes and their victims are called “April fools". Some newspapers, magazines, and even news channels on TV report fake stories, which are usually explained the next day.

London Marathon
A big race event, resulting in a carnival type atmosphere.
May

First Monday of May
Early May bank holiday. Just a day off!

Last Monday of May
Spring bank holiday. Another lovely day off!

June - July

21 June: Summer Solstice
Celebrate the longest day and shortest night of the year at the ancient monument of Stonehenge. Stand inside the monument facing northeast and you'll see the sun rise like a blazing fire – a sight that brings in sun-lovers of all beliefs.

Late June: Glastonbury Festival
Summer in the UK means music festival time. With its 175,000 revellers Glastonbury is the largest and most iconic. But from Wales’ Festival No.6 and Scotland's T in the Park, to the new grassroots festivals emerging across the country, there are plenty of opportunities to enjoy the festival season.

May/June/July: Eid al-Fitr
Marking the end of the month-long fast of Ramadan, Eid al-Fitr is celebrated by Muslim communities in the UK. Each community usually has its own events, but Birmingham and London see some of the largest organised celebrations and feasts.

August - September

1 August: Yorkshire Day
Celebrating all things Yorkshire!

August: Edinburgh Festival Fringe
‘The Fringe’ features over 50,000 performances and more than 3,000 shows, over three weeks every August. As the world's biggest arts festival it's the place to go for stand-up comedy, dance, theatre, art exhibitions, circus, spoken word, opera and more.

Late August: Notting Hill Carnival
Held in London over August bank holiday weekend, Notting Hill is the biggest street carnival in Europe. Join two million carnival goers dancing to pumping calypso music and enjoying Caribbean food as they watch the high energy parade go by.
Late August: Manchester Pride
Pride events take place in UK cities over the year and, on August bank holiday weekend, tens of thousands flock to Manchester to promote equality and celebrate LGBTQ+ life at The Big Weekend - a colourful 72-hour party with a flamboyant parade in the city centre.

Last Monday of August: Summer bank holiday
The last bank holiday until Christmas, so make good use of it!

September: Blackpool Illuminations
An annual light festival held at the popular seaside resort. They run each year for 66 days and attract many visitors from all over the country.

October - November

October: Belfast International Arts Festival
Celebrating contemporary arts with an international theme, the Festival brings the world’s best and most innovative artists to Belfast every year.

31 October: Halloween
Originally based on the ancient Celtic religion, the modern way of celebrating Halloween is becoming increasingly popular in the UK. Expect to see witches, monsters and ghosts, as children and adults alike enjoy Halloween fancy dress parties on this spooky night!

October/November: Diwali
The Festival of Lights for Hindu, Sikh and Jain communities is marked in several UK cities. Leicester's extravagant street party with traditional food, music, dancing and fireworks is one of the biggest Diwali celebrations outside of India.

November: Outburst Arts Festival
Now in its second decade, Outburst is an annual showcase to allow LGBTQ+ people of all backgrounds find a home for stories and creative ideas.

5 November: Bonfire Night
This event marks the anniversary of Guy Fawkes' plot to blow up the House of Lords in 1605. Wrap up warm and head out to one of the thousands of organised bonfire night events across the UK to enjoy the spectacular firework displays.
December

December: Hanukkah
Jewish communities across the UK celebrate Hannukkah, the Festival of Lights. The Menorah (the candelabrum lit during Hanukkah) in Trafalgar Square in London is the largest in Europe.

25 and 26 December: Christmas Day and Boxing Day
Christmas means a big celebration in the UK! The build-up starts weeks before with Christmas markets, parties, trees, presents and mince pies taking centre stage through most of December. Christmas Day itself is a bank holiday, as is the day after, Boxing Day, when many people spend time with friends and family.

There are many other festivals and events throughout the year and the school will organise trips and activities to make sure you enjoy your time in the UK.
Useful websites

Advice for international students

UKCISA
http://ukcisa.org.uk

British Council
https://study-uk.britishcouncil.org

English UK
http://www.englishuk.com

Learning
http://www.bbc.co.uk/learningenglish/