




MILNER
SCHOOL OF ENGLISH
Wimbledon - London

STUDENT HANDBOOK

WWW.MILNERSCHOOL.CO.UK

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Welcome!

We would like to welcome you to Milner School of English and hope you enjoy your stay in Wimbledon.

This booklet is designed to answer any questions you may have about your stay with us.

However, please see your teachers or any member of staff if you need any further advice or information.

Learning a language is an active process.

The more you try, the more you will learn!

Julia Clarke
Principal

Amanda Kodaka
Registrar

Rosita D'Lasselle
Director of Studies

About the School

New student welcome meeting

On your first day you will be invited to a welcome meeting at 12:50pm after your first lesson. This is to help make your first week easier and to give you more information about the school, Wimbledon and London.

Social Programme

The Milner School has an on-going social programme of excursions and activities in and around London. See the MONTHLY TIMETABLE in your classroom or consult the SOCIAL PROGRAMME ORGANISER. Book your activities in advance to avoid disappointment. We are very happy to arrange activities or events that YOU are interested in. Please speak to the social programme organizer.

Café Bar

The café bar is open for hot and cold drinks and snacks before class, at morning break time and at lunch time. Let them know if you have any dietary requirements or allergies.

Graduation

Every Friday students who are leaving receive a certificate from the school.

Milner and the environment

To reduce plastic you can fill up your water bottle from the filtered water tap in the kitchen on the first floor.

Please use the correct bin for your rubbish. We have food recycling, mixed recycling and general waste.

Wireless Internet Access

If you would like to access the internet anywhere in the school you can do so for free. Please go to reception for the password.

Social Media

Keep up-to-date with current and former students on Facebook and follow us on Instagram.

#We would love to see your posts too so please share.

 /MilnerSchoolofEnglish

 milnerschool

Under 18s in the school

Milner School accepts independent students, aged 16 and 17, on our courses as well as students aged 15 who are part of a group with an adult leader. It is important to remember that these students are children and Milner School is committed to creating a safe environment in which young people can feel comfortable and secure while engaged in any of our programmes. Students should at all times show respect and understanding for their rights, safety and welfare, and conduct themselves appropriately.

Students

- should not share personal information including telephone numbers or social media with students who are under 18 years old.
- not spend excessive amounts of time alone with children, away from others.
- not engage in any physical contact
- not use inappropriate language

Opening times

The school is open from 09:00 to 17:00 (Tuesday - Friday), 08.30 on Monday. Lessons always start on time.

TIMETABLE

INTENSIVE COURSE 30 LESSONS (20 HOURS A WEEK)

MON- TUE - WED- THU (9.30-14.45) FRI (9.30-12.45)
09:30 -11:00 Morning Class
11:00 - 11:15 Break
11:15 - 12:45 Morning Class
12:45 - 13:30 Lunch
13.30-14.45 Afternoon Class

FULL-TIME COURSE 22.5 LESSONS (15 HOURS A WEEK)

MON - TUE -WED - THU -FRI (9.30 - 12.45)
09:30 -11:00 Morning Class
11:00 - 11:15 Break
11:15 - 12:45 Morning Class

PART-TIME COURSE 7.5 LESSONS (5 HOURS A WEEK)

MON - TUE -WED - THU (13.30 - 14.45)
13.30 -14.45 Afternoon Class

At busy times some classes may start earlier

About your classes

Books

Coursebooks are available at reception and must be purchased on the first day of your course. If at the end of your course you do not want to keep the book we may buy it back at a reduced rate. Keep it in good condition and do not write in it if you want to sell it back.

Class changes

If you think you should change class, talk to your teacher. However not on the first day, it always takes time to get used to a foreign language. Rosita, the Director of Studies is also available if you wish to discuss your studies, please ask at reception.

Student attendance

You are expected to attend all your lessons. If you are unable to attend for any reason please call the school office. We do not make up any missed classes for occasional days off or sickness. If you attend for less than 80% of your course, you will not receive a Milner School certificate. Continued or frequent absences may mean that you lose your place. If you have any problems please come and speak to us.

Course terms

All General English courses at Milner School run for 10 or 12 week terms. At the end of a term your class and teacher may change. You and your teacher will decide if you should remain in the same level or progress to the next level. During the course your teacher will assess your progress and give you regular tests on work studied.

Extending your course

If you would like to extend your course please see reception the week before you are due to finish.

Timekeeping

Lessons always start on time. Please do not be late. If you are more than ten minutes late you will not be allowed into your class.

Methodology

Course content: Lessons at all levels focus on grammatical structure, functions, guided conversations, vocabulary, communicative situations, reading skills, writing skills, listening skills, speaking skills, accuracy, fluency and pronunciation. Our approach is communicative so most of the presentation of new structures/functions will involve careful control by the teacher. You will be required to participate in class, work in groups and pairs. As well as the course book, teachers will supplement with their own materials and other resources in order to cater for all students' needs.

Photography

Milner School may responsibly use photographs taken around the school and on the social programme in publicity or other media. If you do not wish to participate speak to Amanda the Registrar.

Course Breaks

Come to reception and fill out a Course Break form. You must inform the office at least one week in advance of your intended break.

Exams

If you are interested in taking an external examination please speak to your teacher or Rosita for further information. IELTS and Cambridge exams are available in the local area.

Feedback

At the end of your first week and on the last day of your course we will ask you to complete a questionnaire on your stay at Milner School. Please return it to reception.

How to get the best from your course

Only English!

Try to use English at all times during your stay, in the classroom, in the coffee area, outside, in your accommodation, everywhere!

Communication

Use every opportunity to try out your English. Do not be afraid of making mistakes.

Help Yourself!

Do your homework! Try the language you have learnt in the classroom, ask questions at reception, in shops etc. Ask your teacher or Rosita for online materials and websites.

Learning a Language

There is no best way to learn a language, different people learn in different ways but some activities will help you to learn more effectively.

Speaking

Try to speak as much as possible in English during your stay whether you are in the class, in the school, in the street or at home.

Listening

Listen to language that is all around you too. Try listening to the radio instead of only music, watch TV or films and listen to Podcasts. At Wimbledon library you can borrow CDs and DVDs as well as books.

Reading

Read a newspaper or magazine every day, whether you are on the bus, or at home. There are some newspapers and magazines in the coffee area. Or buy a magazine about your favourite topic. Or look online for news websites.

Learning new vocabulary

When you learn new words, you may like to record them, think about how you learn best and record them in that way, (with pictures, diagrams, in an exercise book, on your computer/ mobile phone, in a notebook....) When you learn a new word try to learn other words that go with it, for example, 'look': to look for something, to look forward to something ... and also try to learn other words that you can use with it, for example, if you learn the noun 'email' learn the verb 'to send an email' 'to reply to an email' or adjectives 'junk email' etc.

Writing

Try writing a diary everyday or Whatsapp message to your friends at school. There are many more activities you can do, ask your teacher for further guidance.

Private lessons

Do you need extra pronunciation, grammar, speaking, writing, help with your CV.....? Private ONE to ONE lessons are available. See reception for details.

Self-study

You are welcome to use any free classrooms for quiet study. You can find many free online materials such as grammar exercises, exam preparation etc. Ask your teacher for useful websites to extend your learning.

We have laptops and computers for you to borrow
– ask at reception

Student Conduct

1. Milner School has always promoted a multi-cultural environment where respect for democracy, the rule of law, individual liberty and tolerance of others faiths or beliefs is required. Students and staff of Milner School of English have the right to be treated with dignity and respect and to operate in an environment free from harassment, bullying or abusive behaviour.
2. Milner School of English has faith in the decency of its students and staff. However, where necessary it will take action against those who harass, bully or are abusive.

Examples of such behaviour include being rude or aggressive, damaging property, expressing extreme political or religious views which may deny rights to any group or individual, attempts to impose own views or beliefs on others, threatening behaviour, unwelcome physical contact, sexual harassment, racist abuse, or any form of harassment that displays the intention of hurting another person whether in person or online or via social media. Milner School will refuse admission to any student without refund of tuition fees in the event of such misconduct.
3. Poor attendance and/or continued or frequent absences or unsatisfactory work also may mean that you have to leave the school. For further information see Terms & Conditions.
4. If you have any problems or are worried about anything during your stay, remember you are not alone. Please speak to your teacher, the Director of Studies, the Registrar or the Principal (i.e. the person you feel most comfortable with).

Student cards & Discounts

Milner School Student Card

Students can get a Milner School student card. With this card you can use the gym and you may be able to get reduced rates at museums, galleries, cinemas and local shops. Ask reception for a student card, you will need one passport photograph. It's free.

International Student Card (ISIC)

If you are studying full time for 12 weeks or more, you can get an International Student Card (ISIC). This entitles you to many discounts and benefits in London (though not on London transport). You can get these cards from any STA Travel Agent. There is one near Victoria Station or online www.isic.org. You will need a passport photograph, your passport or identity card, a letter from Milner School and the fee.

Accommodation

Homestay

Staying in a homestay should be a rewarding experience and a great opportunity to improve your English and learn about our culture.

London is a diverse multi-cultural society which means that our homestay providers may or may not be of British origin. All our homestays speak English to the level of a native speaker and are friendly, kind and welcoming.

British family life may differ from your own, for example meal times, so this may lead to minor difficulties and misunderstanding - on either side - but with goodwill these can usually be cleared up as soon as possible. Please speak to your host/s or Julia or Amanda at school.

If you wish to move out of your accommodation, tell reception and your homestay two weeks before you wish to leave. If your homestay requires you to leave then they must tell you two weeks in advance.

Problems

Of course, if you have problems with your homestay, **PLEASE TALK TO JULIA OR AMANDA AT ANY TIME.**

Residence

Milner school works with some student residences, Furzedown Student Residence, Arbury Court, Struan House and Greencoat Student Residence.

If you are accommodated in a residence and you have any questions or problems please go first to the reception at your residence and if they cannot help come to the school reception.

Private Rented Accommodation

Please see our website for details about Independent Accommodation.

Your Address

If you are not in Milner homestay or residence and change address/ contact details during your course, inform reception immediately.

Your Health

Doctors

If you need to see a doctor you should go to the nearest doctor to your house or homestay. If you are here for six months or more it is advisable to register with your local doctor. Treatment is free if.....

- You are enrolled on a course for more than six months.
- You are a national of an EU country. (When Britain leaves the EU, this may change).
- Your country has a full reciprocal agreement with Britain.

If none of the above applies, you may be treated as a private patient and you will have to pay immediately for a consultation. Check your medical insurance as you may be able to claim the money back when you return home.

Hospital

In an EMERGENCY go to the nearest hospital. The nearest Accident and Emergency Ward to Wimbledon is:

**ST GEORGE'S HOSPITAL
Blackshaw Road Tooting London SW17**

**Emergency hospital treatment is free. Or ring 999
for an ambulance.**

If it is not an emergency but you wish to see a medical professional quickly you can be seen without an appointment at a Walk-in Clinic, although you may have to wait. Open 8am to 8pm. You may also be charged.

The nearest to Wimbledon is:

The Junction Health Centre, Clapham Junction station, London SW11 2NU. www.junctionhealthcentre.nhs.uk. To get there: train from Wimbledon Station platform 5 to Clapham Junction (7 minutes). Exit the station via the Grant road Exit (not the main exit).

OR a private walk-in centre This is not free you will be charged. The GP Surgery 6-10 St Georges Road Wimbledon SW19 4DP (ground floor, ELYS department store opposite Wimbledon station). 020 3772 5440. Open 7 days a week.

If you want to see a private doctor please ask at reception and we can help you make an appointment.

Dentists

If you need a dentist you will almost certainly have to pay the full cost as a private patient.

Alternatively, some dentists known as NHS dentists accept public patients. For those people the dentist accepts as NHS or public patients there is also a charge for all items of treatment.

The following dentists are near the school:

Wimbledon Dental Studio
91a The Broadway Wimbledon
SW19 1QE
020 8542 3554

The Wimbledon Dentist
130 - 132 Merton Road, South Wimbledon
020 8544 0112
enquiries@thewimbledodontist.co.uk

Problems & Emergencies

Problems and Emergencies

There is seldom any need to face problems or difficulties by yourself; you should always ask for advice. The school and/or your homestay are always willing to help.

POLICE, AMBULANCE OR FIRE BRIGADE

999 or 112

SCHOOL EMERGENCY TELEPHONE NUMBER

07905 233565

Personal Safety

Please be aware of your personal safety while you are here in London. Be careful with your bag, money, phones and valuables at all times. Do not leave them unattended anywhere (in school, in coffee shops, pubs etc). Be aware if you go to crowded places, on public transport or in Central London. Do not walk alone late at night in London or Wimbledon, take a taxi or walk with a friend. Beware of strangers.

Emergencies

If you hear the fire alarm at school or are asked to leave by a member of staff leave immediately by the nearest fire exit. Do not stop to collect any personal belongings, do not re-enter the building until told to do so. There are two fire exits on each floor, 1. the main entrance and 2. through Classroom 1 (first floor) through Classroom 6 (second floor). In other emergencies follow instructions from members of staff carefully.

In other emergencies, follow instructions from members of staff carefully.

The Law and the Police

Most Police in the United Kingdom are unarmed and are not connected with the military forces. Part of their job is to assist people and you should not be afraid to ask them for guidance or information. Should you get into any kind of trouble it is advisable to cooperate and help the Police. If you are arrested you have the right to know why, you also have the right to remain silent until you have arranged for a solicitor to help you. You have the right to have someone told where you are. You cannot normally be held for more than 24 hours without being charged or released. Your local police station is on Queens Road, Wimbledon (next to Centre Court shopping Centre). Telephone: 020 8947 1212.

Important laws in Britain

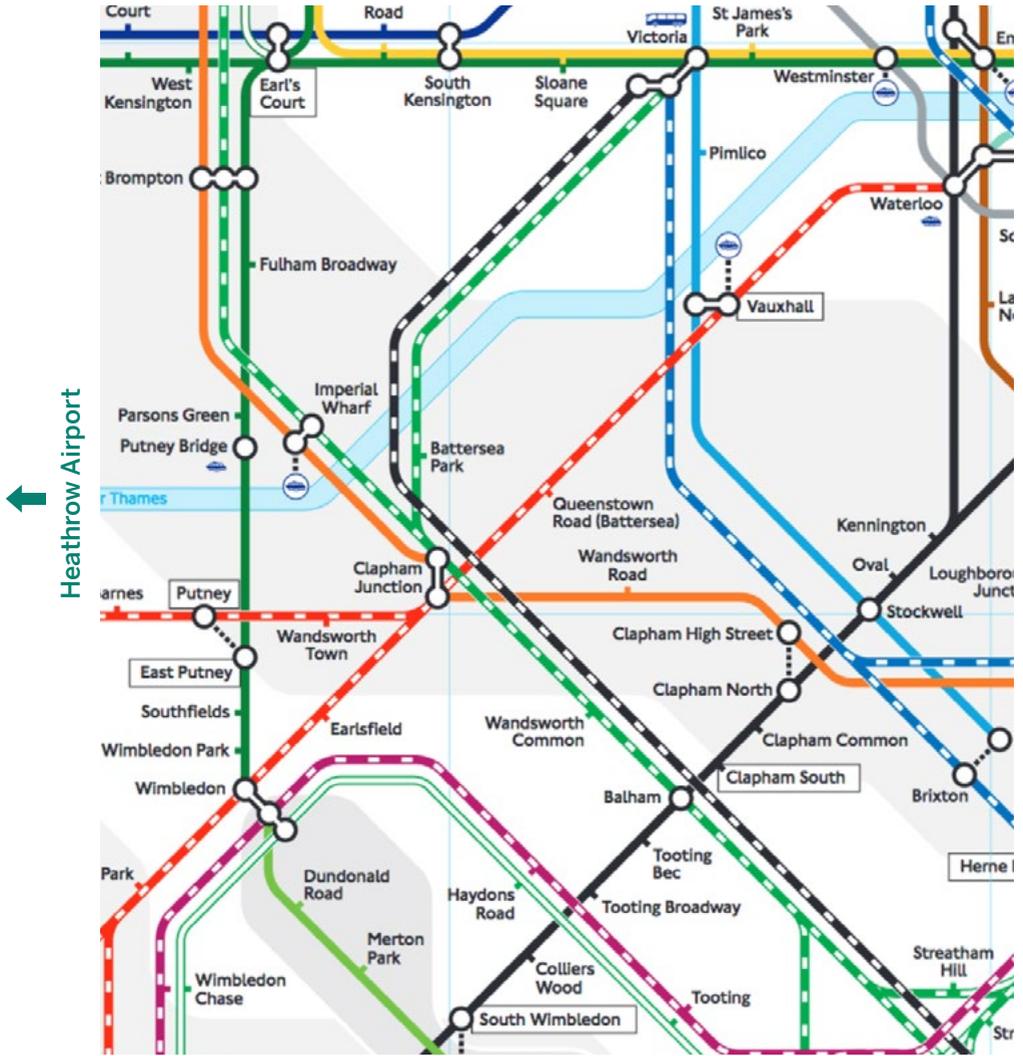
Did you know that...

- No one under 18 is allowed to be served alcohol in pubs or shops or buy cigarettes or tobacco. Some pubs, bars and nightclubs do not allow under 21 year olds. You may need to show your passport/ID card.
- Using certain drugs (including cannabis or similar) is illegal in Britain with the potential of fines and a prison sentence.
- Smoking is now banned in all enclosed public spaces including pubs, clubs and restaurants.
- If you drop litter (including cigarette butts) **you could be fined £150**

If you intend to drive in Britain or want to hire a car please make sure you are aware of the important motoring laws. **Never drink alcohol or take drugs and drive!**

Travel (www.tfl.gov.uk)

Wimbledon to Central London



Gatwick Airport



Trains

Mainline (above ground) trains. From Wimbledon, the quickest way to London is the mainline train. Go to platform 5 and take any train to Waterloo Station.

Tube or Underground

Wimbledon is on the District line (green) which takes you into West and Central London. South Wimbledon station is on the Northern Line (black) to Central London.

Night Tube

The night tube runs Fridays and Saturdays on the Victoria, Jubilee, Central, Northern and Piccadilly Lines. See tfl.gov.uk for details.

Buses are a good way to travel around the local area. Here are some of the local bus routes.

- **Bus 93 (24 hours)** Cheam – Morden -The Broadway – Wimbledon Station- Wimbledon Village – Parkside - Putney Bridge.
- **Bus 156** Wimbledon Station – Southfields – Wandsworth.
- **Bus 163** Morden – Grand Drive - Raynes Park- Wimbledon Chase - Kingston Road (Merton Park) - Wimbledon Station.
- **Bus 164** Sutton – Morden- Wimbledon Chase –Kingston Road (Merton Park) - Wimbledon Station.
- **Bus 200** Raynes Park -Wimbledon Village- Wimbledon- Haydons Road -Colliers Wood -Phipps Bridge- Mitcham.
- **Night buses** get you home from London when the trains have stopped running. From Central London, Trafalgar Square, Bus N87 goes to Wimbledon, Raynes Park and N155 goes to South Wimbledon.

Please note we do not recommend you travel/walk around London late at night on your own.

Tickets and fares

There are several options depending on your requirements:

Oyster card

Oyster is a smartcard that is used for travel on Buses, Tubes, DLR and London Overground. Oyster is the best option for value, flexibility and convenience.

Contactless payment, Android pay and Apple pay are also accepted.

Travelling to Central London.

Greater London is divided into 6 zones and you pay for each zone you travel in.

Wimbledon is in zone 3.

You can buy an oyster card at Tube / London Overground stations or Oyster Ticket Stops. It costs £5 (a refundable deposit) and you 'top up' (add money to) from time to time. For the nearest Oyster Ticket Stop turn right out of the school and the shop is after the theatre on the opposite side of the Broadway.

You can use Oyster Card in two ways:

- **'Pay as you go'** – you purchase say £10 to be loaded onto your card, every time you make a journey the appropriate fare is deducted automatically from your original £10 on the card. You then top up the Oyster Card with further amounts as required.
- **A weekly or monthly zone 1-3 travelcard** which has to be purchased on an Oyster Card.

For further information please ask at the station or at the school office. Or see Transport for London website www.tfl.gov.uk or www.london toolkit.com/briefing/oystercard.htm.

Useful Addresses

Immigration & Visas

You should check your passport carefully to see if you have to register with the police. If so, do this as soon as possible after you arrive. You need to register at the Overseas Visitors Records Office. Ask at reception for further details.

If you need information about visas or visa extensions and/or forms visit the UK Border Agency website www.ukba.homeoffice.gov.uk

Wimbledon Library & Information Office

35 Wimbledon Hill Road
Wimbledon,
SW19 7NB
Tel: 020 8274 5757

Opening hours:

Monday - Friday: 09:30 - 19:00

Saturday: 09:30 - 17:00

If you wish to join the library you will need a letter from the school. Ask at reception.

Post Office

The nearest post office is situated at the back of the newsagent's called Junction Box .You'll find it on The Broadway in the row of shops situated just after Wimbledon theatre.

Banks

You will find several of the major British banks such as HSBC, Lloyds, Barclays around Wimbledon station. If you would like to open a bank account it is usually only possible if you are studying at the school for six months or more. Milner School can provide you with a letter which should help you open a bank account, please come to the school office.

Fitness and Leisure

Swimming & Fitness

Milner school of English students have FREE MEMBERSHIP at '**Better**' **Wimbledon Leisure Centre** including swimming pool and fitness centre (Gym). It is located on Latimer Road, 3 minutes walk from the school. For entry you need a student card plus a daily ticket from reception. Ask at reception for further details.

Tennis

You can play tennis locally at **Wimbledon Park Tennis Courts**, ask at reception.

For tennis coaching group or individual lessons, contact

Westside Lawn Tennis Club

020 8947 4987 | www.westsideltc.org.uk

or

Wilton Tennis Club

020 8296 9668 | www.wiltontennisclub.co.uk

We have tennis rackets, tennis balls and footballs to borrow for free, please ask at reception.

Horse Riding

Wimbledon Village Stables

24a High Street (Behind Dog & Fox pub)

Telephone: 020 8946 8579

Ridgway Stables

93 The Ridgway

Wimbledon

Telephone: 020 8946 7400

Out and About in London

For all the listings of theatres, cinemas, music, clubs, art galleries, museums, and special events look in **Time Out magazine**. There is always an up-to-date copy in the coffee area.

Places of worship

St Winefride Roman Catholic Church

Latimer Road
Wimbledon

Raynes Park Methodist Church

195-205 Worple Road
Raynes Park

Wimbledon Mosque

264 Durnsford Road
Wimbledon Park

Holy Trinity & St Peters Church

(Church of England/Anglican)
The Broadway, Wimbledon

Problems / Questions / Complaints?

It is important that you are happy at Milner School of English and all our staff are here to help you.

Who do I talk to?

1. Problems/questions/complaints about your class, your studies, examinations or any other academic matters. Ask for **ROSITA** our DIRECTOR OF STUDIES at reception.

OR

2. Problems/questions/complaints about the school, your payment, holidays, booking an exam, accommodation, local information about Wimbledon or London, general administration, welfare matters or social media. Please speak to **AMANDA** our REGISTRAR at reception.

OR

3. If you are not satisfied you may then speak to **JULIA** the PRINCIPAL. She can also help you with your homestay, your accommodation or your general welfare matters or personal problems. You will find Julia at reception.

If you wish to speak in private, we will provide an appropriate place. If you wish to make a **formal written complaint** please fill in the complaint form in the learning resource area and hand it in at reception. The Principal will respond promptly. Please indicate if you prefer a written or verbal response. All matters will be treated in the strictest confidence.

If the Principal is absent please refer to the Registrar or Director of Studies.

If you are not satisfied with the reply you get from the school, **EnglishUK** has an **independent complaints procedure**. Go to www.englishuk.com for more information. To pursue a complaint please write or email in English to EnglishUK. Write to:

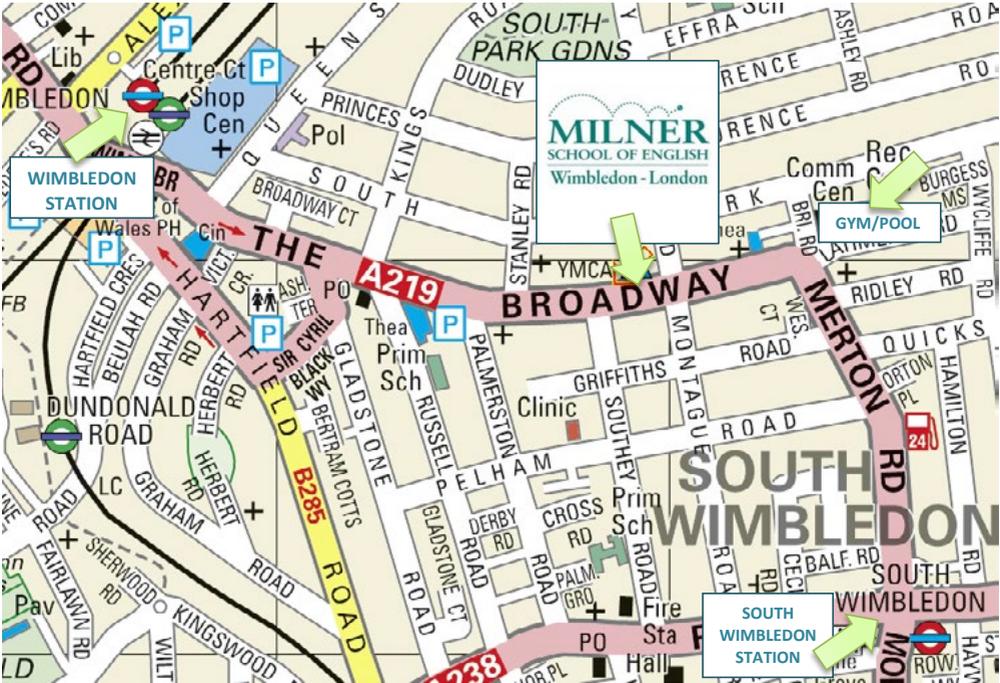
complaints@englishuk.com



Terms and conditions

For Milner School full terms and conditions see our website.

Local Map





MILNER
SCHOOL OF ENGLISH
Wimbledon - London

Milner School of English, Wimbledon

Olympic House 196, The Broadway Wimbledon, London SW19 1RY

Tel: +44(0)20 8545 0300

Email: info@milnerschool.co.uk

WWW.MILNERSCHOOL.CO.UK



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Follow us on instagram and share your experiences and stories