



Student Information Handbook 2010



Tellus House,
Bedford Park Villas
North Hill
Plymouth PL4 8HL
United Kingdom
Tel: 0845 67 33 007

Emergency Phone Number: 07812 181 505 (24 hours a day)

Web: www.tellusplymouth.com

Email:

Student Services – davidl@tellusgroup.com
English Department - karenc@tellusgroup.com
Work Experience – terrym@tellusgroup.com

CONTENT:



1. Useful Telephone Numbers

- TELLUS Plymouth Office (08:30 – 17:30) 0845 67 33 007
- **24-hour Number (7 days a week) 0781 21 81 505**
- **Emergency Services (Police / Ambulance / Fire) 999**
- Doctor 01752 205 555
- Dentist 0845 155 8070
- Police Station (not for emergencies) 0990 777 444
- Taxi 01752 222 222
- City Bus 01752 222 221
- Traveline 08706 08 26 08

Remember:

If friends and family want to contact you while you are in the UK, ask them to dial:

- For landlines + 44 1752 + Telephone Number
- For mobiles, omit the (0)
e.g. the TELLUS 24hr number will be + 44 781 21 81 505 NOT + 44 0781 21 81 505

Please make sure that you **ALWAYS keep the TELLUS CARD** with you in case of emergencies. Also include the 24-hour number in your mobile phone's memory.

2. English Lessons

- Before your lessons start, you will need to do a **Placement Test**, so that we can place you at the correct level in a class. However, if you find that the class is too easy / too difficult for you, please see the Director of Studies (Karen Corne), who will be able to assist you.
- Your course will start after the **Welcome Meeting** with preparation for the **Plymouth City Tour**.
- **Coursebooks** will be provided on the following basis:
 - (a) For **long-term courses (one month +) and all Examination courses**
 - You are required to buy the Student's Book (£20) and the Workbook (£10), unless otherwise agreed.
 - (b) For **short-term courses (one week to 3 weeks)**,
 - You may be required to buy the workbook (£10)
 - You may be required to pay a deposit to use the Student's Book (£20) (We will refund this if you return the book in a good condition at the end of the course. Please don't write it in.)
 - (c) **Youth courses** include the cost of the coursebooks in the tuition (you don't pay extra).
- You will be given a **time table** with your class schedule on it. Also **check the Student Notice Board** in the student area for time table updates.
- **100 % attendance is required** for all your lessons. **If you are ill and cannot attend**, please contact TELLUS as soon as possible (0845 67 33 007) so that your teacher can be informed. Failure to attend your lessons could result in you not completing your course, and not receiving a Certificate.



3. Accommodation

(a) Homestay (for Youths / Adults)

The host family treats the student as a full member of the family and the student shares the communal living areas (e.g. living room, dining room, bathroom, kitchen and garden).

Full Board – Breakfast, Lunch and Dinner are provided by the host family.

Half Board – Breakfast and Dinner (every day) and Lunch provided on Saturday and Sunday.

(b) Private Home (for Adults only)

There may be less direct contact between the host family and the student. You may also have self-catering accommodation, where you prepare your own meals.

(c) Residential Accommodation (for Youths / Adults)

University residence accommodation. Your meals are subject to your specific booking with TELLUS.

Things to remember:

- You may not have **the internet** at your accommodation. However, if you do, please do not abuse it. Do not download harmful or inappropriate material.
- You are required to **keep your own room clean**.
- Please do not use the host family's **telephone**. Your family may call you on it, but you will need to use a public phone or your mobile phone to call your family and friends.
- There are **specific times** when **you need to be home**:

For Adults: please agree upon a time when you need to be home with your host family.

For Youths: If you are **17** years old – you **MUST BE HOME BY 11 pm**.

If you are **16** years old – you **MUST BE HOME BY 10 pm**.

If you are **14 – 15** years old – you **MUST BE HOME BY 9 pm**.

If you are **12 – 14** years old – you **MUST BE HOME BY 8 pm**.

If you are **under 12** years old – you **MUST BE HOME BY 6 pm**.

If you break these rules, we will be required to end your course immediately and send you home. TELLUS will not refund your money.

- Please **respect** your host family and their home. **Please be on time** for meal times or call them if you'll be late.
- This is a wonderful opportunity for you to experience British culture and we hope that you will see it as such.

If you have any queries, please ask Student Services (David Lindsay) to assist you.

4. Keeping Yourself and Your Things Safe

- During you stay in Plymouth, like anywhere else, you must be careful with your personal possessions.
- Always **keep your identification documents safely at home or at TELLUS**, as we offer our students a safety deposit system, where you can leave your valuables. Keep a photocopy of your passport, identity cards and credit cards in a safe place so that, if your documents are stolen, it will be easier to replace them.
- Please **do not take a lot of money with you when you go out**.
- If your possessions are lost or stolen, contact TELLUS Student Services (David Lindsay) during office hours or the 24 Hour line 0781 21 81 505 if it cannot wait until the next day, so that we can help you report it to the police.
- Please **do not walk around late at night by yourself, especially if you are a girl / woman**. Even though Plymouth is a relatively safe city, there is still crime and we would like for all of our students to be safe. If you are out at night, please **take a regulated taxi home (they have special licences) or alternatively, call your host family**.

5. Health



- **NHS Treatment is free of charge to all EU nationals** but you will have to pay for any of the medicines you may need. Any students from outside the EU may need to have their own medical insurance, if there is no reciprocal arrangement between their country and the UK.
- If you need to **go to the doctor**, you will need an appointment. If you live with a host family, you can see their GP (General Practitioner). If you live in self-catering accommodation, contact TELLUS Student Services (David Lindsay) and he will make an appointment for you.
- Dental treatment is not generally free in England. You will have to pay for it but you should be able to claim this back from your travel insurance. If you need a dentist, please, contact TELLUS and we will make the necessary arrangements.
- If you have a serious illness, **a medical emergency or have injured yourself in an accident**, an ambulance should be called and you will be taken to the nearest hospital.
To call for an ambulance dial 999 and ask for ambulance. You will need to give the full name of the person requiring medical assistance, their date of birth, sex, nationality and the exact location, e.g. the nearest house number (or landmark) and street name.
- **Pharmacy:** all medicines have to be paid for. For doctor's prescriptions, the price currently is £6.30.

YOU ALWAYS NEED TO INFORM TELLUS IF YOU ARE ILL.

6. TELLUS SCHOOL RULES

Dear Student,

In the interest of everyone here at TELLUS, both students and staff, please ensure that you understand the following rules and that you abide by them. Failure to do so and repeated acts of misconduct, could lead to expulsion, and we may refuse to refund your fees. Please ask Student Services (David Lindsay) if you have any questions. (*Please note that some rules are for youths under the age of 18.)

1. UK LAWS (Please abide by them, even if they differ from your own country.)

DRUGS

It is against the law to BUY or USE drugs! Don't do it!

TOBACCO (Cigarettes etc.) – it is against the law to BUY tobacco if you are under 18.

ALCOHOL

1. It is against the law to BUY alcohol if you are younger than 18.

2. It is against the law to BUY alcohol for someone else who is under 18.

3. It is against the law to DRIVE A CAR if you have had more than:

80 mg of alcohol / 100 ml of blood

Men – no more than 4 units of alcohol

Women – no more than 3 units of alcohol

(A UNIT IS LESS THAN ONE DRINK, SO WE ADVISE THAT YOU DO NOT DRIVE AT ALL if you've been drinking.)

4. It is against the law to drink in some public places (such as in the city centre, parks etc.)

THEFT

Shoplifting and other forms of theft are taken very seriously and you could get into a lot of trouble. Please don't do it!

GENERAL BEHAVIOUR

1. Please be ON TIME for your lessons / work placement

2. You MUST ATTEND ALL YOUR ENGLISH LESSONS / WORK PLACEMENT SESSIONS

3. Please DO NOT SMOKE in the building

4. Please DO NOT EAT in the classroom.

5. Please BEHAVE IN A PROPER MANNER (e.g. don't run / shout / make a noise) in the building

6. Please DO NOT USE your MOBILE PHONE in the classroom

7. Please LEAVE THE BATHROOM /STUDENT AREA tidy after you've used it

8. Please DO NOT PLAY BALLGAMES in the parking lot

OUR POLICY ON BAD BEHAVIOUR:

Bad behaviour such as bullying, swearing, racism, aggression, intimidation etc. WILL NOT BE TOLERATED. If you are found guilty of these offences, we may stop your course and send you home. We will not refund your fees (money) if you are found guilty.

CURFEW (If you are UNDER 18, you **MUST be at home** by these times:)

- If you are 17 years old – 11 pm.
- If you are 16 years old – 10 pm.
- If you are 14 – 15 years old – 9 pm.
- If you are 12 – 14 years old – 8 pm.
- If you are under 12 years old – 6 pm.

If you have been bullied / intimidated / threatened by anyone (other students, staff, your host family or anyone else) please see the Student Services Manager (David Lindsay) so that he can help you. We want everyone to have a good time while they're here with us, so please ask for help.

7. Travel

- **Travel by Train or Coach:** Travelling by train is easy. All you need to do is purchase your ticket at the railway station or online. You need to remember that usually train tickets are more expensive than coach tickets! There are also many different train companies in England (Virgin, Great South Western), who charge different prices for the same routes. Coach travel is usually cheaper than rail travel. You can buy tickets at the bus station itself, but you may have to do so a few days before you travel and it is also cheaper, or buy them online. You can also buy your tickets and check the timetable online:

Rail Travel Website www.railtrack.com or www.megatrain.com

Coach Travel websites www.megabus.com or www.nationalexpress.com

You can check timetables by phone by calling this number: Traveline: 0870 608 2608

- **Car hire:** Car hire is another option for travelling, as long as you are over 21 and have a full driving license. There are many local car hire offices that will be able to help you. Please, check with TELLUS Student Services for contact details.
- **Local Bus Travel:** You may have to use the bus to get to the school; TELLUS Student Services can organize your bus-pass. Depending on the length of stay it is advisable that you buy a weekly or monthly pass. If you do not buy a bus pass, you can buy your ticket on the bus. It is best if you have loose coins when buying bus tickets. If you want to buy a bus-pass (Plymouth City Bus) you will need a photo-card too. You can get a photo-card by taking a passport sized photo to the City Bus office and asking for one; bus-passes are matched to the corresponding number of the photo-card.
- **Visiting London or other Cities in the UK:** We are often asked where students should stay in London or whether can we arrange accommodation. Whilst we do not recommend the below website, many participants on our programmes have used <http://www.hostelbookers.com/>

8. Social and Cultural Programme:

- Depending on your programme, you may have booked a trip / some trips before arriving. Information about our cultural programme is available on our website, Student Services Department (David Lindsay) and in the Student area. If you haven't booked a trip, you may book one while you're here! Check the Notice Board in the Student area for details. Here are just a few of the trips we arrange:
 1. Plymouth City Tour – a walking tour to orientate you and show you all in the points of interest in the city.
 2. Dartmoor – an afternoon excursion by coach to visit Princetown and the High Moore Visitor's Centre, before travelling to the ancient Clapper Bridge.
 3. Newquay – Britain's 'surfer's paradise'.
 4. Tintagel – the birthplace of King Arthur, leader of the Knights of the Round Table.
 5. Mountbatten – a boat trip in the Plymouth Sound, one of the UK's most beautiful natural harbours.

Please note that Britain's weather can be quite changeable and some trips which are outside may need to be cancelled or changed. However, we will try our best to rearrange it for another time, do a different trip instead or refund your money.



9. Leisure time

- If you would like to go on a trip or visit other places, one way to organize your visit is to start at the **Tourist Information Office**. You will be able to get information about opening times, how to get to places and sometimes you will also be able to buy entrance tickets there.

Plymouth Tourist Office, Island House, 9 Southside Street, The Barbican, Tel: 01752 264 849 or their website: www.visitplymouth.co.uk
- Also, take a look at our **notice board in the Student Area at TELLUS**, as notices for some organized trips are displayed there, or ask Student Services (David Lindsay).
- **Shopping:** Most shops are open from Monday to Sunday. The city has a wide range of shops, from small specialized boutiques to large department stores. The main shops are found in the City Centre and in Drake Circus Shopping Centre. Take your student card with you as you may be able to get discounts in some shops.

Their opening hours are 9am to 5pm in the City Centre and from 9am to 6pm in Drake Circus Shopping Centre. Shops close later on Thursdays; they close usually at 8pm. Shops are open on Sunday but they close earlier at 4pm or 4.30pm in the afternoon.

For self-catering students, the best places to purchase food are the larger supermarkets, for example, Lidl, Iceland and Tesco, which can be found in the City Centre. Local supermarkets such as Coop also offer good value. In supermarkets, you will find offers such as "Buy One Get One Free" or "Half Price". Keep a lookout for these offers, as they will make your money last longer! Supermarkets tend to be open from 9am to 8pm.

- **Library:** Plymouth has a large library, situated in the centre of town on "Drake Circus" opposite the main University Campus. You can use the Internet there for free from 9am to 5 pm every day, except Sundays and Bank Holidays. You will need some form of identification (I.D card) and your letter of introduction from TELLUS.

- **Theatres:** The main theatres in Plymouth are the Theatre Royal and the Drum Theatre. Contact No. 01752 267 222. Another theatre is the Barbican Theatre (01752 267131)



- **Cinemas:** There are 3 cinemas in Plymouth:
Reel Plymouth: Derry's Cross, Plymouth, Devon PL1 2SW- Phone: 01752 225 553 –
Website: www.reelcinemas.co.uk

Vue Cinemas Plymouth: Barbican Leisure Park, Shapters Rd, Coxside, Plymouth, Devon
PL4 0LG Phone: 0871 2240240

Plymouth Arts Centre: Looe Street, Plymouth

Remember to **take your international student card with you** as all these three cinemas offer discounts for students.

- **Sport:** Being a city next to the sea, Plymouth and the surrounding areas offer a variety of water sports from surfing to diving. There are also swimming pools, an artificial ski slope, bowling, skating and other sports that you can enjoy. For details, visit the Tourist Information Centre and see the notice board in the Student Area at TELLUS. Please keep in mind that if you are participating in a 'dangerous' activity (such as mountain climbing etc.) you may void your travel insurance, so first read it carefully!



- **Pubs and Night Clubs:** There are lots of pubs in Plymouth catering for different tastes of music and style. Most of the night clubs are to be found in Union Street or on the Barbican. To find out what is happening on each night, you can pick up a monthly magazine in all music shops, for example like HMV, Virgin etc. Pubs may also offer entertainment such as karaoke and live music. Pool tables and large screen televisions are often available for football and rugby matches. Many clubs require smart clothes, which may mean no trainers or jeans, so always check first. Entrance to a club may cost £2 - £6 dependent on the time and any special offers and, when you are in the club drinks range from £2 - £10 dependent on times and offers etc.



***** To buy alcohol / tobacco in the UK you MUST be 18 or over. *****

The opening hours vary but clubs are usually open between 9:30 pm and 3 am. Pubs close between 11:30 pm and 1 am. Some places require that you must be over 21 to enter.

Your ID card may be checked at the entrance.

Some clubs have student nights. You will need to show your student ID.

10. Telephone

Phone calls from a phone box have a minimum charge of 20 pence per call. You can use coins of 10p, 20p, 50p £1 and £2. To check the cost per minute to phone abroad, dial 155 first, free of charge, to check the exact cost. The cheapest way to make a call abroad is to buy a phone card. These are available in our office and also at most newsagents' and the Tourist Information Centre. Phone cards come in £5, £10 or £20.

You may find it worthwhile to purchase a SIM card. It is often cheaper to buy a SIM card for your stay in the UK than to use the mobile phone from your country. You will need to check out offers in phone shops such as Orange, Vodaphone or O2. From time to time TELLUS has SIM card offers.

Country codes to phone abroad from UK

Country	Code	Country	Code	Country	Code	Country	Code
Austria	0 43	Netherlands	00 31	Greece	00 30	Slovenia	00 38 6
Belgium	0 32	Norway	00 47	Germany	00 49	Spain	00 34
Czech Rep	00 42	Portugal	00 35 1	Hungary	00 36	Sweden	00 46
Denmark	00 45	Poland	00 48	Iceland	00 35 4	Switzerland	00 41
Estonia	00 35 8	Reunion Island	00 262	Luxembourg	00 35 2	Slovakian Rep	00 42 1
Finland	00 35 8	Romania	00 40	Latvia	00 37 1	Turkey	00 90
France	00 33	Russia	81 07	Martinique	00 596	Ukraine	00 38



11. Places of Worship

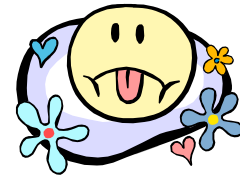
- Baptist Church: City Baptist Church- Mutley Plain- 01752 203 346
- Church of England: St Andrew- Royal Parade - 01752 661 474
- Church of the Latter Day Saints: Church of Jesus Christ- Mannamead Rd- 01752 253 792
- Greek Orthodox Church: St Demetrius & Nikitas- Central Rd - West Hooe- 01752 215 503
- Jewish Synagogue: Catherine Street - 01752 664 995
- Methodist Church: Plymouth Methodist hall- Eastlake Street – 01752 660 997
- Muslim Mosque: Islamic Centre of Plymouth - 67 North Road East - 01752 254 603
- Roman Catholic Church: Plymouth Cathedral, Cecil Street- 01752 662 537



12. Driving in the UK

Please ensure that you have a valid driver's licence and that you may use it in the UK. If in doubt, please check the DVLA website for further details:

<http://www.direct.gov.uk/en/Motoring/DriverLicensing/DrivingInGbOnAForeignLicence/index.htm>
<http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/Driversandridders/index.htm>



13. DO YOU HAVE A COMPLAINT?

We aim to provide a high standard of service to our students, but if you feel that we have made a mistake or have in some other way failed to provide a satisfactory, reliable and timely service, please follow these steps to make a complaint:

- (a) contact the person / department with whom you have been dealing
 - Marketing – Ania Wieczorek annaw@tellusgroup.co.uk
 - Accommodation – David Lindsay (Student Services Manager) davidl@tellusgroup.co.uk
 - Work Placement – Terry McGahan terrym@tellusgroup.co.uk
 - English Department – Karen Corne karenc@tellusgroup.co.uk
- (b) if you are not happy with the response you receive, you can take the matter further by contacting our Human Resources Department: Mark Cornwell markc@tellusgroup.co.uk

You may contact us by email, phone +44 (0) 845 67 33 007, or by mail: TELLUS, Bedford Park Villas, Plymouth, PL4 8HL, Devon, United Kingdom.

If you make a complaint **we will**:

- treat you in a courteous and professional way
- treat your complaint seriously
- deal with your complaint promptly (if unable to respond immediately, we will respond within 15 working days)

We will not:

- treat you differently from other people because you have made a complaint
- discriminate against you for any irrelevant reason (e.g. your colour, race, nationality, religion, age, sex, sexuality or any disability)

Remember:

- If you want to let us know about something, but you don't want to make a complaint, please use our **Suggestion Box** in the Student area. You can post both good and not so good things, as well as any suggestions you may have.
- If you need to talk to someone, please come and see Student Services. We're here to help. ☺

12. Contact details for Embassies / Consuls

Country	Telephone Number	email
Austria	0207 235 3731	embassy@austria.org.uk
Belgium	0207 470 3700	info@belgium-embassy.co.uk
Czech Rep	0207 243 1115	London@embassy.mzv.cz
Denmark	0207 333 0200	lonamb@um.dk
Estonia	0207 589 3428	Embassy-hyphen@estonia.gov.uk
Finland	0207 838 6200	sanomat.lon@formin.fi
France	0207 201 1000	press@ambafrance.org.uk
Germany	0207 824 1300	mail@germa-embassy.org.uk

Greece	0207 229 3850	political@greekembassy.org.uk
Hungary	0207 235 4319	office.lon@kum.hu
Iceland	0207 259 3999	lcemb.london@utn.stjr.is
Italy	0207 312 2200	emblondon@embitaly.org.uk
Latvia	0207 312 0040	embassy.uk@mfa.gov.lv
Lithuania	0207 486 6401	chancery@lithuanianembassy.co.uk
Luxembourg	0207 235 6961	embassy@luxembourg.co.uk
Netherlands	0207 590 3200	London@netherlands-embassy.org.uk
Norway	0207 591 5500	emb.london@mfa.no
Poland	0870 774 2700	polishembassy@polishembassy.org.uk
Portugal	0207 235 5331	london@portembassy.co.uk
Romania	0207 937 9666	Romania@roemb.demon.co.uk
Slovak Rep	0207 243 0803	mail@slovakembassy.co.uk
Slovenia	0207 495 7776	Slovene-embassy.london@virgin.net
Spain	0207 235 5555	embespsv@correo.mae.es
Sweden	0207 917 6400	Embassy@swedenet.net
Turkey	0207 393 0202	turkishembassy@btclick.net
Ukraine	0207 727 6312	
Norway	01752 701 281	Jill Sanders
Germany	01752 663 175	Michael East
Denmark	01752 663 444	Philip Cater
Finland & Netherlands	01752 663 444	Tony Samuel
Belgium	01752 778 108	Brian Fox
France	01752 260 062	Alain Sibiril

We hope that you will enjoy your time with us!

TELLUS Management