



Student Handbook 2024

Our Goals and Values



At Brooke House Summer School, our goal is clear and simple. We want to give you a fun, friendly, caring, safe and educational stay with us. We want you to feel part of the Summer School family and to give you an experience that you will always remember. When you leave us at the end of your visit, we want you to be able to say:

- You had an active, busy, and fun time
- Your English improved and you are more confident using it
- The Summer School staff looked after you and made you feel safe
- You felt at home and part of the Summer School family
- You made new friends for life and learned about different cultures

As a Summer School we are always looking at ways to do things better and be the best that we can be. Your opinion is important to us – we want you to be able to talk to us if there is anything you are not happy with or if there is something that you think we could do better. Remember, you are the reason we are here. You matter.



Courses

You are registered to take one of the following courses. Below is a brief description of what you will be doing each weekday.



- **IELTS Preparation – 27 hours of English lessons:**
9:00am – 12:15pm IELTS Preparation Classes
2:00pm – 5:30pm IELTS Preparation Classes
Wednesday afternoon Excursion
Evenings Activities

- **English Plus British Culture – 27 hours of English lessons:**
9:00am – 12:15pm GESE Classes
2:00pm – 5:30pm British Culture Classes
Wednesday afternoon Excursion
Evenings Activities

- **English Plus Activities – 15 hours of English lessons plus activities:**
9:00am – 12:15pm GESE Classes
Afternoons Activities and visits
Wednesday afternoon Excursion
Evenings Activities

- **English Plus Golf – 15 hours of English lessons plus 10 hours of Golf:**
9:00am – 12:15pm GESE Classes
1:30pm – 5:30pm Golf
Wednesday afternoon Excursion
Evenings Activities

- **English Plus Riding – 15 hours of English lessons plus 10 hours of Riding:**
9:00am – 12:15pm GESE Classes
1:30pm – 5:30pm Riding
Wednesday afternoon Excursion
Evenings Activities

- **English Plus Karting – 15 hours of English lessons plus 10 hours of Karting:**
9:00am – 12:15pm GESE Classes
1:30pm – 5:30pm Karting
Wednesday afternoon Excursion
Evenings Activities



studentportal

www.brookehousecollege.co.uk/summer-school/student-portal

You will find up-to-date information on mealtimes, contact numbers and the weather. You can also download maps and information for your excursions.

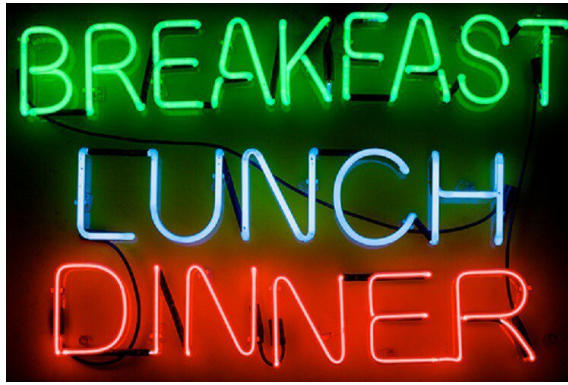
TRINITY
COLLEGE LONDON
Graded Examinations
in Spoken English (GESE)

Our English courses follow a teaching programme which is designed to help you to improve your confidence in spoken English whilst developing grammar, listening, reading, writing and vocabulary skills. This is done through a communicative syllabus featuring lots of task-based activities in themed weeks and lessons linked to your excursions.

After testing you will be placed in an appropriate class and your progress will be checked weekly through a short review. At the end of your course, you will receive a report, course certificate and take your work home in a folder.

All students in General English will be working towards the Trinity College GESE (General Examination for Spoken English) qualification, which will be taken on the final Friday of their course. The exam is divided up into 12 grades, according to the language level of the student. The syllabus is designed to maximise the students' potential in preparation for the exam.





MEALS – tell us if there is any special food you would like!

Meals are provided in the college. On **teaching days**, the following mealtimes apply:

- | | | |
|------------------|---|--|
| Breakfast | - | between 8:00am and 9:00am |
| Lunch | - | between 12:20pm and 1:30pm |
| Supper | - | usually between 6:00pm and 7:00pm but it may be later if we return late from excursions. |

Excursion Days Mealtimes will vary, and packed lunches will be taken on outings at the weekends. Please make sure you check the student portal for weekend mealtimes.

Break There is a break for tea, coffee, and biscuits between 10:30 to 10:45 & 15:30 to 16:00 each teaching day.

Mealtime behaviour – Please take a seat in the dining room or outside if the weather is nice. The kitchen staff will bring you, your pre-ordered meal.

PACKED LUNCHES

On excursion days, lunch will be a packed meal. We will have a subway style system for you to create your own sandwich as well as having a choice of chocolate, crisps & fruit. You can also fill your water bottles with water from the water coolers, the taps in your accommodation kitchen or with fruit juice from the kitchen.



ROOM KEYS

Every student has been given a key to their bedroom. We've also given you a lanyard to help you keep your key safe. You can wear it around your neck or loop it through your belt loops.

Replacement keys are expensive. **If you lose your key, it will cost £50.00 for a replacement.**

Cleaners will always lock unlocked doors when they leave your bedroom. If you are locked out, please speak with your residential activity leader.

If you lose your key come and speak to Jon or Wylie. If we have found your key, we will return it free. You're only charged if it can't be found.





REGISTRATION

Registration will take place three times every day. All students must be present for registration. Only in case of illness may you be excused from registration.

Check 1 – In your accommodation when the Residential Activity Leader wakes you up.

Check 2 – At dinner time.

Check 3 – In your accommodation when the Residential Activity Leader says good night.

DUTY STAFF

The Duty Staff carry the Duty Telephone. That number is **0044 7852948805**. Please save this telephone number but call it only in case of emergency. This number is on the inside of your team wristband. This phone will be answered by Wylie or Jon

PASSPORTS and TICKETS

All passports and tickets must be handed in on arrival at the college. They will be kept in the college safe.

MONEY

All money can be handed in on arrival. It will be kept in the college safe. Each student will have his/her own record card. This can be drawn out every day after lunch. Foreign money can be changed at the banks in the town. IT IS NOT SAFE for students to carry large amounts of money with them. Students will also have individual rooms and can store their pocket money in their bedroom.

LAUNDRY

Brooke House will change students' bedclothes once per week. Brooke House provides washing machines, drying machines and washing powder in all accommodation areas. The students themselves are responsible for clothes washing. Students who are under the age of 14 will be given help with their laundry. If you are older than 14 and need help ask your residential leader or come to the Summer School Office.



MEDICINES

If you are carrying medication of any kind, you must hand this in to your resident tutor or to your leaders as soon as you arrive at the college. Members of college staff or your leaders will then be responsible for giving you your medication at the times prescribed.

ILLNESS

If you are ill in the night then you should tell the member of staff responsible for your accommodation. If you are too ill to get out of bed then stay there and your resident leader will come and find you in the morning. If you fall ill during the day then tell your teacher, activities leader, group leader or Brooke House duty staff who will arrange for you to see the Nurse.



Wristbands

All students will be issued with Team Wristbands. These are different colours and represent your team whilst at Brooke House College Summer School. The wristbands contain the telephone numbers for Brooke House College. Use the telephone number on the wristband to call Brooke House or give the band to someone you can trust (Police Officer / Shop Keeper) if you are ever in trouble.



Teams

Team members can have points awarded and deducted for a number of reasons.

The current total will be updated on the student portal, each day... think, Harry Potter House Cup. Weekly the results will be announced, and prizes awarded.



GENERAL BEHAVIOUR

Although it is a holiday in the UK, we expect all students to behave in a sensible and courteous manner. Students must also co-operate with all members of staff by doing what they are told.

ATTENDANCE / PUNCTUALITY

You must attend all classes, activities and excursions. You must always be on time. You must be punctual for meals, lessons, activities, excursions and going to bed.



SMOKING

Smoking (cigarettes / e-cigarettes) is not allowed at any time or in any place and it is a **criminal offence to smoke** in any building at Brooke House. Please also be aware that it is a criminal offence for any person under the age of 18 to attempt to buy cigarettes in UK.

BEDTIME

Students are expected to be in their houses by 10:00pm each night and bedtime is at 10:30pm. There should be no noise and lights should be turned off at 10:30pm.

BEDS and BEDROOMS

Students must not move any beds or change bedrooms without permission. This is a safety regulation. In the case of an emergency, staff must know where every person sleeps. Once a room has been allocated to you it is vital that you do not move to another room without the express permission of the Director.

You must also keep your rooms tidy – make the bed and tidy up your belongings each morning.

The cleaners will visit your room daily from Monday to Sunday. They will empty your bins, Hoover and clean communal areas. The cleaners will also change your bed linen once a week.

HOUSES

Students may only enter the house in which they are resident. Students may not enter each others' houses and students must not pass on keys or codes to students who are not resident in the same house. You must tell a member of staff if ever there are non-residents in your house.

EVENING TIMES IN BEDROOMS

In the evenings all students should attend activities and should not be in their bedrooms. If students wish to return to their accommodation and bedrooms during the evening then they may do so only if they are feeling unwell or if they are very tired and want to go to sleep. Students should always seek permission from the members of staff on duty in the Staff Room. The duty staff will then register the students who have returned to their accommodation.

Signing In/Out

THE FOLLOWING APPLIES TO ALL STUDENTS

If you are aged 14 to 17

You may leave the college campus during free time, at lunch time and after dinner before evening activities begin at 7:30pm. Whenever you leave the campus you must seek permission from a member of Brooke House Summer School staff in the Summer School Office.

- You cannot go to the town at morning break time
- You cannot go to town if it would mean that you miss the start of a class, activity, excursion, mealtime or registration
- You must always be in groups of at least two people

If you are aged 13 and under

You may not leave the campus at any time unless you are supervised by a member of Brooke House College staff or Group Leader. You may ask members of Brooke House staff to accompany you to the town.

BALL GAMES

There must be **no ball games on the campus after 9.30pm**. After 9.30pm students who wish to be outside will be moved to the area at the front of the college.

PROJECTILE WEAPONS AND KNIVES



Students may not be in possession of any projectile weapons or knives whilst they are attending the Summer School. Projectile Weapons include catapults, air guns, BB guns, any replica guns, spud guns, bow and arrow. Any student found to be in possession of any of the above will have the weapon removed from their possession and their parents will be informed.

DAMAGE

Brooke House will charge any student who causes damage to college property. If you cause damage accidentally please report it to the Summer School Director to avoid being charged. If you witness others causing damage to college property, you must report it and those responsible for it to the Summer School Director immediately. If you do not report any damage caused you risk being charged for it yourself!



ALCOHOL

No matter what their age, no student is permitted to drink alcohol whilst attending the Summer School. Parents and representatives will be informed immediately in the event that a student who is found to be under the influence of alcohol, or where a student is found to be in possession of alcohol

DRUGS

Any student found to be in the possession of illegal substances will be summarily removed from the college and remainder of the student body. His/her agent and parents will be informed and he/she will then be placed on the next available flight back to his/her country of origin.



BROOKE HOUSE RESERVES THE RIGHT TO TEST THE URINE OF ANY STUDENT WHO IT SUSPECTS OF TAKING ILLEGAL SUBSTANCES.

ROAD SAFETY

All summer students should take great care when crossing the road in England. **WE DRIVE ON THE LEFT HAND SIDE OF THE ROAD AND CARS DRIVE VERY FAST.** Make sure that you stop before crossing all roads. Make sure that you look both ways before crossing all roads. Make sure that you listen for oncoming traffic.



Stop

- Find the safest place to cross then stop.
- Stand on the pavement near the kerb or the edge if there is no kerb.

Look

- Give yourself lots of time to have a good look all around.
- Make sure you can see if anything is coming and drivers can see you.

Listen

- Listen carefully because you can sometimes hear traffic before you can see it.
- Never cross the road whilst chatting to people, listening to your iPod or talking on your mobile phone.

When it is safe to cross, walk straight across the road. Do not walk diagonally. Keep looking and listening for traffic while you cross.

EXCURSION SAFETY

IN THE RARE EVENT OF
a firearms or weapons attack

RUN HIDE TELL



RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE. It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.

RUN HIDE TELL



At the moment, the issue of terrorist attacks is regularly in the news. But it's been on our agenda for much longer.

The police and security service have been working constantly to foil terrorist attacks for years, not months.

But we are not complacent about keeping you safe.

Due to events in the UK and abroad, people are understandably concerned about a firearms or weapons attack. These attacks are very rare but in the event of such an attack, it helps to be prepared.

Remember, attacks of this nature are still very rare in the UK.

So Stay Safe, and just remember the words:

RUN. HIDE. TELL.

- Students will only be allowed free time during excursions, if they are:
 - 14 and older
 - Do not go alone. Plan to spend their free time in pairs or more
 - Do not use public transport. Free time should be spent in comfortable walking distance from the meeting point
 - Wearing their team wristband with the emergency college phone number
 - Carrying either a copy of the city map with marked meeting points and times either in hard or electronic copy (downloaded from the student portal)
 - Possession of a working telephone

PUNISHMENT

Offence		
Level 1	Level 2	Level 3
-Lateness -Use of mobile phone (permission not granted) -Poor Effort in class -Not Speaking English -Disruption in Class (any) -Ignoring instructions -Swearing in class (depending on severity)	-Repeated Level 1 offences -Highly offensive swearing -Aggressive behaviour -Unsafe Behaviour -Bullying -Unauthorised absence	-Physical violence -Swearing at/any abuse of staff -Bullying (if continuous) -Repeated Level 2 offences
Response		
Level 1	Level 2	Level 3
Administered and Recorded by Activity Leader / Teacher: -Verbal warning -Kept after class to discuss behaviour -Confiscate mobile phone for the lesson -Incident reported to Director of Studies to monitor -Deduction of team points	Administered and Recorded by Director of Studies or Operations Manager: -Ensuring wake-up calls -Removal of student from class to work in the office -Disciplinary meeting to discuss the reasons for their behaviour -Confiscation of phone for the morning -Evening activities suspended for one night	Administered and Recorded by the Director of Summer School: -Student's parents/agents informed and student is sent home

	<p>-Supervised study for the week, if student continues to break Level 1 offences</p> <p>-Deduction of team points</p>	
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EXPULSION

Brooke House College Summer School takes breaches of the students' rules seriously. The Summer School Director in liaison with the College Directors will have the ultimate say in whether a student will be expelled or not. Examples of rule breaches that are deemed serious enough to warrant expulsion is:

- Bullying
- Drug Use
- Theft
- Abusive / Violent behaviour directed towards students or staff
- Repeated violation of college rules



BROOKE HOUSE COLLEGE

STATEMENT & POLICY ON BULLYING

Brooke House College acknowledges its responsibility to protect all students against bullying, which for the purpose of this statement is defined as conduct deliberately calculated to cause physical harm or emotional distress to others.

Such conduct can take the form, e.g., of:

- a. actual physical violence
- b. threat of physical violence verbally or by gesture and stance ('body language')
- c. verbal comments or taunting, generally & specifically of a racial, cultural or sexual nature
- d. sexual harassment – undesired physical contact or sexually-explicit comment
- e. the spreading of malicious comment and rumours
- f. deliberate social exclusion

Any students who feel themselves to be the victim of bullying can bring their concerns to ANY member of staff, who will then report full details to the Summer School Director. The Summer School Director will then conduct an investigation in person or delegate the investigation to an appropriate senior member of staff.

Students who feel themselves to be the victims of bullying can & should be assured:

1. that they will not be unduly pressurised to reveal details they do not wish to divulge.
2. that immediate steps will be taken to ensure that the bullying situation ceases, and that no recriminations follow from their reporting the circumstances.
3. that, where appropriate, it is College policy to bring together the complainant and the bully for discussion and resolution, but that no pressure will be applied if they do not wish this.
4. they will not be viewed as weak or inadequate for complaining.

All attempts will be made to counsel those who bully others:

- a. they may not realise the effects their conduct has on others.
- b. they may not see their actions as 'bullying' within their own cultural setting.
- c. positive behavioural modification rather than condemnation is our overall aim.

However, the welfare of the bullied person(s) will be the final consideration. Bullying is a specific breach of the summer school rules, a technical breach of U.K. law and is subject to the standard College disciplinary procedures.


3 STEPS TO **STOP** A BULLY!

STOP 


WALK 

TALK 

A What to do if you see someone being bullied...

 If you see something...

 **SAY SOMETHING!**

 Be there for the person being bullied.

IN THE EVENT OF FIRE

1. Alert everyone in the area by shouting FIRE
2. Leave the building by the shortest safe route
 - a. Do not go through smoke if there is another way
 - b. Only use ground-floor windows if you are trapped
 - c. Do not stay to collect possessions
 - d. Close doors as you leave
3. Call the FIRE BRIGADE 999 and alert Brooke House College on +44 1858462452 and +447852948805
4. Gather AWAY FROM the building and DO NOT attempt to re-enter the building until instructed
5. In alarmed areas, IF THE ALARM IS NOT ALREADY SOUNDING, break the glass of a call point IF IT IS ON YOUR ROUTE OUT
6. Fire extinguishers and fire blankets are for use on small fires which begin in an occupied room
 - a. DO NOT open the door to a room where there is fire
 - b. DO NOT attempt to use water extinguishers where electricity is involved
7. IF TRAPPED ABOVE GROUND LEVEL:
Gather in one upstairs room on the road side of the building
Close the door and block spaces around the frame with material
Open windows and wait by the windows
Shout, wave and show light if available
DO NOT ATTEMPT TO CLIMB OUT OF THE WINDOWS UNAIDED





Brooke House College Summer School hopes every student has a great time during their stay with us. However, if there is anything you are not happy with or you are worried about something, please do not be afraid to talk to us. We take things like this very seriously and will never punish anyone who chooses to make a complaint.

Summer School aims to solve all problems as quickly and as well as we possibly can. Anyone with parental responsibility for a student (parent, guardian, agent or group leader) can also complain if they are not happy with the service they receive.

The table below shows what you should do if you have a problem or complaint, as well as what will happen after you have spoken to someone.

What you should do	What will happen
Informal: Discuss the problem with the teacher, residential activity leader or the Matron. The aim at this stage is to resolve the complaint at source. All staff will hope to be able to resolve issues straight away or, if that is not possible, through mediation. This should include advice, information and discussion and explanation.	The member of staff concerned will help to ensure you have all relevant details. The complaint and action taken in response will be recorded. If initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further, then formal procedures will need to be invoked.
▼	
Formal Procedures	
If your complaint is about the Director of Studies or Operations Manager go to Stage 2.	
▼	
Stage 1: Write to the Director of Studies or Operations Manager stating that you are making a formal complaint. State your complaint; give all relevant details, your name and how you may be contacted. The Nurse can help you with this.	You should receive: <ul style="list-style-type: none"> ○ an acknowledgement within 5 working days ○ the findings of the Director of Studies or Operations Manager within 10 college working days.
▼	
If you are not satisfied with the findings of the Director of Studies or Operations Manager or your complaint is about the Director of Summer School go to stage 3	
▼	
Stage 2: Write to the Director of Summer School. State your complaint; give all relevant details including why you do not accept the findings of Activity Manager, Director of Studies or Residential Co-ordinator, your name and how you may be contacted. The Nurse can help you with this.	You should receive: <ul style="list-style-type: none"> ○ an acknowledgement within 10 college working days ○ the findings of the Director of Summer School within 20 college working days.
▼	
If you are not satisfied with the findings of the Director of Summer School	
▼	
Stage 3: Write to the College Owners within 10 days stating why you are not satisfied with their findings. Request that a Complaints Panel is set up to investigate the matter. The Nurse can help you with this.	The College Owners will set up a panel to meet within 15 days. You must receive copies of any written materials to be used at least 5 college days before the Panel meets. The Panel will advise you of its findings within 5 college days. THIS DECISION IS FINAL

Brooke House College Summer School is accredited by the British Council. You can raise a complaint with the council. Details of how to do this can be found on their website

<https://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints>



Accommodation

- 2. Union House
- 4. Coventry House
- 7. London House
- 9. Northampton House
- 11. DJW House First, Second & Third Floors

Classrooms

- 1. High Street
- 3. College House
- 6. Heygate
- 8. PK Building

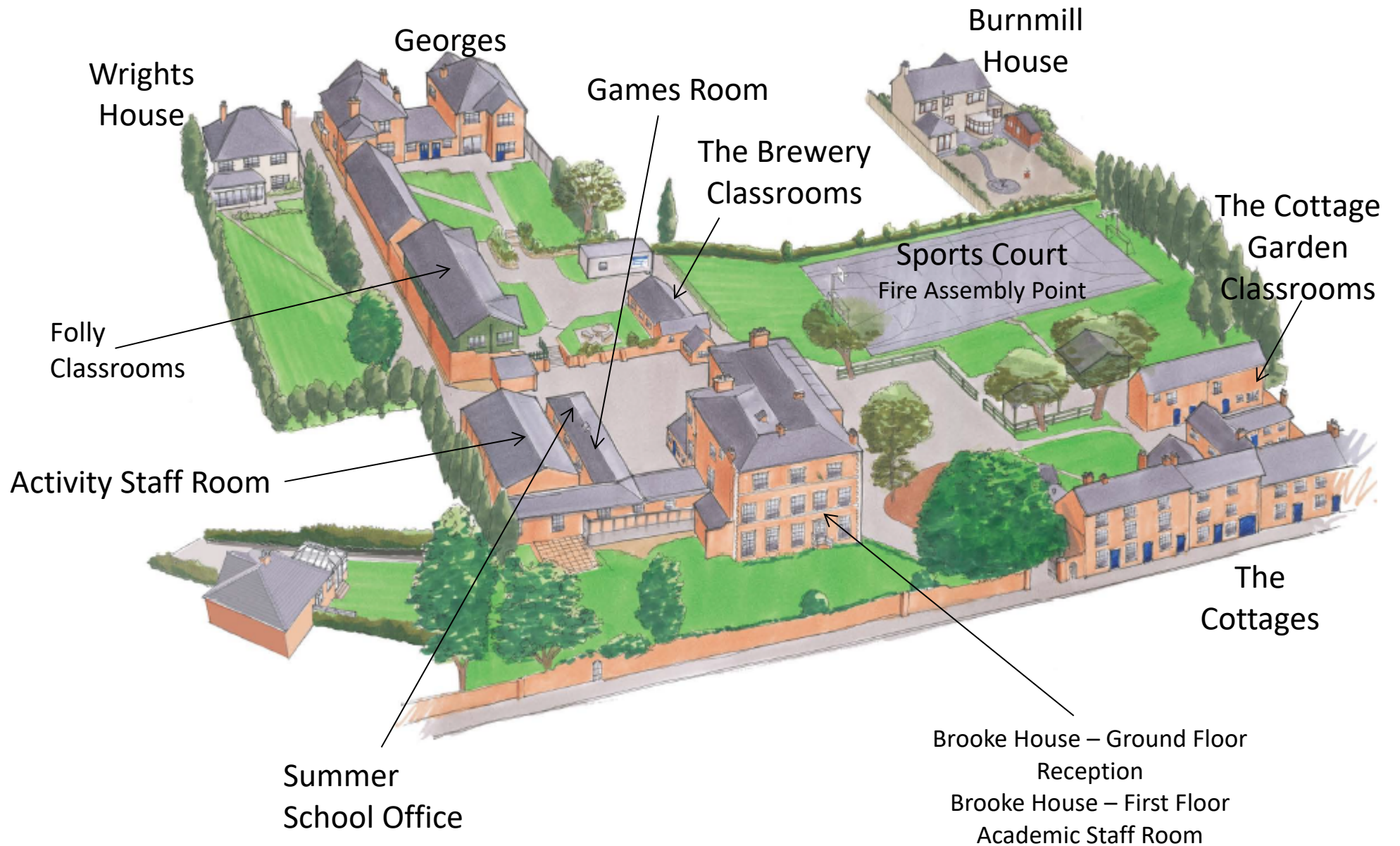
Offices / Multi Faith Prayer Room

- 5. Fountain Court

Dining Room & Wellbeing Centre

- 11. DJW House Ground Floor

Brooke House Map



WHO TO TALK WITH?

- Academic – Miles



- Accommodation, Activities or Excursions – Jon



- Illness – Any Member of Staff

Remember you can talk to any of the Summer School Staff!