



ES Education: London

Accommodation and Welfare-Policy Manual

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ES LONDON

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General Statement of Accommodation Policies

At ES, we understand that there are many reasons why people choose to study English. Our goal is to provide our students with an exciting and stimulating environment that will help them achieve their English language goals.

In order to provide students with a secure home away from home, ES has partnered with Britannia Student Services, London's leading student accommodation agency. Britannia Student Services offers a wide range of student accommodation with options to suit different needs and budgets, enabling students to have a comfortable and safe living space.

We are dedicated towards the overall wellbeing of our students and consider it integral for them to have a support network beyond the classroom walls. Students are welcomed with a detailed induction when they arrive at ES and provided information about the local area, their accommodation, welfare and safety advice, courses, local travel and amenities. Students are also provided details about the ES Social Programme that offers exciting activities and excursions, making the student experience both memorable and complete.

Types of Accommodation Available

Our provider Britannia Student Services has various student accommodation options available for ES's students.

Homestay

All Britannia homestays are conveniently located, close to public transport and offer a high standard of accommodation. Students can socialise and eat with their host family, and benefit from the chance to practise their English.



Homestay includes:

- Comfortable, welcoming accommodation
- Single rooms year-round. Twins are available during the summer period and for out of season groups
- Breakfast and dinner (half-board), breakfast, lunch and dinner (full-board)
- Fully furnished room
- Bed linen provided
- Internet usage
- One laundry wash per week

Student Residences

Britannia Student Services offers a range of student residence options for students aged 18 and over. These typically include:

- Internet access
- Purpose-built facilities
- Choice of single or shared en suite rooms
- Half-board or self-catering meal options
- On-site laundry
- Cleaning (typically weekly) of common areas
- TV lounge
- Bed linen provided

Private Accommodation

Various private accommodation options can be booked through Britannia Student Services that include apartment and house shares. Alternatively, students can seek out their own private accommodation. Please refer to the tips on page 15 for more information.

Pre-arrival and Booking

When you book your course with ES, you will be able to select your preferred accommodation. At this stage the Registrar will ensure all relevant documentation required at the booking stage is processed. Documentation pertaining to accommodation and welfare is as follows:



EFL Students (aged 18 and over)

Accommodation type and course booked

Special requirements for accommodation requested – including basic information on medical problems and allergies

Booking confirmation sent

Pre-arrival Information

EFL Students

As part of their Booking Confirmation (sent by the registrar) EFL students are sent a link to the ES Student Guide, available on the ES Education website, containing useful information about ES, and studying and living in the UK.

Academic Students

Academic students are sent Pre-arrival information usually around 6 weeks before they start their course. Included in this pack is:

- ES Student Guide
- Student/School Agreement
- First Day Checklist
- ES Social Programme
- Term Calendar
- UKBF Student Arrivals – Tips
- IELTS consent form

Placement of Students in Accommodation



ES aims to place students according to their wishes and needs and is sensitive to cultural, religious, health, linguistic and developmental considerations. Ordinarily students can expect:

- To be placed in an environment where their culture and religion are respected
- To be welcomed and given an induction to their accommodation
- In homestay, to be placed with students and/or hosts who do not speak their first language, to allow for language progression; unless mutually agreed in advance by the student and the Britannia Student Services.
- In student residences, to be in a mixed nationality environment with students who speak a range of languages
- For dietary requirements to be taken into consideration and catered for as much as possible
- For medical needs to be taken into consideration and provision made, where necessary, appropriate and practicable, to assist with medical requirements (see section on Medical Matters)
- For requests to be placed with family members, friends or those of the same sex to be considered and catered for where possible (although the ES Education may advise against this where it is felt the student's language progression may be adversely affected)
- To live within 30 minutes traveling time to their college (unless on a course of less than 12 weeks
- To be offered either a single or twin occupancy room – and not to share a room with any more than 1 other person where a twin room has been booked
- To live in a house where no more than 4 students are accommodated

Student Induction

First Day at Accommodation

Students should receive an induction on arrival to their accommodation (homestay or residence) which includes:



- Tour of the accommodation
- Accommodation rules
- Access arrangements – keys/key-codes
- Facilities – catering, bathroom, laundry, internet
- Meal times
- Curfews
- Fire evacuation procedure
- Contact details of host or residential manager
- ES Education emergency contact details
- Directions to/from ES Education location
- Directions to/from local amenities – shops, pharmacy, library etc
- Where to report/what to do on their first day at college – including what time to arrive
- Arrangements for visitors

First Day at ES

Both EFL and Academic students receive an induction to ES and its facilities during their first day/week at school. This includes information about:

- Their course
- ES rules and disciplinary procedures
- Welfare support
- Timetables and lesson locations
- ES's facilities
- Staying safe and the law in England
- The social programme
- Accommodation information
- The local area, local facilities and local transport
- Key staff members



EFL Students

During induction EFL students are asked to complete a medical questionnaire and details of emergency contacts (academic students do this at the booking stage). Any medical information is passed to the Welfare Officer.

Student Welfare

Welfare Officer

The Welfare Officer is responsible for coordinating overall student welfare and acting as key contact person for any student wishing to seek pastoral support.

Key areas where the Welfare Officer supports students:

- Settling in issues – homesickness, trouble integrating
- Attendance and lateness issues
- Medical conditions and the taking of medication
- Personal issues – basic counselling, listening and advice
- Depression, low moods, ongoing homesickness
- Visits to the doctor, dentist, optician or other medical professionals as required
- Issues with cultural integration
- Support with specific religious needs – i.e. locating places of worship
- Behavioural issues and underlying causes
- Sexual health education or concerns
- Student relationships
- Bullying
- E-Safety
- PSHE – Personal, Social, Health and Economic Education
- Contact with parents, guardians or parents' representatives



Other Key Welfare Support Staff

Though it is expected that all ES staff contribute to the welfare and wellbeing of students, the following staff members have key roles in the pastoral support of students:

- **Principal** – Oversees the development and wellbeing of all students
- **Directors of Studies** - Oversees a student's progress as a whole based on progress reports, feedback from teaching staff, contact with parents or agents, direct contact with students and meetings with the Welfare Officer
- **Accommodation Staff** – are the main point of contact with host carers and residential staff, allowing them to act as a link between the home and college; they work closely with the Welfare Officer to ensure issues at home are looked at holistically alongside a student's life at ES Education
- **Student Services** – are often a first port of call for students and are key in referring students to the correct department, ensuring students are equipped with the information they need and collecting student details

E-Safety and Anti-Bullying

ES operates E-Safety and Anti-Bullying policies which should be followed in all accommodations. Host carers and Residence managers should be aware of the content of these policies, receive appropriate training and report any issues or concerns.

Medical Information

Policies



ES Education has in place the following policies to ensure the health and wellbeing of students, accommodation and welfare staff should ensure they are well aware of and comply with their contents:

- ES First Aid Policy – coordinated by the First Aid Coordinator
- ES Health and Safety Policy – coordinated by the Health and Safety Officer

Key points to be aware of:

Medical Issues and Medicines

- Academic students are required to complete a medical questionnaire at the point of booking
- EFL students are asked to communicate any major medical conditions or allergies at the point of booking
- Any medical information relevant to placing a student with a homestay or in a residence will be communicated to the Accommodation Department and Welfare Officer before the student is placed
- EFL students are required to complete a medical questionnaire on their first day at college
- ALL medical questionnaires are passed to and kept by the Welfare Officer
- Any medical information which is not obtained through medical questionnaires should be followed up – this is coordinated by the Welfare Officer
- Students with medical issues or taking medications may need an Individual Health Care Plan to be put together for them – this should always be done by the Welfare Officer
- The Welfare Officer will inform relevant staff of medical issues – including residential and accommodation staff, host carers and activities staff
- Staff and hosts should inform the Welfare Officer immediately if they become aware of any medical conditions or medications not previously known or new to a student



- Where a student requires assistance with the administration of medication it must first be agreed by the Director (documentation for this is available with the Sickness and Medicines Policy)
- Staff who volunteer to administer medications will receive training from a medical professional to do so – this may include a member of college staff and a member of residential accommodation staff or the host carer
- Over the counter medication is available to students and should be administered by a designated member of staff
- Records of all medications administered must be kept
- Communication between hosts, accommodation staff and the Welfare Officer regarding medical issues is crucial
- Prior to any trips or activities the Welfare Officer should ensure that activities or trip staff have up to date and accurate details of students' medical conditions and medications

Behaviour and Discipline

- Where it is deemed appropriate a student may be removed from residential accommodation – this does not necessarily signal an expulsion from college; it is at the Principal's discretion to decide how to proceed with severe and persistent poor behaviour
- Students should be given every opportunity to improve their behaviour and supported to do so both in the classroom and outside
- Good behaviour should be rewarded and college reward systems should be utilised to reward good behaviour taking place outside the classroom



Student Feedback

Methods of student feedback include:

- An appointment system and means of contact with the Director and key accommodation staff members
- Operating an 'open door' policy in school and residential accommodation whenever possible
- Student Questionnaires (on a variety of matters relating to the school and/or and social issues)
- Open Class discussion (on a variety of matters relating to the school and/or and social issues)

ES Education Policies

ES has in place a range of policies, intended to work together to ensure a safe, healthy and productive environment for its students.

Health and Safety

- School Security and Intruders
- Premises Manager
- Hygiene
- Health and Safety
- First Aid
- Sickness and Medicines
- Visitors and Contractors
- Risk Management
- Crisis and Critical Incident Management



Student Welfare, Personal Development and Wellbeing

- Behaviour and Discipline
- E-Safety
- Anti-bullying
- Religious Worship
- Sex and Relationships
- Special Educational Needs
- Personal, Social, Health and Economic Education (PSHE)
- Social, Moral, Spiritual and Cultural Education (SMSC)

Feedback

- Complaints
- Student Consultation

Tips for Students Moving into Private Accommodation

- Read your contract closely and carefully
- Find out how much deposit you will need to pay in advance (i.e. 1 months rent, 6 weeks rent, etc...)
- How long is the contract for? 12 months, 6 months...?
- Are bills included or will you have to pay for these on top of your rent? (i.e. water, electricity, etc...)
- Check who else will be living in the property (if any) and make sure you feel comfortable there.
- What date can you move in?
- Is the property furnished? If unfurnished, consider the cost of purchasing the items and how you will empty the property at the end of your tenancy.



- Will you need a guarantor? This is very commonly required for international students. A guarantor is a friend or relative who will pay your rent if you do not pay for whatever reason.
- Is there a 'break' clause in the contract where you can leave before your contract ends?
- How much notice do you have to give to terminate the contract?
- How will you pay your rent? Direct to the landlord in cash? Directly to an agent? Make sure you are given a receipt or proof of payment for any payments.
- Make sure you have your landlord's contact details just in case you need to contact them if anything goes wrong or breaks in the property. By law, you should be given this information.
- Your deposit must be put into a protected scheme (TDS, DPS scheme). Your landlord must give you a certificate that proves they have done this.
- Are you going to be able to practise your English with native speakers where you are living?

Things to consider

Budget for your bills...

(If they are not included in the rent) Gas & electricity / Water / Contents insurance / ETC

Electricity and Gas supplier

Call Meter Point Administration Service on 0870 608 1524 to find out who your supplier is and to change the bills to your name.

TV Licence

If you have a television in the property then you must apply for a television licence. This costs approximately £15 a month – but can be more expensive for the first 6-12 months. Some people do not have to pay for a TV licence; you can find more information about this on this website:

<http://www.tvlicensing.co.uk/>



Council Tax

In the UK there is a tax called 'Council Tax'. This is payable if you are living in a property and the amount can vary depending on where you live, your job status and how many people are living in the property. As a student, you are exempt from paying council tax. As soon as you move into a property, you must inform the council that you have taken over the tenancy and that you are a student. Ask Student Services for a letter for tax exemption – this letter is proof from ES Education that you are a student with us and that you do not have to pay for tax. If you are living with someone who is not a student then you must tell the council as they will not be exempt. It is always best to contact your landlord as they may pay the council tax on the property themselves.

<https://www.gov.uk/council-tax/full-time-students>

Useful websites for Accommodation Rental

www.gumtree.com

Usually private and not through an agent

www.spareroom.co.uk

Mainly room only rentals

www.rentaroom.co.uk

Mainly room only rentals

www.rightmove.co.uk www.primelocation.co.uk www.zoopla.co.uk www.your-move.co.uk

www.propertywide.co.uk www.easyroommate.com

