

# STUDENT HANDBOOK

2024-25



# CONTENTS

<b>Welcome to our school</b>	<b>4</b>
<b>Our mission statements</b>	<b>5</b>
<b>Courses</b>	<b>5</b>
<b>General English Course</b>	<b>5</b>
<i>General English Course Objectives</i>	5
<b>IELTS Preparation Course</b>	<b>6</b>
<i>IELTS English Course Objectives</i>	6
<i>Post-IELTS Preparation Course Steps</i>	6
<i>Benefits of achieving Good Score in Cambridge IELTS Exam</i>	6
<i>Benefits of achieving Good Score in IELTS UKVI General</i>	7
<b>Tips for Learning</b>	<b>8</b>
<i>Improving Your Speaking Skills</i>	8
<i>Enhancing Your Listening Skills</i>	8
<i>Perfecting Your Writing Skills</i>	9
<i>Becoming a Proficient Reader</i>	9
<i>Vocabulary Mastery Techniques</i>	9
<i>Grammar Mastery Strategies</i>	10
<b>Weekly Progress Monitoring</b>	<b>10</b>
<b>When You First Arrive</b>	<b>11</b>
<i>Register with Local Doctor (GP)</i>	11
<i>Bank account</i>	11
<b>Campus Facilities</b>	<b>12</b>
<i>Internet access</i>	12
<i>Computer Lab for Student</i>	12
<i>Reception</i>	12
<i>Prayer Facilities</i>	12
<b>Local Facilities</b>	<b>13</b>
<i>Exploring the Local Area in Leeds</i>	13
<i>Roundhay Park</i>	13

Leeds City Centre	13
Royal Armouries' Museum	14
Leeds Grand Theatre	14
<b>Acceptable IT Use Policy</b>	<b>15</b>
Purpose	15
Scope	15
Definitions	15
Responsibilities – Policy	15
Responsibilities - Protecting information	15
Responsibilities – Credentials, authentication & identity	16
Acceptable Use	16
Behaviour	17
Monitoring	18
<b>Welfare &amp; Admin Support</b>	<b>18</b>
Your Support Network	18
Well-being Champions	18
Caring for You	18
Student Adviser	19
Compliance Officer	19
<b>Personal Harassment &amp; Bullying</b>	<b>20</b>
Creating a Respectful Environment: No Room for Harassment or Bullying	20
Our Shared Responsibility	20
What is Personal Harassment or Bullying?	20
Taking Action and Seeking Support	21
<b>Staying Safe: Your Protection Matters</b>	<b>21</b>
Protect Yourself	21
Hate Crime: A Stand Against Prejudice	22
How to Report	22
Ensuring a Secure Learning Environment: Anti-Radicalisation & Extremism	22
<b>Diverse Tradition &amp; Cultural Insights in the UK</b>	<b>23</b>
Exploring the UK Mosaic	23
A Tapestry of Cultures	23
Savouring British Cuisine	23
Expressing Discontent	23
Embracing Politeness	23
Respecting Queues	24

<i>Tipping Etiquette</i>	24
<i>The Art of Apologizing</i>	24
<b><i>Festivals &amp; Celebrations in the UK: A Year of Delights</i></b>	<b>25</b>
<i>January - February</i>	25
<i>March - April</i>	25
<i>May</i>	25
<i>June - July</i>	26
<i>August - September</i>	26
<i>October - November</i>	26
<i>December</i>	26
<b><i>Our Trips &amp; Activities</i></b>	<b>27</b>
<i>Education House Leeds's Expectations: Your Guide to a Respectful Learning Journey</i>	27
<b><i>Code of Conduct</i></b>	<b>27</b>
Academic Integrity	27
Behavioural Expectations	27
Disciplinary Procedures	27
<b><i>Student Attendance</i></b>	<b>28</b>
Our Expectations and Minimum Standard	28
Procedures and Implementation	28
<b><i>Useful Websites</i></b>	<b>29</b>

# Welcome to eHouse !

I'm Sabir, the English trainer at Education House Leeds. Welcome to your English learning experience and welcome to the Education House Leeds Family! I have been a teacher for over 30 years but still have an immense passion for teaching and helping students to develop their knowledge and skills. It is one of the best feelings in the world watching someone learn and develop.

English is the most widely and commonly spoken languages across the world. Some 1.5 billion people speak English. So being able to speak, understand and communicate well in English gives you a set of huge advantages:

- Connect with new people and using the widespread language of Business.
- Enjoy travel experiences to many countries where English is the majority language.
- Make more money and be a better student.
- Enjoy the best classic literature and films.



Hello !

# Our Mission Statement

Our mission is to provide high quality education in the English language for students aged 18+, focussing on teaching General English and preparing students successfully for the IELTS examinations.

To ensure that our teachers are committed to creating a stimulating, supportive and active learning environment in which students can make rapid progress.

To create an atmosphere of tolerance and respect and to help students learn from not just the teachers but also from each other.

To be kind, patient, supportive and attentive to our students and to ask for, and listen to their views and comments and, where possible, to act upon their suggestions, as they are the most important people in and every member of staff is here to help them get the most out of their learning journey with us.

## Courses

Embark on a journey to enhance your language proficiency with our meticulously crafted English Language Courses. These courses are tailored to help you develop strong communication skills, whether you are looking to improve your everyday conversational abilities or aiming to achieve a higher level of academic and professional fluency. For detailed information about our English Language Courses, please visit our website at [www.ehouse.org.uk](http://www.ehouse.org.uk).

### **General English Course**

The General English Course is tailored to enhance your overall English language skills, covering grammar, vocabulary, listening comprehension, reading comprehension, and speaking fluency. The aim is to boost your confidence and effectiveness in using English in various contexts. For a deeper understanding, visit General English Course.

#### **General English Course objectives:**

- Improve your grammar and vocabulary for clear and accurate communication.
- Enhance your reading skills for better comprehension of diverse texts.



- Develop your listening skills for understanding different accents and spoken styles.
- Foster your speaking skills to confidently express ideas and opinions.
- Promote interactive group activities to practice language skills in real-life scenarios.

## **IELTS Preparation Course**

Among our esteemed offerings, our IELTS Preparation Course stands out as one of our most popular courses. Tailored to prepare you for success in the IELTS exam, this course focuses on the skills and strategies necessary to excel in each section of the test. Whether you're aiming to pursue higher education or enhance your career opportunities, our IELTS Preparation Course is a valuable stepping stone.

IELTS Preparation Course is meticulously designed to prepare you for the International English Language Testing System (IELTS) exam. The course covers comprehensive modules focusing on all four language skills - Listening, Reading, Writing, and Speaking. For more details, refer to IELTS Preparation Course.



### **IELTS Preparation Course Objectives:**

- Equip you with strategies and techniques to excel in the IELTS exam.
- Enhance your skills in reading academic texts and answering comprehension questions.
- Develop effective listening skills for understanding a variety of accents.
- Strengthen your writing skills to create coherent and well-structured essays.
- Provide personalized feedback and practice for the speaking module to build confidence in oral communication.

### **Post-IELTS Preparation Course Steps**

After finishing the IELTS Preparation Course at Education House Leeds, we encourage students to take advantage of their improved English skills and explore new opportunities. While taking the IELTS UKVI General exam is recommended for those pursuing UK Work permits, an alternative path is available through the Cambridge IELTS exam. This option serves as a gateway not only to employment opportunities but also to higher education at esteemed UK universities. Let's delve into the benefits of obtaining a good score in both the IELTS UKVI General and Cambridge IELTS exams.

### **Benefits of achieving Good Score in Cambridge IELTS Exam:**

- **University Admission:** A good Cambridge IELTS score is often a prerequisite for admission to prestigious UK universities, opening doors to higher education opportunities.

- **Academic Success:** Strong language skills are essential for academic success, and a good Cambridge IELTS score reflects a high level of English proficiency.
- **Research Opportunities:** Universities may offer research opportunities to students with excellent language skills, fostering academic and professional growth.
- **International Networking:** Studying at a UK university provides opportunities to network with students and professionals from around the world, enhancing global connections.
- **Career Advancement:** A degree from a renowned UK university, made possible by a good Cambridge IELTS score, can significantly boost career prospects and global marketability.
- **Cultural Exposure:** Studying at a UK university provides exposure to diverse cultures, contributing to personal and cultural enrichment.
- **Language Fluency:** The academic rigor of a UK university education, supported by a good Cambridge IELTS score, further develops language fluency and communication skills.

***Benefits of achieving Good Score in IELTS UKVI General:***

- **Work Permit Application:** The IELTS UKVI General score is a crucial component of the UK Work permit application process, increasing the likelihood of securing employment in the UK.
- **Employment Opportunities:** A strong IELTS score enhances employment prospects, as employers value effective communication skills in the workplace.
- **Immigration and Settlement:** The IELTS UKVI General score contributes to successful visa applications and showcases the individual's readiness to integrate into English-speaking communities.
- **Professional Recognition:** Professional bodies may require evidence of English proficiency, and a good IELTS score acts as a recognized certification for career pursuits.

In summary, both the IELTS UKVI General and Cambridge IELTS exams offer distinct advantages. The former is integral to immediate work-related goals, while the latter opens doors to prestigious educational institutions and broader career opportunities. Education House Leeds provides a comprehensive platform for students to navigate these pathways, fostering not only linguistic proficiency but also broader personal and professional development.



# Tips For Learning

At Education House Leeds, we understand the importance of continuously improving your language skills. Whether you aim to become a more fluent speaker, a better listener, a more confident writer, or a proficient reader, we have a set of valuable tips to guide you on your journey to language excellence.

## *Improving Your Speaking Skills*

- **Engage Actively:** Participate wholeheartedly in classroom activities. Seize every opportunity to speak and express yourself.
- **Learn from Your Teacher:** Pay close attention to your teacher's pronunciation and try to mimic their English language delivery.
- **Speak English Exclusively:** Challenge yourself to speak only English while within the school premises. Avoid conversing in your native language with friends here at Leeds English and prioritize English communication at all times.
- **Social Engagement:** Don't miss out on the various social activities organized during the week and on weekends. Additionally, join us for "Tea and Chat" on Wednesday afternoons and keep an eye out for other exciting extra activities.

## *Enhancing Your Listening Skills*

- **Listen to Your Peers:** Improve your listening skills by actively listening to both your classmates and your teacher.
- **Repeat and Practice:** Utilize classroom listening activities by revisiting them at home. These activities are often accessible on YouTube or Cambridge One. Listen repeatedly until you can comprehend most of what you hear.
- **Learn with Subtitles:** Watch English DVDs with on-screen subtitles to enhance your listening comprehension.
- **BBC Learning English:** Explore the wealth of resources available on BBC Learning English, which includes numerous listening exercises with accompanying transcripts.

## **Perfecting Your Writing Skills**

- **Learn from Feedback:** After your teacher provides feedback on your initial writing, try to rewrite it accurately.
- **Maintain a Blog or Diary:** Keep a blog or diary to document your experiences and progress at Leeds English. Writing regularly helps to reinforce your skills.
- **Consistency is Key:** Rather than writing one lengthy piece each week, aim to write shorter pieces more frequently.
- **Embrace social media:** Utilize social media platforms in English. Create an English WhatsApp group with your friends and communicate through text messages in English.

## **Becoming a Proficient Reader**

- **Diverse Reading:** Challenge yourself by reading multiple articles on a single topic. For example, explore four or five different texts about holidays, and then transition to another subject. Avoid switching topics daily.
- **Read Understandable Material:** Choose articles that you can comprehend at least 95% of. Don't seek out overly challenging texts; focus on what you can understand well.
- **Leverage social media:** Engage with platforms like Twitter and Facebook in English, reading content in the language regularly.
- **Daily Reading Routine:** Cultivate a habit of reading something every day to reinforce your reading skills. Reading consistently is the key to progress.

With these practical tips, you're well on your way to becoming a more confident and skilled language learner.

## **Vocabulary Mastery Techniques**

- **Vocabulary Notebook:** Create a dedicated vocabulary notebook. On one side of a page, write down English words and phrases, and on the other side, provide explanations. This method encourages active learning as you quiz yourself each time you review your notes.
- **Flashcards:** Utilize flashcards, which are compact cards featuring an English word or phrase on one side and its translation or explanation on the other. The benefit of using flashcards is that you can separate the ones you need to revisit from those you've mastered.
- **Vocabulary:** Explore a variety of apps designed to enhance your vocabulary. Some apps even offer digital flashcards. Consider checking out options like Anki, Voxy, and Cambridge English Online Flashcard Maker.

## Grammar Mastery Strategies

- **Vocabulary:** Your notebook serves a dual purpose. First, it's a space for short exercises and brainstorming activities as assigned by your teacher. Second, it's your tool for maintaining a structured record of new language concepts presented in class.
- **Vocabulary:** Decide whether you want to keep these two functions separate. You can use the front of your notebook for organized notes and the back for rough work. Alternatively, allocate the left-hand pages for rough work and the right-hand pages for structured notes.

To enhance organization, make it a practice to write the course book unit, page number, and the date at the top of each page. Additionally, give each section a clear heading or title to make future reference easier.

# Weekly Progress Monitoring

We regularly monitor the progress of each student on a weekly basis using EF SET, an artificial intelligence-based system. This system thoroughly assesses the current proficiency level in all four English language components: reading, writing, listening, and speaking. Stay connected with this system to track your progress.



# When You First Arrive

After you've let your friends and family know you're okay, here are some things you might want to do next.



## *Register with Local Doctor (GP)*

Upon your arrival, it is essential to register with a local doctor, often referred to as a General Practitioner (GP). This registration ensures that you have access to routine medical care and support during your stay.

In the Leeds area, hospitals are readily available for more critical or emergency medical situations. However, we strongly advise using these medical facilities only in cases of genuine emergency. For general health needs and non-urgent concerns, your registered GP is the primary point of contact to receive the necessary medical attention and guidance.

Your well-being is of utmost importance to us, and we are here to assist you in maintaining good health throughout your academic journey.

## *Bank Account*

To set up a bank account, you must have a **proper address in the UK** (not a hotel) and a **letter from the school** to show that you're a student. Many of our students choose Santander as their bank, but there are other options as well. Don't forget to **schedule an appointment** in advance and bring your **Photo ID** with you.

➤ HSBC  
33 Park Row,  
Leeds  
LS1 1LD

➤ Lloyds Bank  
65-68 Brig gate,  
Leeds  
LS1 6LH



# Campus Facilities

## **Internet access**

We provide high-speed internet access across the campus, allowing you to stay connected and access online resources seamlessly.

## **Student kitchen**

We have a student-friendly kitchen available, which includes microwaves, a fridge, a kettle for hot water, and a toaster. On campus, we offer convenient dining options with a variety of choices to suit your dietary preferences.



## **Computer Lab for Student**

We're delighted to provide our students with a dedicated computer lab, offering resources to support your academic journey, research needs, and study requirements.

## **Reception**

We offer full-time assistance at our reception and office. Whether you require assistance with documentation, have concerns, or simply need to address any worries, we're here to assist you. We take great pleasure in getting to know our students, so please don't hesitate to approach us. Your well-being is important to us, and we are more than happy to help you!

## **Prayer Facilities**

We have a prayer facility available, and we're conveniently situated right next to Quba mosque.

# Local Facilities

Our institution is conveniently situated just a 3-minute walk from one of Leeds' most famous streets, Roundhay Road. This bustling area is teeming with shops, including supermarkets and takeaways, making it a convenient hub for your daily needs. In addition, you can easily find buses to the town centre and Roundhay Park from this location. The town centre is approximately 15 minutes away by bus, and the train station is just a 20-minute journey, allowing for easy access to the wider city.

## *Exploring the Local Area in Leeds*

Leeds, United Kingdom, is a city that seamlessly combines its rich history, vibrant culture, and modern living. Our institution is conveniently situated at 5-11 Hares View, Hare hills, Leeds LS8 4LH. During your time here, you'll have the perfect opportunity to immerse yourself in the following local attractions:



### **Roundhay Park**

Embrace the beauty of Roundhay Park, one of the largest city parks in Europe. Explore lush landscapes, tranquil lakes, and expansive green spaces.

### **Leeds City Centre**

Dive into the heart of the city, where you'll find a dynamic blend of shopping districts, museums, theatres, and a lively nightlife.







### ***Royal Armouries' Museum***

Journey through history at this captivating museum, which features an array of weaponry, armour, and artefacts from various cultures and eras.

### ***Leeds Grand Theatre***

Experience the arts with cultural performances, plays, and shows at this historic theatre.



Our dedicated student services team is here to offer you additional information, guidance, and recommendations to ensure that your exploration of the local area is both enriching and enjoyable.

We encourage you to actively participate in social events, celebrate the diversity of cultures, and make the most of your time in Leeds. This is your chance to connect with fellow students, immerse yourself in new traditions, and create cherished memories that will last a lifetime.

At the end of each week, Education House Leeds English provision 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.

# Acceptable IT Use Policy

## **Purpose**

The purpose of this IT Acceptable Use Policy is to enable eHouse Leeds to:

- Ensure its IT facilities are used lawfully; safely; reasonably; and in a manner that raises no unnecessary risks or security threats for the organisation;
- Provide a framework to facilitate the proper and extensive use of Information Technology in the interests of learning and teaching.

## **Scope**

This policy applies to:

- Anyone using eHouse Leeds IT facilities including, but not limited to, staff and students.
- All use of eHouse Leeds IT facilities regardless of the ownership of the device used for that access (e.g. eHouse Leeds owned devices; personally, owned devices; devices belonging to other organisations).

## **Definitions**

- eHouse Leeds IT facilities include, but are not limited to, hardware; software; data; networks; telephony; services provided by licensed third parties.
- The term eHouse Leeds IT facilities refers to all IT facilities, whether they are provided, or arranged, by eHouse Leeds; or anyone else authorised by eHouse Leeds.

## **Responsibilities - Policy**

- It is the responsibility of all users of the eHouse Leeds's IT facilities to read, understand and comply with this policy and any relevant additional policies related to their activities.
- Users must comply with any reasonable written or verbal instructions issued by eHouse Leeds in support of this policy.
- If you feel that any such instructions are unreasonable or are not in support of this policy, you may make a complaint under the relevant staff or student procedures.

## **Responsibilities - Protecting information**

- Take all reasonable steps to protect any information they have access to in accordance with the law (Data Protection Act) and the eHouse Leeds's information security and data protection.
- Ensure they are aware of the appropriate procedures for handling any Restricted or Highly Restricted eHouse Leeds information to which they have access; and share this information only in accordance with the eHouse Leeds's data protection policy.

- Not attempt to access, delete, modify or disclose information belonging to other people without their permission, and the explicit approval of the MD.

### **Responsibilities - Credentials, authentication and identity**

Users of eHouse Leeds IT facilities must:

- Take all reasonable precautions to safeguard their password(s) and any other IT credentials issued to them; not disclose their password(s) to anyone including eHouse Staff and not allow anyone else to use their IT credentials.
- Not attempt to obtain or use anyone else's IT credentials.
- Not impersonate someone else or otherwise disguise their identity when using the eHouse Leeds IT facilities, except where this is approved and legitimate system functionality.
- Only use the access provided to the eHouse Leeds IT facilities for the purposes for which the access was granted.
- Provide unique information sent to them via an independent method such as an authenticator application, SMS message to a pre-registered mobile device or a similar alternative method supported by the eHouse Leeds, in addition to their username and password, when accessing systems where the eHouse Leeds requires users to authenticate their identity through Multi-Factor Authentication (MFA).

### **Acceptable use**

- eHouse Leeds provides IT facilities primarily for academic and operational purposes to support learning and teaching, enterprise and the other work of the eHouse Leeds.
- eHouse Leeds also provides IT facilities to students to enhance their wider knowledge, skills and experiences.
- Whilst the principles of academic freedom will be fully respected, IT facilities must be used responsibly, in accordance with the law and not in a way that brings the eHouse Leeds into disrepute.
- Users of the eHouse Leeds's IT facilities, remain subject to all relevant laws and policies. Additionally, when accessing services from another legal jurisdiction, users must abide by all relevant local laws, as well as those applicable to the location of the service.
- You must abide by the policies and terms & conditions applicable to any other organisation whose services you access e.g. when accessing other institution's IT facilities as part of collaboration.
- When using eHouse Leeds IT facilities from another institution you are subject to both the eHouse Leeds and those of the institution where you are accessing services.
- Users of the eHouse Leeds's IT facilities must adhere to all relevant licence conditions when using software procured or provided by eHouse Leeds.
- A reasonable level of personal use of eHouse Leeds IT facilities is permitted, but it must not interfere with eHouse Leeds business; the performance of eHouse Leeds duties; or expose eHouse Leeds to additional risk.
- Personal use of eHouse Leeds IT facilities is a privilege that may be withdrawn by the eHouse Leeds at any point, if such use is not in accordance with this policy.
- In the event that there is a genuine need to carry out an activity that might breach acceptable use, such as research involving sensitive or extreme materials, approval must be obtained in advance in writing from the MD.

## Behaviour

The conduct of staff and students when using the eHouse Leeds's IT facilities should always be in line with the eHouse Anti-radicalisation, Anti-Bullying and Harassment and Equality and Diversity policies

When using eHouse Leeds IT facilities users must not:

- Create, download, store or transmit extremism-related material with the intention of supporting or spreading terrorism or which has the potential to radicalise themselves or others. eHouse Leeds reserves the right to block or monitor access to such material.
- Undertake any illegal activity or use the IT facilities in a way that interferes with others' valid use of them.
- Create, download, store or transmit unlawful material; material that is indecent, offensive, threatening or discriminatory.
- Disseminating obscene or pornographic depictions of nudity or sexual activity obtained or disseminated in any way.
- Create, transmit, or display material that deliberately and unlawfully discriminates, or encourages deliberate and unlawful discrimination, on the grounds of race, ethnicity, gender, sexual orientation, marital status, age, disability, political or religious beliefs.
- Create, transmit or display defamatory material.
- Obtain, transmit or store material where this would breach the intellectual property rights or copyright of another party. This includes downloading and sharing music, video and image files without proper authority.
- Contravene the policy of a third-party company with which the eHouse Leeds holds a contract for IT services.
- Create or transmit material with the intent to defraud.
- Access, or attempt to access, eHouse Leeds systems and information for which permission has not been granted.
- Cause annoyance or inconvenience, e.g. sending spam (unsolicited bulk email), forging addresses, or using eHouse Leeds mailing lists other than for legitimate purposes related to eHouse Leeds activities.
- Share information for which the eHouse Leeds is responsible when not authorised to do so.
- Intentionally interfere with the normal operation of the network. For example, spreading computer malware or viruses; or undertaking activity causing sustained high-volume network traffic that substantially hinders others in their use of the network.
- Undertake any activity that jeopardises the security, integrity, performance or reliability of electronic devices, computer equipment, software, data and other stored information. This includes undertaking any unauthorised penetration testing, vulnerability scanning, monitoring or interception of network traffic.
- Attempt to disrupt or circumvent IT security measures such as removing or reconfiguring anti-malware protection; removing disk encryption; connecting to third party VPN services; installing and using any application that interferes with eHouse Leeds Multi-factor Authentication (MFA).
- Participate in any other activity that could bring the eHouse Leeds into disrepute.

## **Monitoring**

eHouse Leeds records and monitors the use of its IT facilities for various purposes including:

- Security: detecting, preventing and investigating inappropriate access to, or use of, IT systems or data;
- Operational: fault investigations; performance and capacity planning; and service upgrades;
- Compliance investigations: checks against eHouse Leeds policies and regulatory requirements (including HR and Student Disciplinary investigations);
- Law enforcement: requests or requirements for information from law enforcement agencies.

# **Welfare & Admin Support**

## **Your Support Network**

At Education House Leeds, we've got your back. Whether you need a helping hand or someone to talk to, our support network is here for you.

## **Well-being Champions**

Think of our well-being team as your personal champions. They're always ready to listen, support, and guide you through any challenges you face. If they're not around, our friendly office staff are here to lend a sympathetic ear.

## **Caring for You**

Your well-being is our priority. If you have any medical conditions, let us know. We'll ensure you get the care you need. Come to our office for private health discussions.

If you need a doctor but aren't registered with a GP, head to the Shakespeare Medical Centre (LS9 7TA) between 8 am and 8 pm. No appointment needed but expect a wait. For minor issues like a cold, your local pharmacy can help.

In case of a medical emergency, dial 999 for an ambulance. Avoid the hospital unless it's a true emergency. For non-emergencies, call 111 for medical advice.

If you're too sick to attend school, email [info@ehouse.org.uk](mailto:info@ehouse.org.uk) or call us before 9 am to let us know.

For updates and more info, check our website at [www.ehouse.org.uk](http://www.ehouse.org.uk).

At Education House Leeds 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.

#### **Safeguarding and Welfare Officer**

If you have any personal problems, the welfare team 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.

#### ***Student Adviser***

Your Student Adviser at Education House Leeds is here to assist you in various non-academic matters. He / She offers support for adapting to student life, provide guidance on personal concerns, and connect you with resources like counselling services and extracurricular activities.

#### ***Compliance Officer***

Education House Leeds takes its commitment to compliance seriously. Our Compliance Officer is here to ensure that we follow all the necessary laws and regulations. If you have any questions or concerns about institutional policies, rules, or procedures, the Compliance Officer is your go-to resource. He / She can assist you in understanding and navigating these critical aspects.



# Personal Harrasment & Bullying

## *Creating a Respectful Environment: No Room for Harassment or Bullying*

At Education House Leeds, we hold a fundamental belief in respecting the dignity of every individual within our community, whether student or staff. We are committed to fostering a school environment that is not only academically enriching but also welcoming, courteous, and considerate.

## *Our Shared Responsibility*

We firmly stand against all forms of harassment and bullying. Each member of our institution, be it a student or staff, carries the responsibility of their own actions and their impact on others.

## *What is Personal Harassment or Bullying?*

Personal harassment or bullying is any unwelcome or uninvited behaviour that creates feelings of discomfort, embarrassment, unsafety, or fear in the recipient. This can take many forms, including:

- Comments about one's physical appearance
- Actions that exclude, disadvantage, or isolate someone
- Unwanted physical contact or unwelcome sexual behaviour
- Displaying explicit sexual images
- Engaging in racist literature, language, or behaviour
- Vandalism involving offensive or abusive content
- Making suggestive or offensive remarks, be it through emails, text messages, or online messaging
- Using aggressive or demeaning language or displaying such behaviour
- Publicly chastising or humiliating others
- Jokes or comments related to gender, colour, ethnicity, sexuality, or disability



## ***Taking Action and Seeking Support***

Should you experience any form of harassment or bullying, or witness such behaviour affecting another student, we urge you to speak up. You can turn to your teacher or contact our Student Services Manager. Rest assured, your reports will be handled with the utmost confidentiality, and we are fully dedicated to addressing them promptly and effectively.

Your well-being and sense of safety are our highest priorities, and we are here to provide the necessary support and guidance. Together, let's create an environment of respect.

# **Staying Safe: Your Protection Matters**

At Education House Leeds, we prioritize your safety and security. Unfortunately, criminals may attempt to target students with fraudulent schemes and scams. These individuals may pose as law enforcement, immigration officials, or agents, demanding money and issuing urgent threats. They may even possess some of your personal information, making them seem legitimate. However, it's crucial to understand that genuine organizations will never request personal or financial information over the phone. Here's what you need to know:

## ***Protect Yourself:***

- **Do not disclose any personal information** to the caller, and **do not confirm the accuracy of any information** they provide.
- **Do not make payments over the phone or share your bank details.**
- Report the incident to your international student adviser, who can involve the police and Home Office if needed.
- If you prefer, you can also report the incident online to Action Fraud.
- If uncertain, ask for their phone number, stating that you will call them back or hang up immediately.

If you believe you have been targeted, please report it to the school so we can aid and ensure your safety. For additional information about scams and how to protect yourself, you can visit the following websites:

- [Frauds, Tricks, and Scams \(gov.uk\)](https://www.gov.uk/guidance/frauds-tricks-and-scams)
- [Frauds and Scams Information \(ukcisa.org.uk\)](https://www.ukcisa.org.uk/)
- [Report Fraud \(Action Fraud\)](https://www.actionfraud.gov.uk/)

## **Hate Crime: A Stand Against Prejudice**

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. It's important to recognize and report such incidents, as they can manifest in various forms:

- Threatening behaviour
- Assault
- Robbery
- Property damage
- Incitement of others to commit hate crimes
- Harassment

If you become a victim of any of the above, you might hesitate to report it or not perceive it as serious enough for police involvement. However, it's crucial to report all hate crimes. Even if not all incidents lead to a criminal conviction, reporting them helps law enforcement monitor the frequency and location of such offenses.

### **How to Report:**

- In emergencies or when a crime is in progress, call 999.
- For non-emergencies, call 101 or contact your local police.
- Support is available for crime victims. Visit the following links for more information:
  - [Hate Crime Information \(met.police.uk\)](https://www.met.police.uk)
  - [Report Hate Crime \(gov.uk\)](https://www.gov.uk)
  - [Stop Hate UK Leeds \(stophateuk.org\)](https://www.stophateuk.org)

Your safety and well-being are our top priorities. We encourage you to speak up against any form of discrimination or harassment. Together, we can make our community safer and more inclusive for all.

## **Ensuring a Secure Learning Environment: Anti-Radicalisation & Extremism:**

Education House Leeds is committed to fostering a safe and inclusive learning environment that values diversity and promotes open dialogue. We firmly adhere to an anti-radicalization and extremism policy to ensure the well-being and security of all students. This policy emphasizes the promotion of critical thinking, tolerance, and respect for different perspectives. Students/participants are encouraged to engage in constructive discussions and share their viewpoints in a respectful manner. Any form of radicalization or extremist behaviour is strictly prohibited, and the institution maintains a zero-tolerance approach towards such activities. By cultivating an atmosphere of understanding and cooperation, we aim to equip our students with the skills necessary to navigate a globalized world while upholding the principles of peace, tolerance, and mutual respect.

If any staff member or student has any concerns about a fellow student or staff member please discuss these concerns in the first instance with the Prevent Officer, Sabir Hussain.

# Diverse Traditions & Cultural Insights in the UK

## *Exploring the UK Mosaic*

The United Kingdom is an intricate blend of four distinct countries: England, Scotland, Wales, and Northern Ireland. Each of these countries carries a unique identity, and it's important to differentiate between English, Scottish, Welsh, and Irish. While "English" refers to those from England, "Scots" or "Scottish" are the terms for people from Scotland, "Welsh" is for those hailing from Wales, and "Irish" is specific to Northern Ireland. It's essential to be mindful of this distinction, as individuals from Scotland, Wales, and Northern Ireland might feel uncomfortable being referred to as "English." Nevertheless, everyone from these four countries can collectively be referred to as "British."

## *A Tapestry of Cultures*

The United Kingdom is a tapestry of diverse cultures. Each of the four countries has its own customs and traditions, and even within individual cities, towns, and villages, unique celebrations and traditions can be found.

## *Savouring British Cuisine*

When it comes to food, the UK offers a rich variety influenced by cuisines from around the world. Some classic British dishes include a hearty full English breakfast, iconic fish and chips, a traditional Sunday roast, savoury steak and kidney pie, comforting shepherd's pie, and the beloved bangers and mash. For dessert, you might indulge in apple pie or crumble, treacle sponge served with custard, or the delightful jam roly-poly. The British are renowned for their love of tea, but coffee has gained popularity, with an increasing number of coffee shops dotting the high streets.

## *Expressing Discontent*

In the UK, people often express their discontent about the weather, transportation services, or customer service, but formal complaints can be a bit tricky. Britons tend to apologize when making complaints. When raising an issue, it's best to ask for the manager and communicate politely, as this approach is more likely to yield helpful results than raising one's voice. If satisfaction is still not achieved, there is usually an accessible online complaints procedure.

## *Embracing Politeness*

"Please" and "thank you" hold significant importance in UK culture. Failing to use these courteous expressions may be seen as impolite. Punctuality is also highly valued. If you've set an appointment

or arranged to meet someone, arriving on time, or even a bit early, is expected. If you anticipate being late, it's courteous to inform the person you're meeting.

### ***Respecting Queues***

In the UK, queuing is a societal norm, whether you're waiting for a bus, at the supermarket, in a bank, or at the cinema. Cutting to the front of a queue is considered "queue-jumping" and is generally disapproved of by those patiently waiting in line.

### ***Tipping Etiquette***

When dining at a café or restaurant, it's customary to leave a tip for the service received if a service charge is not already included in the bill. Typically, a 10% tip is considered usual, but the amount is ultimately at your discretion. Additionally, some people also tip hairdressers or taxi drivers.

### ***The Art of Apologizing***

Apologies are common in the UK, even when one is not at fault. For instance, if someone accidentally bumps into you, it's a polite gesture to say sorry, regardless of who was in the wrong.



# Festivals & Celebrations in the UK: A Year of Delights

The United Kingdom is a vibrant tapestry of traditions and festivities. Throughout the year, you can immerse yourself in a colourful array of celebrations, from ancient rituals to modern-day parties. Let's take a journey through the UK's calendar of events:

## January - February

- **New Year's Day (1 January):** The UK welcomes the New Year with a bang! Celebrations often spill into the night, and public holidays ensure the festivities continue.
- **Late January - Early February:** Chinese New Year lights up cities across the UK with food stalls, dragon parades, and fireworks, offering a sensory delight.
- **Valentine's Day (14 February):** Love is in the air! Whether you're sharing a romantic dinner or receiving a secret admirer's card, this day celebrates affection.

## March - April

- **St. Patrick's Day (17 March):** Irish communities unite in celebration, and cities across the UK join the fun. Green attire and pints of Guinness are the order of the day.
- **Easter:** Two bank holidays (Good Friday and Easter Monday) bring family meals, roast lamb, and chocolate eggs of all sizes, ushering in spring.
- **Ramadan:** Ramadan in the UK is a month of fasting and spiritual reflection observed by Muslims. During this time, individuals refrain from food and drink from sunrise to sunset & engage in acts of charity, and break their fast with family and friends each evening.
- **Eid-ul-Fitr:** Eid ul-Fitr is a joyous festival celebrated by Muslims in the UK, marking the end of Ramadan. The atmosphere is one of happiness, gratitude, and community, as diverse Muslim communities come together to share in the festivities.
- **April Fools' Day (1 April):** Pranks and practical jokes reign on this day, with newspapers often publishing whimsical stories.
- **London Marathon:** This major race event creates a carnival atmosphere and celebrates human determination.

## May

- **Early May Bank Holiday (First Monday of May):** Enjoy a day off to relax.
- **Spring bank holiday (Last Monday of May):** Another perfect opportunity for a break.



## June – July

- **Summer Solstice (21 June):** Celebrate the longest day of the year at Stonehenge, where the sun rises with fiery brilliance.
- **Glastonbury Festival (Late June):** The UK's festival season kicks off with Glastonbury, attracting music lovers from around the world.
- **Eid-ul-Adha:** Eid ul-Adha typically falls in June, marking the culmination of the Hajj pilgrimage. Muslims around the UK perform the special Eid prayer and participate in the ritual of Qurbani, the sacrifice of an animal. The meat is then shared among family, friends, and those in need.

## August – September

- **Yorkshire Day (1 August):** A celebration of all things Yorkshire!
- **Edinburgh Festival Fringe (August):** The world's biggest arts festival offers stand-up comedy, dance, theatre, art exhibitions, and more.
- **Notting Hill Carnival (Late August):** Europe's biggest street carnival fills London with calypso music, Caribbean cuisine, and vibrant parades.
- **Manchester Pride (Late August):** Tens of thousands gather to promote equality and celebrate LGBTQ+ life in a 72-hour colourful party.
- **Summer bank holiday (Last Monday of August):** The final summer bank holiday before Christmas.
- **Blackpool Illuminations (September):** An annual light festival at the seaside resort attracts visitors from across the country.

## October – November

- **Belfast International Arts Festival (October):** Celebrating contemporary arts with an international theme, the festival brings innovative artists to Belfast.
- **Halloween (31 October):** Modern Halloween traditions continue to gain popularity, with spooky costumes and festive parties.
- **Diwali (October/November):** Hindu, Sikh, and Jain communities mark the Festival of Lights, with Leicester hosting one of the UK's largest Diwali celebrations.
- **Outburst Arts Festival (November):** A showcase for LGBTQ+ voices and creative expressions.
- **Bonfire Night (5 November):** Remembering the Gunpowder Plot of 1605, this event features spectacular firework displays.

## December

- **Hanukkah:** Jewish communities celebrate the Festival of Lights, with Trafalgar Square in London boasting the largest Menorah in Europe.
- **Christmas Day and Boxing Day (25 and 26 December):** Christmas in the UK is a grand celebration, marked by festive markets, parties, and time with loved ones. These days are bank holidays.

Throughout the year, Education House Leeds organizes trips and activities to ensure you make the most of your time in the UK and experience its rich tapestry of culture and festivities.

# Policies & Procedure

## *Education House Leeds's Expectations: Your Guide to a Respectful Learning Journey*

At Education House Leeds, we believe in fostering a supportive and enriching learning environment. This section outlines our rules, regulations, and code of conduct to ensure that your educational experience is both enjoyable and respectful.

### **Code of Conduct**

#### **Academic Integrity:**

In our courses, authenticity and honesty are highly valued. Maintaining academic integrity entails:

- Demonstrating originality and honesty in your assignments, projects, and assessments.
- Properly acknowledging sources and avoiding any form of plagiarism.
- Engaging in constructive and ethical collaboration during group assignments.
- Using resources responsibly and respecting copyright regulations.

#### **Behavioural Expectations:**

Creating a harmonious and respectful community is paramount. To achieve this, we expect you to:

- Interact with fellow students, teachers, and staff respectfully, acknowledging the diversity of backgrounds and perspectives.
- Reject all forms of discrimination, harassment, and bullying, upholding the principles of equality.
- Foster a positive and cooperative classroom environment, both in person and online.
- Adhere to our guidelines regarding language usage, dress code, and behaviour, ensuring a professional atmosphere.

#### **Disciplinary Procedures:**

In the event of a breach of our Code of Conduct, a structured process will be initiated:

- Open discussions with instructors or staff members for minor misconduct instances to provide guidance and support.
- Formal meetings with academic advisors if patterns of misconduct or serious violations emerge.
- Temporary suspension from classes or campus activities if necessary, pending an investigation.
- Severe breaches may result in expulsion or termination, especially if actions are disruptive or repeated violations persist.

Our approach to disciplinary action is rooted in education, fairness, and maintaining a conducive learning experience for all. Detailed information on our Code of Conduct, academic integrity standards, and behavioural expectations can be found on our official website or by reaching out to our administrative team.

## **Student Attendance**

### **Our Expectations and Minimum Standard**

At Education House Leeds, we value punctuality and regular attendance at all timetabled sessions, including role-plays and tutorials. We expect a minimum attendance of 90%, and any participant falling below this threshold without proper justification may face disciplinary action.

### **Procedures and Implementation**

- **Required Attendance Percentage:** Students must maintain a minimum attendance of 90% throughout the course to ensure effective learning and progress. Attendance will be regularly monitored.
- **Class Schedule:** Classes are held five days a week, Monday to Friday, from 10:00 am to 1:00 pm.
- **Absence Notification:** If unable to attend a class, students must promptly inform their student advisor or administrative staff, providing a valid reason and supporting evidence.
- **Accepted Absences:** Valid evidence, such as medical certificates or official appointment documentation, will be approved for absences.
- **Unauthorized Attendance:** Attending classes without proper authorization may result in disciplinary actions.
- **Minimum Attendance Level:** Falling below the 90% minimum attendance requirement may lead to notification of the Home Office and potential visa curtailment.
- **Planned Leave Procedure:** Students planning leave should notify their student advisor in advance, provide valid reasons, and submit necessary documentation.
- **Lateness:** Justifications for lateness are expected, and teaching staff may refuse entry to latecomers.

We aim to provide a supportive and respectful learning environment, and adherence to these guidelines helps us maintain this commitment.



# Useful Websites

- Education House Leeds  
<http://ehouse.org.uk>
- Extra advice for international students online:  
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/>
- The complete university guides  
<https://www.thecompleteuniversityguide.co.uk/>
- NHS StudentHealth  
<https://www.nhs.uk/live-well/healthy-body/getting-medical-care-as-a-student/>



## CONTACT US

---

+44 (0)1133 226 557 

+44 (0)7455 222 161 

info@ehouse.org.uk 

www.ehouse.org.uk 

