



Bournemouth City College  
*Sharing knowledge... developing excellence...*

# **STUDENT GUIDE**

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## Table of contents

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WELCOME!
About Bournemouth City College
About Bournemouth
Arriving in the UK
General Information
When you get to BCC
What to bring with you
Personal Conduct
Punctuality
Medical Insurance/Medical conditions
Cancellation
Absenteeism
Police Registration
Opening a bank account
Registration with a doctor
Working in Bournemouth (finding a part-time job)
Cost of living
Visa extension
BCC residence
Homestay (host families)
Social and sports programme
Complaints
Health and Safety
Noise
Security
Sickness
Your Safety
How to get to BCC
Course Progress
At the beach
Useful phone numbers and e-mail addresses

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Contact us

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## ***YOUR LIFE is BCC LIFE - STUDENT GUIDE***

### **WELCOME!**

Dear Student,

There are a number of things you need to consider before travelling to the UK to study. For most of our international students, coming to BCC means living away from home for the first time.

We have put together a complete guide for you, which includes information on daily life in the UK, accommodation and general terms and conditions in order to make your stay and study at the BCC as an enjoyable and fruitful as possible. You can download this guide from our website:

[www.bournemouthcitycollege.com](http://www.bournemouthcitycollege.com)

Please note that the Student Guide is available in different languages. If you find Student Guide (English version) too difficult to understand, please contact the college to obtain it in your language.

Thank you for studying at Bournemouth City College (BCC) and we wish you a pleasant time in Bournemouth.

Yours sincerely,

**Bournemouth City College**  
**Administrations and Enrolment Team**

## About Bournemouth

Bournemouth is not only a thriving and popular holiday resort on the south coast of England but it is also the headquarters of a number of large companies, has its own university and college and an attractive shopping centre. It is surrounded by beautiful countryside, including the New Forest (a national park) and is about two hours away by bus or train from the historic sights of London. The climate is moderate ranging from 2oC to 12oC in Winter and 15oC to 30oC in the summer. Believe it or not, it doesn't always rain in this part of England!

During your stay, you will enjoy a full social programme to ensure that you learn as much as possible about British culture, history and traditions as well as other events, including social gatherings with fellow students and sporting activities.

## About Bournemouth City College

**Bournemouth City College offers quality courses at competitive prices for international students from a wide variety of nationalities and cultures. In 2009 the college was successful in gaining accreditation from the British Council for English language tuition.**

Courses include:-

- General English, at all levels.
- Special English, for those involved in business, professions or having an interest in British culture
- Academic English, for those going on to Higher Education.
- Management and IT courses, leading to recognised professional qualifications.

The college is located in the centre of Bournemouth in a modern, well-equipped building and is close to shops, cafes, banks and other facilities. Our native English speaking teachers and trainers deliver tuition in a friendly and professional way, using a wide variety of materials and teaching aids.

### **Immigration changes – new enrolment procedures for students outside the European Union (EU) or European Economic Area (EAA)**

Due to the UK's new Points Based System, we now need to include more information in our letters of confirmation of enrolment. For students coming from outside the EU or EAA, we now need to state that the student has a level of English which is at least A2 or above (approximately Elementary level or above, according to the Common European Framework assessment system). We can accept any of the following documents as evidence of the student's English language level and these should also be available, in their original form, for the British Embassy or British Consulate handling the visa application.

- High school attendance record showing the student receive English classes for 3/4/5 years.

- High school English language qualification.
- Attendance certificate to show the student has attending evening classes in English language.
- College or university certificate showing attendance in English language classes or qualification in English language.
- International English language qualifications (IELTS, TOEIC, FCE, CAE etc)

If a student does not have any of the above, we can authorize our agents to administer our placement test to students. Please contact us for a copy of this test.

The college has a **UK Border Agency (Home Office) Sponsor Licence** and is therefore able to help students complete the enrolment process as smoothly as possible. Please note that you will need to demonstrate that either you personally or your government or sponsor organization has the funds available to finance your studies and living expenses while you are with us.

## Arriving to the UK

### **BCC Transfers**

Students should arrive at Heathrow, Gatwick, Stansted, or Bournemouth Airports .A driver will meet students at the airport to help with transportation. BCC Transfer Service must be arranged in advance.

### **Independent Transfers**

#### **London Heathrow Airport to Bournemouth**

Coach

National Express, Service 205 F

Departs LHR bus station from 07.15 hrs and approximately every hour and a half until 23.59.

Journey time: 2.15 hrs approx.

#### **London Gatwick Airport to Bournemouth**

Coach

Flightlink and Jetlink Services 747 and 777

Coaches leave from LGW South Terminal Coach Station.

Connections can be made at LHR central bus station and LHR Terminal 4. 1 or 2 every hour. Journey time: 3.30 hrs approx.

#### **Central London to Bournemouth**

Coach

National Express, Service 035.

Departs London Victoria Coach Station from 08.00 hrs and then at 09.30 and every hour until 20.30, then 22.00 and 23.30 hrs. Journey time: 2.35 hrs approx.

### **Train**

Monday - Sunday: Trains to Bournemouth depart from London Waterloo Station.

## What to bring with you

Because you will need to travel from the airport to Bournemouth, we suggest that you bring only maximum luggage of one large suitcase and possibly a small back pack for your personal possessions. Please remember that there are strict rules now on the type of objects you can take with you on the aircraft (for example nail scissors and nail files are forbidden, as are pocket knives). Some airlines have other restrictions so we recommend that you check first to avoid have items confiscated or additional delay in departure.

For those students from hot climates, it is well to remember that England's weather can be very changeable and it does rain quite a lot. Therefore you should bring some warmer clothes with you including a pullover or two and a waterproof jacket.

## When you get to the BCC

On the first day of your course you need to report to the college reception at 9.00am. Your first day will be a Monday unless there is a holiday on the Monday, in which case your first day will be Tuesday.

Your course will begin with an all-day introduction that will include:

- A welcome talk by the Principal or Director of Studies
- A Placement Test to determine the level of the course you require
- Information about your classes
- Information about the college and area
- An overview of college activities and excursions
- A tour of the college and Bournemouth town centre including a visit to the beach and guidance on local facilities, including banks, shops and places of entertainment
- Completion of forms and collection of any outstanding payments

You will also receive information about your class schedule, classroom number, study level, elective course, and the hours you are to attend class. We will put you in the most suitable class for your level of English. Please bring your BCC documents (confirmation letter, invoice..etc), your passport, and a pen and paper for note-taking purposes.

## General Information

Here are some simple rules to follow:-

1. All students must attend lessons according to the Timetable
2. On your first day, we will show you the Safety and Fire precautions.
3. Students must behave with respect towards each other and their teachers. **The college does not tolerate spoken or physical aggression (“bullying”) and anyone who acts like this will be told to leave the school. There will be no refund.**
4. Smoking is not allowed in Bournemouth City College and in the Residence.

5. The college is not responsible for your personal possessions while you are here. Please take good care of them.
6. No food or drink (except water) may be taken into the classroom.
7. All mobile phones should be “off” during lessons.
8. We will not reveal students personal data to anyone except the appropriate authorities.
9. If you are here with a visa, you must attend classes each day, on time and study a minimum of 15 hours per week. If you do not do this, we have to tell the UK Border Agency (Home Office) and you may have to leave the country.

## Personal Conduct

1. All students must attend class on time. Absence without a good reason is not allowed.
2. Students must pay for any damage they do to college property.

## Punctuality

At Bournemouth City College being on time for your classes is considered to be very important. It shows that you are serious about learning English and that you respect both your teachers and your fellow students. Punctuality is an important cultural part of the English speaking world. Learning about and respecting this and other aspects of this culture is very important in your understanding of the English language and, eventually, your mastery of it.

Because the staff at BCC are dedicated to creating the best English learning environment possible for you, we feel it is necessary to provide strict punctuality guidelines for you.

They are as follows:

- You will be allowed to enter the class up to 10 minutes after the beginning of the 1<sup>st</sup> class in the morning. (09:10 am) You will be marked late if you enter the class after 9:00. After the 10 minutes you will not be allowed to join the class and will be marked absent. This 10 minute grace period is to allow for traffic or bus problems which cannot be controlled by individuals and should only be taken advantage of occasionally. If you live at the residence you do not need this time and have no excuse for being late.
- You will not be allowed *late* into class after the morning break at 11:00 nor after the lunch break at 13:30.
- You must remember that you must maintain an 80% attendance rate to be allowed to stay in the UK on a student visa. If you do not do this, you risk be sent home. Please do not try to enter the class and disrupt it after it has begun.

## Medical Insurance/Medical conditions

1. Students with any health problems must tell the college on enrolment.
2. We strongly advise students to take **medical** and **travel** insurance before they arrive at the college.
3. The college will not be liable for any damage, illness or injury to students or their property, except where this is implied by law.

## Cancellation

1. To cancel or change the times of any course, the student must give at least 48 hours notice.
2. Under no circumstances will the college refund, either partly or fully, any course fees if the student has started the course.

## Absence

Only absence due to sickness (certified by a doctor) or urgent family problems are acceptable. All absence is recorded, noted on the final certificate and is also available to any sponsors.

If you have a **visa** to study in the UK, you must attend at least 15 hours lessons each week. If you do not attend class regularly, we will ask you to correct this. If you continue to attend badly, we will give you one warning letter only. If your attendance is still bad after this, we will ask you to leave the school and will inform the UK Border Agency (Home Office) who may arrange for your deportation. Also there are no refunds in such cases.

## Police Registration and Identification

If your passport says you must register with the police, please tell us immediately and we will tell you what to do. The required documents for Police registration are:

- Passport
- 2 photos
- Confirmation letter from the college
- Fees (£34 in cash per person)

You will be given a Police Registration Certificate, which you must carry with you at all times. You should also make a photocopy of your certificate and keep it in a safe place. Every time you change address, you must inform your local Police station so that they can update your certificate.

Carry the college Student Card or your National Identify Card with you at all times. You may be asked for your Identity Card in shops as you are not allowed to buy alcohol unless you are 18 years old or more.

## Registration with a doctor

If you are here for a long period, it is advisable to register with a local doctor on a temporary basis. The college can advise students living in the residence which medical practices to apply to and host families can provide help to secure registration with their own, local doctors' surgery.

## Complaints

We encourage our students to express themselves and talk to member of BCC staff if they experience a problem or are not satisfied with services provide by the college. If you have any problem or wish to make a complaint, please see the Welfare Manager immediately in Reception. If you are not happy with your host family, Please see **Accommodation Manager**, if you have a problem at the BCC residence, please contact the BCC Residence Manager in Reception.

If you have problems with your lessons, please talk to your teachers first. If you are still not happy, please contact the Director of Studies.

## Health and Safety

Please read the information concerning fire procedures and the advice relating to your personal security very carefully.

### Fire Alarm

If the Fire Alarm bell sounds everyone must leave the college immediately. We will show you the signs and ways out of the building on your first day.

### Assembly

When you have left the building, meet on the other side of the road in the park (Horseshoe Common)

### Fire

If you see a fire, please do the following:-

1. Shout "Fire" as loudly as possible several times to make sure you are heard by others.
2. Walk towards the Fire Escape routes.
3. Under no circumstances use the elevator
4. When outside, inform the Fire Brigade by calling 999.
5. Go to the other side of the road and into the park (Horseshoe Common).
6. Find your teacher and classmates.
7. Stay there until told what to do.

## Accommodation

### College Residence Building

BCC main residence (144 Old Christchurch roads) contains 9 block-flats. There are 27 rooms, five kitchens 9 shower rooms and one big communal living room. Students share the facilities. The residence also has washing machines and wireless internet is provided. In addition, BCC has another Student Residences in Bournemouth town centre as well as a hotel. Please refer to the accommodation guide book.

### Accommodation rules:

1. Please be tidy, clean and hygienic in all rooms of the residence, especially in the kitchens, bathrooms and toilets.
2. Smoking is not allowed in any part of the residence, including out of the windows.
3. Smoking is only allowed outside the building.

### Homestay (Host Families)

1. If you go away at any time (perhaps on a trip to London or somewhere else) please let your host family know when you will return.
2. If you do not want to have dinner on any evening, please let your host family know in plenty of time.
3. Make sure your room is clean and tidy.
4. Be careful with any keys to the house.
5. Dinner is normally between 5.00 pm and 7.00 pm
6. Please note that English families often have animals in the house, including dogs and cats.
7. If you have any problems please talk to the Accommodation Manager.

### Noise

Please do not make any unnecessary noise. This includes Television, Music and Radio. Also, no noise after **10.30 pm**. Please think about your host family or other students who may be sleeping.

### Security

1. All residents are personally responsible for their own safety and security
2. Get advice from the college about keeping your valuable items safe.
3. Do not carry large amounts of money or keep cash in your room.
4. The college is not responsible for any loss of students' personal property such as cameras, mobile phones, CD/DVD players etc.

## Sickness

1. Students can register as temporary patients with a local doctor. Host families can advise you
2. At the end of this guide, there is an emergency telephone number of a member of the college staff which is operated 24 hours each day.
3. If you are ill, please contact the college Welfare Manager or your temporary doctor.

## Your Safety

Bournemouth is no more dangerous than other big towns, but to be safe, we suggest you do the following:-

1. It is not necessary to carry personal identity documents in England. We suggest you carry your college Student Card and our emergency telephone number. Leave your passport in a safe place.
2. If you are away on a journey, make sure you know what to do if you miss your train or bus connection. Your tour guide will advise you.
3. We will give you a map of Bournemouth and a train and bus timetable.
4. If you get lost in Bournemouth, telephone the college emergency number or ask a police officer for help.

## Course Progress

Our teachers and the Director of Studies will monitor your progress throughout your course. This process begins after your first week at the college and occurs at regular intervals thereafter. If you are unhappy with your level or class, please report this immediately to your teacher or the Director of Studies and we will do our best to ensure that your concerns are addressed to your satisfaction.

## At the beach

Bournemouth has a wonderful beach and during the summer, there are many tourists in the town. If you visit the beach, we suggest you:-

1. Use sun cream before and after swimming
2. For your personal safety, do not go alone. Go with a group of students.
3. If someone is in difficulty in the sea, telephone 999 and ask for the Coastguard
4. Do not go swimming at night or if there is a red flag.

## Social Events

We have an active social programme, which is organised by **BCC social and sport organizer**. Please look at the notice board in the main entrance for details. Many of these are free. Some, for example trips to other places, may cost money. You will see details clearly on the notice board.

## Opening a bank account

If you are studying in the UK for longer than 6 months, you should be able to open a bank account. If you are in the UK for less than 6 months then you need to plan how to access your funds. Opening a bank account can sometimes be done on the same day or might take up to a week. The required documents to open bank account are:

- Passport
- Confirmation letter from the college

The social organizer at BCC will help you to open your bank account

You should make sure that you bring enough money to cover your expenses for the first few weeks in the UK. Please do not carry large amounts of cash with you or keep large sums in your room.

## Working in Bournemouth (Finding a part-time job)

If you are an EEA or Swiss national you are free to take a job in the UK without having to obtain permission. Most other international students (as long as you are on a course of more than 6 months) will be able to work part time (maximum 20 hours per week during term-time). Your visa or a stamp on your passport will give more information. There is a variety of part-time work available. Most students work in bars, restaurants, shops and supermarkets if they need to earn extra money and practise their English. **It should be noted that work must not interfere with your attendance at the college on a regular and punctual basis. Your employer's work schedules are no excuse for poor or late attendance in classes.**

## Cost of living

The cost of living varies and it is very much depends on the lifestyle you lead. We recommend that you need about £5000 per year for accommodation and living expenses on top of your tuition fees. Some average examples are given below:

One day bus ticket	£3
Bread (packet)	75 pence
Milk 0.5 litre	75 pence
Sugar 500g	80 pence
Tea (cup)	£1:00
Coffee (cup)	£1:80
Pizza	£6:00
Hamburger	£3:00
Cinema ticket	£6.00
Bed and break fast (single room)	£25 per night

Also, if you are a smoker or drinker, you should allow more, personal spending money as cigarettes are very expensive (from £5.00 for 20) and large glass of beer or medium glass of wine (from £2.50 -£3.50)!

## Useful contacts

### Religion

**Church of England** (Protestant) St Peter's Church, Hinton Road, Bournemouth

Tel: 01202 675412

**Roman Catholic** Sacred Heart Church, Richmond Hill, Bournemouth

Tel: 01202 551013

**Islam** Islamic Centre and Central Mosque, 4 St Stephen's Road, Bournemouth

**Judaism** Bournemouth Hebrew Congregation, the Synagogue, Wooton Gardens, Bournemouth Tel: 01202 557443

### Libraries

1. Bournemouth Central Library, 22 The Triangle, Bournemouth Tel: 01202 454848
2. Poole Central Library, Dolphin Centre, Poole Tel: 01202 262421

### Transport

- **National Express (Coaches)**

<http://www.nationalexpress.com/home.aspx>

- **Southwest trains (Railway)**

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

### British Council

The British Council is the United Kingdom's international organisation for cultural relations and educational opportunities.

[www.britishcouncil.org](http://www.britishcouncil.org)

### Immigration, visas and work permits

[www.ukvisas.gov.uk](http://www.ukvisas.gov.uk)

[www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)

### Royal Bournemouth Hospital

Castle Lane East

Bournemouth

Dorset

BH7 7DW

Switchboard 01202 303626

Accident Centre (24 hour) 01202 704167

<http://www.rbch.nhs.uk/>