



ISCA STUDENT HANDBOOK



isca

SCHOOL OF ENGLISH

Est.1966

Accredited by the



for the teaching
of English in the UK

MEMBER

ENGLISH
UK

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Welcome!

Hello,

My name is Sarah Tomlinson. I am the Principal of the Isca School of English. The Isca School was started by my Grandparents in 1966, my father was the Principal from 1979- 2016 and I have been the Assistant Principal since 2012. Although I have worked at Isca for over 30 years (as a teacher and office administrator) I also taught in Spain for over 8 years and in UK mainstream schools for 3. I have been the Principal of Isca since 2017.

My parents live at the school. If you need any help or just want to chat, you can always find them and me at the school. You also have a direct 24 hour emergency telephone number to contact me. It is important to us that you are happy with every part of the school and that you get all the information you need about your classes, your social programme, living with a host family and enjoying your time at Isca.

Whether this is your first time at Isca or you are a returning student we want you to learn a lot of English, be safe and have fun. This handbook will give you advice and will answer some of the questions our students always ask us on their first day.

My parents Jo and Richard, our director of studies, our teachers, social staff and I all look forward to meeting you and welcoming you to Isca when you arrive.

Have a safe journey to Exeter!

Sarah Tomlinson



Mission statement

- We aim to activate students' knowledge of English and to present and practice new linguistic structures.
- We aim to provide students with a balance of skills, grammar and vocabulary development throughout their course.
- We aim to enable students to make the most of being in a British environment, of living in a British home and of visiting Exeter and the South west of England.
- We aim to achieve all of the above through a combination of engaging and dynamic classroom activities, dedicated and personalized teaching and multi-lingual classes.



Who's who at Isca?

Thank you for coming to spend your holiday with us. We know you will enjoy your course and all of the activities and make lots of friends.

The people who will look after you this summer are...

Your host family

You have come to live in an English home. They have chosen to host our students and want to care for you. Please get to know them and ask them to help you if you have any issues.

Class Teachers

Your teachers are always ready to listen to you and will let you know who can help you if they can't.

Feeling sick?

Come straight to the office. We will take care of you. It is not nice to feel unwell and we make sure to look after you

Student Welfare

Come to the office and talk to our Student Services Manager with any personal problem you might have. We will help you.

Our Specialist Safeguarding Lead is Javier Diez and he is in the office so please come and talk to him if you have any safeguarding issues.

Teaching and Learning

Our Director of studies is always available to students who want to talk about their levels. You will find her outside in your breaks or upstairs talking to your teachers about you. Just say Hi!

Principal

Sarah Tomlinson can help with any serious or difficult problems – or if you just want a quick chat!

If you have any questions or concerns please come and talk to us! When you get home it is too late for us to help you.

Contact information

Telephone numbers

You can use these numbers when calling from your country and calling from your mobile phone when you are in England.

- Isca office: +44 1392 255342
- Isca (24 hours): +44 7527 553439
- Isca excursions: +44 7805 144183
- Isca at London Heathrow airport: +44 7805 144292
- Isca at Bristol airport: +44 7871 803006
- Police, Fire or Ambulance: 999

Important! Make sure you put all the Isca School telephone numbers and your host family's telephone number into your phone before you come to the UK.

Mobile phones must be switched off in class. You must have them with you and turned on at all times on your excursions and in your free time

Address Isca School of English
4 Mount Radford Crescent
Exeter, Devon
EX2 4EN

Online



www.iscaschool.com



www.facebook.com/iscaschool



www.instagram.com/iscaschoolofenglish

Learning at Isca

From your first day to your last day with us we try to make sure you have fun and learn a lot of English. We are a small family-run school and pride ourselves on giving you the best care and support that we can. We look forward to welcoming you here.

Timetable

We display a timetable for the day in the front garden of number 4. Please read it and make sure you understand what is happening each day. Ask Sarah if you don't know what you have to do.

Class

Class begins at 9.15am. Please do not be late.

You will have three hours of classes each morning and 1.5 hours on Monday and Wednesday afternoons. You will have a main class teacher and a second class teacher who will teach you every day to give you a variety of language methods.

Homework

This is an important part of your course. You will have homework four times a week.

We structure your course around you and the other students in your class to help you improve your English and enjoy your time here.

Your last day

On your last day, you will receive your Certificate. Your teachers will make an assessment of your level and make comments on your use of English, progress, attitude in class and project work. They will also give helpful comments on how you can improve your English.

Internet

At Isca we provide free internet for you to use with your own laptops (etc) and a number of dedicated computers for students to use for internet browsing and to send emails to family. If you wish to use them please book your time at the café bar.

Wi-Fi Access codes are located on the main notice board

By using our computers/Wi-Fi you agree to our ICT policy (see section 17).

Our courses

Course Design and the Syllabus

Classes at ISCA are communicative and learner-centred with an emphasis on collaboration, cooperation and real-world communication, content and activities.

Our aims at Isca:

- to activate students' knowledge of English and to present and practice new linguistic structures
- to provide students with a balance of skills, grammar and vocabulary development throughout the course
- to enable students to make the most of being in a British environment i.e. using the resources that British host families, Exeter and the South West offer

Use of course books

Each class uses an externally published course book and related materials as the main planning and teaching aid. The course book therefore provides the basis of the syllabus for each course. Course books have been carefully chosen for a variety of reasons including:

- authentic content
- clear communicative aims
- engaging, challenging and appropriate material suitable for the learners
- 21st century skills
- opportunities within the course for students to use and develop their own voice



Project Work

In addition, students will do collaborative project work each week, tailored by the teacher and students.

Sample timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
09:15 10:15	Grammar Workshop: Narrative tenses activated via weekend interviews with your host family	Reading Skills: Summarising features: Reading race using magazine articles	Vocabulary Skills: Adjectives of personality, synonyms and personalisation	Speaking and Listening Skills: Prepare survey results for mini-presentations	Pronunciation Skills: Mini sketches to review connected speech
10:15 11:15	Pronunciation Skills: Features of connected speech	Writing Skills: Drafting magazine articles – analysing what makes a successful article	Writing Skills: Collaborative writing: “A day in the life of...”	Speaking and Listening Skills: Weekly progress test	Reading Skills: Worksheet to prepare for Saturday excursion
	Break				
11:45 12:45	Listening Skills: “Celebrity Lifestyles” using course book and DVD	Grammar Workshop: Activating Comparative structures – Preparation for afternoon excursion	Preparation for Project afternoon: Compiling surveys on celebrity lifestyle	Authentic Listening Practice: Madonna and Vogue – Vocabulary Building	Review of the week: Communicative activities: Grammar Auction Vocabulary Hot seat
	Lunch				
13:45 15:15	Conversation corner: Making excuses and apologising	Afternoon excursion: Visit the Jurassic Coast (swim in the sea!) or come walking on Dartmoor	Project afternoon: Class survey on Exeter Quay	Sports afternoon: Choose from wall climbing, sailing, kayaking and more	Swimming or free time: (Visit the city centre with your friends)
	Evening meal with your host family				
	Sports / activity evening	At home with your host family	Sports / activity evening	Disco	At home with your host family

SATURDAY	All-day coach excursion For example: <ul style="list-style-type: none"> • Longleat Safari Park and country house • Bath, a UNESCO World Heritage city and the Roman Baths • The National Marine Aquarium and a boat trip • Eden Project in Cornwall • Stonehenge and Salisbury
SUNDAY	Spend the day with your host family

Weekly programme

Sunday evening

You will normally arrive quite late in the evening Exeter and our staff who will give you to your host family. You will then go home, unpack your bag and have a chat with your family before going to bed. Our dinner times are much earlier in the day so you will be offered a light snack before bed but please tell your family if you are hungry. Sleep well tomorrow is a long day!

Monday

Your host family will bring you to school. Please register and make sure we have your mobile number. Then go to our noticeboard and look to see which class you will be in.

Sarah (the principal) will welcome and introduce you to all of the staff. Your teacher will then call your name and you will go into class and start your day!

First thing this morning you will have a lesson about staying safe in Exeter. You will receive a Welcome Pack, your ID card, bus ticket and your weekly timetable. Your teacher will give you a social programme for the week. Please take this home and talk about it with your family. We will then take you into town to show you our meeting points and explain the bus routes to you.

After your induction please check the notice board to see which class you are in.

At lunchtime you can play table tennis or use the laptops in our computer room and talk to your social staff, who can answer any question you have. Please book your sport for tonight's activity. If you are aged 12-13, please meet the social staff by the snack bar at the start of lunch time.

After school (at 15.15), you can go into town with friends before you go back to your host family for dinner by 18.00. Everyone then meets at the school at 19.15 for sports night.

Tuesday

You will have an afternoon excursion. Sometimes if the weather is good you can swim but we will only let you do this if there are qualified lifeguards on duty. The water is cold so make sure you have a towel and a change of clothes. Please make sure someone is looking after your bag when we are on the beach. Don't forget to book your sport for Wednesday night.

Wednesday

Check the noticeboard and book your activity/sport for Thursday afternoon.

Thursday

You will have an assessment test today to check your progress.

Friday

You will have a one-to-one tutorial with your teacher this morning to talk about your level, if you are enjoying the lessons, and how you are progressing

How to improve your English

Speaking

- Chat to your friends, even if they are from your home country, in English
- Talk to your host families. They will be very happy to talk to you!
- Speak to our social staff, your teachers and us!
- Every time you say anything in English, you are getting useful practice, even if you are only asking someone for the time, or buying something in a shop!



Listening

- This does not have to be hard work- you can have fun and still improve your listening skills by chatting to your friends, going to the cinema, listening to the radio or watching television.
- Television helps because the images make it easier for you to understand some of the words and expressions that you don't understand. If you watch TV with your host family, you can ask them what expressions mean. Make sure you write down useful words and try to use them.

Reading


- Read everything you see - even adverts on the side of buses! Write down words you don't know and ask us what they mean
- Read the daily notices on the board outside the school

Writing


- Every time you pick up a pen, write in English!
- Write notes and letters to your friends in English
- Keep a diary and write about what you have seen and done every day

Useful phrases

Here are some useful expressions to help you learn more English...



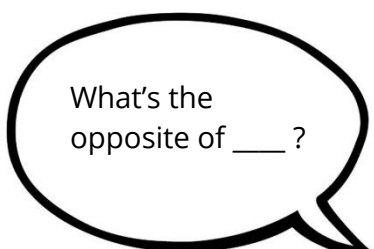
Could you say that again please?



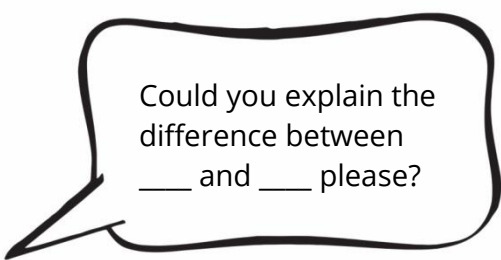
Please could you speak more slowly?



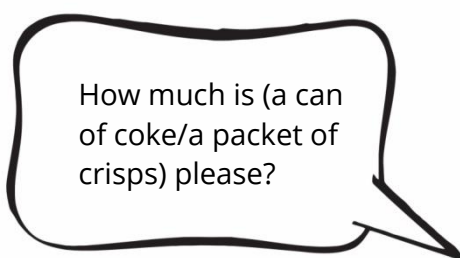
What does ____ mean?




What's the opposite of ____?



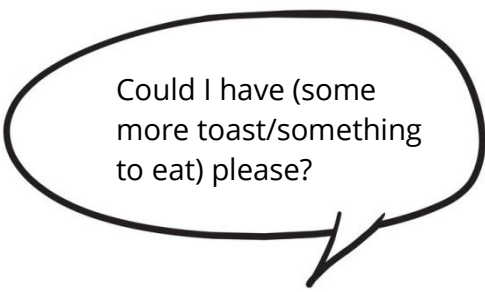
Could you explain the difference between ____ and ____ please?



How much is (a can of coke/a packet of crisps) please?



Please can I use (the telephone/ computer/internet)?



Could I have (some more toast/something to eat) please?

Social programme

Varied Activities

You get to enjoy a lot of different activities with our friendly staff and we are always looking for new activities.

We also arrange teacher-led Saturday excursions to many different places, as well as an optional excursion to London by train.

Evening activities

Sports nights: This could be basketball, tennis training, volleyball, five-a-side football, or table tennis competitions.

Quiz nights: Compete in a fun general knowledge quiz.

Disco night: Have fun dancing with your friends!

Games night: Board games, cards, and table tennis

Thursday afternoon sports

Kayaking



Ten pin bowling



Tennis



Swimming



Sailing



Wall climbing



Free time

Our students do have times when they are unsupervised. You take the bus or walk to and from school, and go into town to have free time.

We have a social staff leader on duty in the Cathedral Green on these evenings but students must arrange check in times with their host families and **be home 10 minutes before the home by time on their Isca School Identity card**. Make sure you know what time your last bus home leaves.



12 - 13 year olds

Our 12 and 13 year olds are all members of the 'Junior Teens Club'

After school: 12 and 13 year olds cannot spend free time alone in the city centre. You must always be with another Isca student. A member of our social staff will meet you at lunchtime each day from Monday to Friday to check what you will be doing and who you will be with after school. If you are planning to come back to the centre in the evening, you must inform our staff member where and who you will be with. You can go to the city centre, the school or the Cathedral Green.

Friday afternoons: We will take you swimming at no extra cost and then walk to the city centre with you so that you can go home.

Excursions: There will be a staff member in charge of you on all excursions.

Sundays: You must spend the day with your host family.

14 - 17 year olds

You must not spend time alone in the city centre or go off alone on excursions.

After School: You can go to the city centre, the school or the Cathedral Green during your free time, to meet your friends.

Friday Afternoon: You have a free afternoon to spend time in the city centre with your friends.

Excursions: You will be in a group for parts of the excursions. If you have free time you must be with other students and stay in the designated area.

Sundays: If you choose to make your own plans on Sunday with your friends, you must arrange times to send a message to your host family and you must return home for supper by 17.30.

Accommodation

When you stay with a host family you will be treated as part of their family. You should make an effort to get on well with them and take advantage of speaking English and practice the new language you are learning at school!



Arrival: When you arrive in Exeter your family will come to collect you and take you home.

WhatsApp: Please give your host family your mobile number and make sure you contact them if you are late.

Coming to school: You will have to catch a bus to come to school. Your host family will show you the bus stop near your house and bring you to school on the first day. We will explain the bus system and show you where you catch the bus home from the city centre.

Bedroom: You can expect a clean comfortable room with a bed and wardrobe space. There will be adequate heating and lighting.

Bath/Shower: You can shower every day.

Be tidy: Leave the bathroom in a clean and tidy condition after you have used it. Make your bed every day and keep your room tidy.

Laundry: Your host family will do light laundry for you. Please ask them in advance. Don't wait until you have run out of clothes!

Meals: Your family will give you breakfast and an evening meal during the week. Please ask them what time they expect you to be home. Normally this will be between 17.30 –18.00. At the weekend they will give you breakfast, lunch and an evening meal. Meals are a social occasion. Sit and talk to your family. Do not leave the table before the meal is over. You will have lunch from Monday to Friday at school and your host family will give you a packed lunch for your Saturday excursion.

Telephoning: You can receive calls from your parents in your home but you must not use the host family's telephone to make calls except to the Isca school or to call 999 in an emergency.

Keys: If your host family gives you keys, please look after them and return the keys to your family at the end of your stay with them.

Departure: Your family will take you to the departure point when you leave Exeter. Do not forget your passport

Be safe!

We will talk to you on your first day about this, but remember:

- Give the school and your host your mobile telephone number and put the school and your host's mobile numbers in your contact list.
- Always carry your Isca School ID Card and your mobile phone (turned on).
- You can share your live location on WhatsApp with your parents at home.
- Stay at Isca during the day. You cannot leave the school at break or lunchtime.
- You can NOT leave Exeter except with the school or your host family.
- On your free evenings you can go to the city centre or the cathedral green. If you are 14-17 you can also go to the quayside. You must be home on time!
- We will give you a map of Exeter with your home, the school and the meeting points marked. Exeter is usually a safe place but at night please be careful - do not go to places where there are no other people, and when you go home please send a message to your homestay to let them know you are waiting or on the bus.
- Always tell your host family where you are going and who you are going with.

DO:

- ✓ tell the school and your host family at once of any incident/problem (*see page 19*)
- ✓ be back at your homestay for dinner and tell your host family if you are going to be late
- ✓ meet your friends in the city centre (NOT other parts of the city) during your free time
- ✓ sit near the driver when you are travelling by bus at night
- ✓ always carry your bag away from the road so people in cars and motorbikes can't take it
- ✓ phone the school emergency number if you need to – we will come and get you

DO NOT:

- ✗ go anywhere with someone you don't know
- ✗ speak to people you don't know, including young people of your age.
- ✗ carry your passport/ID card or a lot of money
- ✗ leave your bag unattended – it could be stolen even if you are with your friends!
- ✗ give money to anyone or take your money out in front of them
- ✗ walk alone at night.
- ✗ carry any kind of weapon (e.g. a knife)
- ✗ cross the road without looking
- ✗ go to local parks in your area
- ✗ swim in the river or jump off the bridges - the water is only 1 metre deep

Fire safety

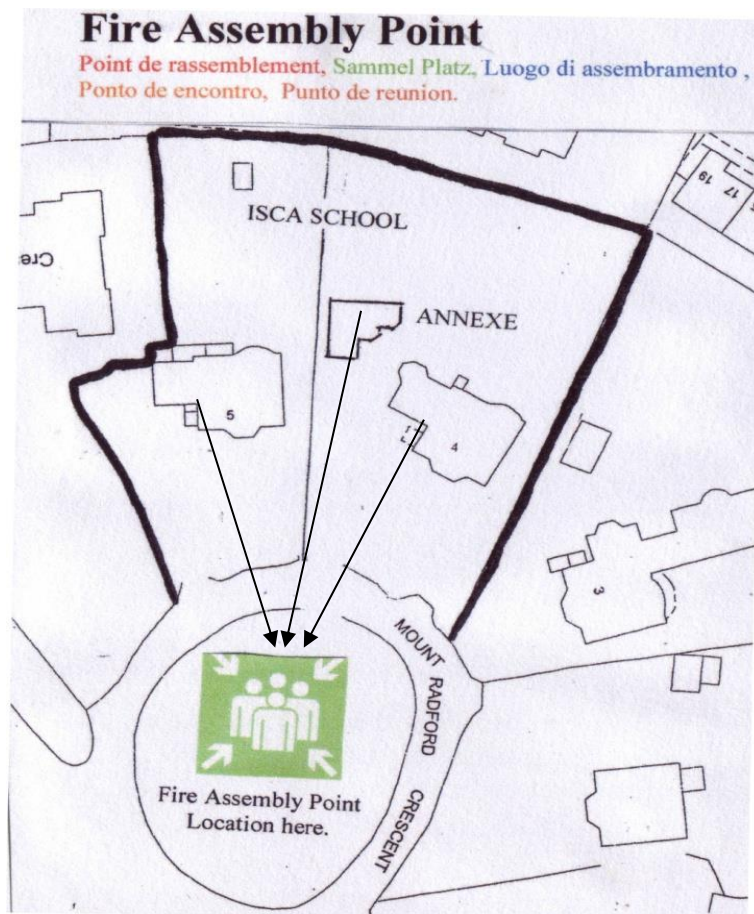
Fire safety at school

PLEASE READ THE FIRE INSTRUCTIONS CAREFULLY These are found in each room.

We carry out regular Fire Safety drills with full evacuation of the school.

Make sure you look at the fire escape route in your classroom.

If the fire alarm rings when you are at school, please go to the fire assembly point in front of the school buildings and wait with your class and your main teacher.



Fire safety in your homestay

Your host family should tell you about what to do if you hear a fire alarm at home.

Please make sure you know how to get out of the house and where to meet your host family if you hear the fire alarm. Ask them if you are not sure!

Crime law and personal safety

Illegal Drugs

You must not use illegal drugs

Weapons

It is illegal to carry weapons, including knives, guns or self-defence spray.

Tobacco

You must be 18+ to buy tobacco and smoke.

Alcohol

You must be 18+ to drink alcohol.

Theft/stealing/shoplifting

Theft is taking something you know does not belong to you. Don't do it! The shops in Exeter all have CCTV Cameras. You WILL be caught if you do this.

Internet safety

Be **SMART**

S: Safe

Keep safe. Do NOT give out personal information when you're chatting or posting online. Personal information includes your email address, phone number, personal details and password.

M: Meeting

Meeting someone you have only been in touch with online can be dangerous. Only do so with your parents' permission and even then only when they can be present. Remember online friends are still strangers (even if you have been talking to them for a long time.)

A: Accepting

Accepting emails, messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or bad messages.

R: Reliable

Someone online might lie about who they are and information on the internet may not be true. Always check information with other websites, books or your parents. If you like chatting online, it's best to only chat to your real world friends and family.

T: Tell us

Tell us immediately if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online. Do not reply to Bullies.

Problems and complaints

If you have a problem or a complaint about our school, it is important for us to know as soon as possible so we can help you.

If you have a problem about:	Who to speak to first:	If the problem is not solved speak to:
Your class	Your main class teacher	Director of Studies
Personal problems	Student services	Sarah Tomlinson or Richard Tomlinson
Accommodation	Student services	Sarah Tomlinson or Richard Tomlinson
Your social programme	Sarah Tomlinson	Richard Tomlinson
Welfare	Javier Diez (the safeguarding lead)	Sarah Tomlinson

Places for worship

There is a list of different places of worship for you on the main notice board outside the office. Please ask us and we will help you.

If you want to pray at school, please let us know and we will organise a quiet room for you.

Health

Medical insurance

If you come from an EU country or a country with reciprocal medical arrangements with Britain, there is no medical charge for treatment under the National Health system, except for a small charge for medicines.

You must bring your **EHIC card** with you (see below).

You will not receive free medical treatment under the UK National Health System without this.

- Tarjeta Sanitaria Europea - Solicitud y renovación de Tarjeta Sanitaria Europea
- Carte Européenne d'Assurance Maladie
- Tessera Europea di Assicurazione Malattia (TEAM). Usually on your "Carta Regionale dei Servizi".
- Europäische Krankenversicherungskarte (EKVK)
<http://ec.europa.eu/social/main.jsp?catId=559&langId=de> (German and Swiss)
- Evropský Průkaz Zdravotního Pojištění (Czech)
- Det Europæiske Sygeskringskort (Danish)
- Europese Ziekteverzekeringskaart (Netherlands)
- Europejska Karta Ubezpieczenia Zdrowotnego (Polish)

This free treatment does not apply to medical conditions that existed before your arrival in the UK or to optical or to dental treatment.

If you become ill, we will make a medical appointment for you. A member of the Isca staff will go with you.

If you are **NOT from the EU you must take out full insurance** to cover medical costs before travelling to this country.

Dentist

If you have not visited the dentist recently, please have a check-up.

Contact Lenses

Please bring enough cleaning solution with you for your stay. Don't forget your glasses.

Travel Insurance

If you wish, take this out to cover loss of baggage and travel delay.

FAQs

Why do I need to carry my Isca School Student card?

The Isca School student card has the emergency telephone numbers for the school and your family.

Is it difficult to take the bus?

The bus system in Exeter is very easy. We will explain it to you on your first day at school and show you where you catch your bus. We will give you a bus route and a bus timetable.

Do I have to pay for my bus pass?

No, we buy your bus pass for you. If you lose your bus pass, you will have to buy a new bus pass.

If I get lost what should I do?

Please telephone the school and we will come to find you.

If you have an accident or feel ill what should I do?

- If you feel unwell, tell us and we will take care of you.
- If you have an accident and you are at school, come to the office or send a friend there to get help.
- We have a first aid trained person on all of our excursions. Phone the excursion mobile phone number and they will come to you.
- If you have an accident during your free time, phone the school emergency number and we will come to you.

What should I do with my passport/national identity card?

Please leave your passport/national identity card in your bedroom. Always carry your Isca School Identity card with you.

What should I do with my valuables?

Please watch your valuables (bags/cameras/iPods/iPods etc) at all times. Never leave your bag/valuables unattended even in your classroom or when you are with your friends. Leave them in your bedroom if you do not need them. Please lock them, your passport and most of your money in your suitcase.

Where can I get English money?

Please change your money in your own country before you come to the UK.

The banks in the UK will charge you a commission and it is very expensive to change small amounts of money. If you have any other issues related to money please come and ask us in the office.

Student behaviour

Personal behaviour

We expect you to:

- ✓ come to school on time and attend all lessons every day
- ✓ follow all requests made to you by staff
- ✓ respect other people and to be kind to them, even if they are not your friends
- ✓ respect cultural differences
- ✓ put your rubbish/ recycling in the bins provided
- ✓ know where the nearest Fire Exit is and use this exit as quickly as possible if you hear the fire alarm. You must go to the fire assembly point in front of the school and wait in your class group
- ✓ carry your mobile phone, switched on and charged, at all times when not in school

You must not:

- ✗ bully anyone, emotionally or physically in any way
- ✗ swear (use bad language) in English or in your own language
- ✗ change settings or download anything on to the school laptops
- ✗ chew gum - this is not allowed in the school buildings, at the disco or on excursion buses
- ✗ download anything onto our school equipment

Behaviour in class

We expect you to:

- ✓ speak English in class
- ✓ pay attention to the teacher
- ✓ work cooperatively with your classmates
- ✓ listen to others students and not interrupt them or speak over them
- ✓ cooperate with your teacher and other students in pair work and group work.
- ✓ understand that group work and pair work are not 'games' or 'playing'. They are essential classroom activities to improve your fluency
- ✓ speak to your teacher first if you have a problem

Behaviour in your English home

You must:

- ✓ be inside your home each evening 10 minutes before the home-by time agreed with your parents and written on your Isca ID card. If you have an early home-by time, you can come to our evening activities but must go home immediately after them
- ✓ go home on time to eat your meals
- ✓ tell your host family in the morning if you are going to miss a meal
- ✓ keep your room tidy and be quiet at night when others are in bed
- ✓ ask your host family in advance if you want to take a friend to their home and you must ask for permission each time you want to take a friend there
- ✓ speak in English
- ✓ stay with your host family every night - you cannot stay overnight in a different host family.



Culture

English people say “thank you”, “please”, “sorry” and “excuse me” a lot! It will help you if you do the same. Say this to everyone, including to people you don’t know, in shops, cafés etc.

“I want a coffee” sounds impolite to English ears. “Can I have a coffee please?” is the correct thing to say.

ICT student agreement

As a student at the Isca School of English I understand that I am being provided with equipment and internet free of charge at school and that this is a privilege.

I agree that I will not do the following:

- I will not change settings on school computers
- No Mobile phones during lessons
- No iPods/ mp3 during lessons
- I will not upload video recorded to any site without permission from Isca School
- I will not download software or photos on to school computers
- I will not video, take photos or take any action that violates any rules outlined in Isca's 'Terms and Conditions'

Our policies

You can find the following documents on our website: www.iscaschool.com

However, if you would like a copy of the following documents please email us and we will send them to you as PDF attachments.

- Attendance Policy
- Child Safeguarding Policy
- Discipline Policy
- Fire Emergency Plan
- Harassment and Bullying Policy
- Health and Safety policy
- Prevent Policy
- Student Behaviour Policy
- GDPR Policy
- Risk Assessments
- Guide: Travelling to the UK after Brexit

Have a great stay!



Thank you for reading. We hope you enjoy your time at Isca!