

WINDSOR ENGLISH

21 Osborne Road . Windsor . Berkshire . SL4 3EG . England

tel . 01753 858995

email . info@windsorenglish.com

website . www.windsorenglish.com

Student Handbook

2009

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1. GENERAL

1.1 WINDSOR ENGLISH AIMS

Our aim is to provide high quality English language classes in order for the students of all levels to make best use of their potential and reach the highest possible degree of English writing, speaking, reading and listening skills by the end of their course.

Our role in the learning process is to:

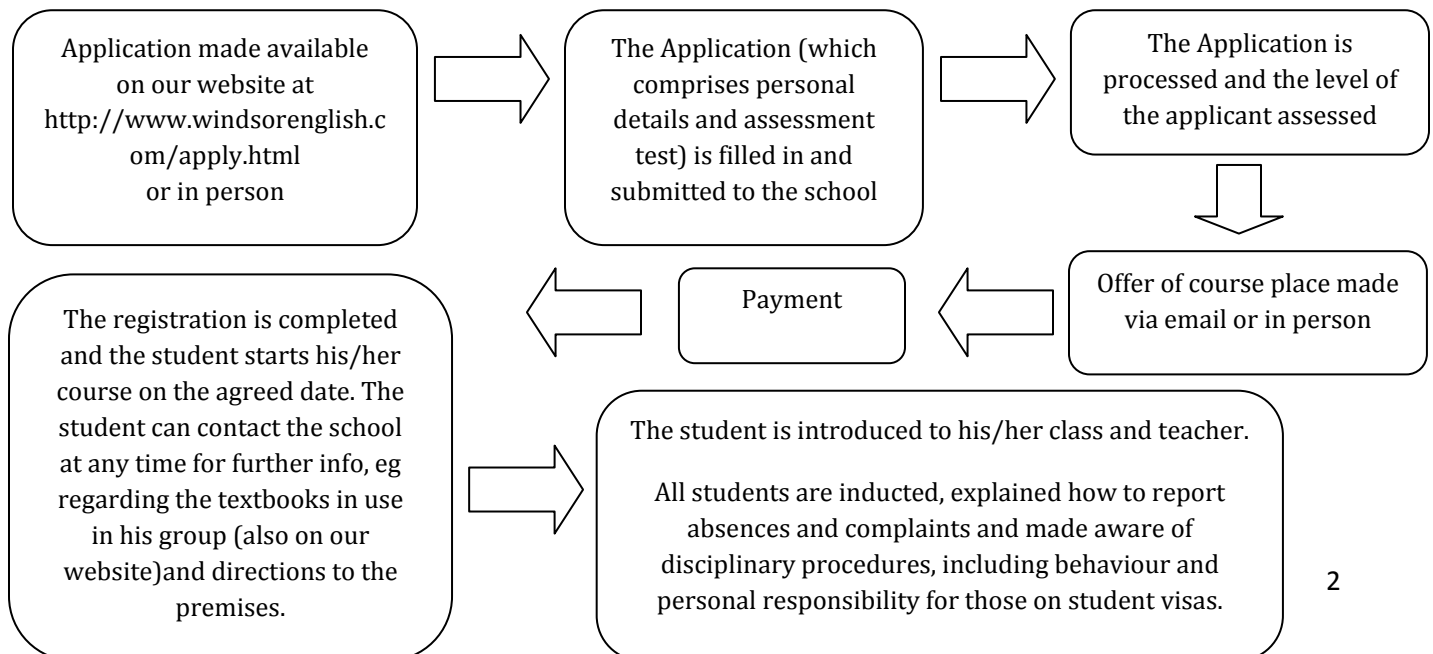
- Help the students achieve their goals in terms of language learning by responding quickly to requests based on individual needs.
- Help the students settle in English/British culture and provide them with a friendly and suitable home-stay where required.
- Respect and meet the diverse needs of students and staff.
- Continue to develop our performance by recruiting experienced EFL teachers and making resources such as English books, PCs and media available to the students.
- Discuss all students` progress at regular teachers` meetings.
- Ensure a safe, secure and pleasant learning environment.
- Ensure that a good Code of Conduct and mutual respect is promoted.

1.2 APPLICATION

Windsor English offer courses to students who are 18 years and above.

Application is via either our website www.windsorenglish.com or in person at our offices at 21 Osborne Road, Windsor. Office opening hours as follows: Monday to Friday, 10am to 5pm. The School's Principal is also available to show candidate applicants round the school premises on appointment on Saturdays. He will also discuss possible accommodation arrangements, any special requirement, and answer to all questions in terms group classes and exam preparation during the meeting.

Application Process Scheme



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Checklist

Applicants must provide copies of the following documentation and information. For overseas students, ALL this information is mandatory, in line with the UK Border Agency's rules for student visa applications. The documentation required must be clear, legible and where necessary translated into English by an approved translator.

For regular applications, the follow information is required:

- Fully completed Application Form (see *GE and SS Application Form* Appendix F);
- Copies of current valid passport clearly showing photo and signature or copy of national ID card, where available.
- Test result sheets for any English exam you have taken in the past. Verify that the level of your qualification is equivalent or above A2 of the European Common Framework of Reference for Languages at <http://www.cambridgeesol.org/exams/exams-info/cefr.html>. As an accredited education provider, we will not be able to offer English classes to learners who do not meet this requirement, however such classes will be still available to those who are on a Student Visitor Visa, which gives entitlement to study in the country for up to six months.

For students on a visa, the information below is additionally required:

- Comprehensive CV/resume;
- Statement of Purpose (SOP) – explaining reasons for choosing Windsor English and how the course will be of benefit;
- *If self financed:* Bank account statements as per the UKBA requirements, which are published on their website www.bia.homeoffice.gov.uk. Students must possess a minimum of £800 per month for up to 12 months' study, as proof that they have the means to support themselves while in the country. The account must be in the student's name or be an account where the student is a named joint holder.
- *If sponsored by a Government, another organisation or the British Council:*
 - The sponsor's bank account statements, as per the UKBA requirements;
 - Affidavit of sponsorship
 - Clear explanation of applicant's relation to sponsor.

1.3 ACCOMMODATION

Living with a British family is the perfect way to help you practise your English outside the classroom and understand British culture.

Windsor English offers B&B, half-board (B&B plus lunch or evening meal) or full-board (B&B plus lunch and evening meal) home-stay to students who seek accommodation.

Host families are carefully selected by either the principal or his representative, who interviews them at their homes and checks that the house and offered facilities are suitable for welcoming one or more students. Accommodation is usually within walking distance or bus drive to the school premises.

Applicant families are asked to fill in a form with their personal details, room/house facilities and means of transport to the school premises (see *Host/Homestay Application Form for Students* Appendix B). The school is happy to meet any requirement both the student and the family may have, such as no shared room or no two students of the same first language in the same household. These preferences must be explicit in both the student's and the family's application form under the paragraph *Others*.

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The school usually encourages the student and the host family to get to know each other before the student's arrival, which is set for the day preceding the course start date, unless agreed otherwise.

Fees as follow:

B&B	£120/week
Half-board	£135/week
Full board	£150/week

Payment for the student's home-stay is beforehand, together with the General English or Summer School course at the moment of enrolment, otherwise we can offer to pay weekly on Fridays for the following week.

1.4 SCHOOL MANAGEMENT

Code of conduct

- Students are expected to attend all lessons and activities according to the current timetable: General English classes running Monday to Friday from 10am until 1pm; Summer School classes running like General English plus afternoon classes between 2 and 4pm.
- Students are expected to attend all school trips unless advised otherwise by their parents.
- Students must respect the property of the school, its staff, other students and visitors. Students may reasonably be expected to pay for damage they cause to school property.
- Students must support staff and other students in the maintenance of a clean, safe and tidy environment.
- Students must familiarize themselves with the school's health and safety and other regulations, comply with those regulations and be careful not to endanger themselves and others.
- Students are expected to study consistently at home. Any uncertainties or doubts concerning English topics can be revised in class, however students must show interest and diligence by doing their homework and studying the lesson outside the class. Students must also be punctual and in the right frame of mind during lesson.
- Students must not ridicule an individual or a group because of cultural differences or disabilities. Students are invited to be tolerant towards each other and respect the others' point of views and opinions.
- Food and drink may not be consumed during lessons and inside the classrooms, but only in the designated areas, i.e. the kitchen area along the hall way and the back garden. The kitchen surface must be kept clean and tidy at all times. Both students and teachers can help themselves with hot drinks such as tea and coffee and then place the cups in the dishwasher once emptied. Also replace milk cartons in the fridge after use. No eating or chewing of gum during class.
- Alcohol or other prohibited substances are not permitted.
- No smoking is allowed on the school premises except in the designated smoking areas, i.e. the back garden, or directly in front of the entrance/emergency door. A cigarette black box is available to dispose of cigarette ends and matches in the smoking area. Students must respect others at all times.
- Fire escapes and fire equipment are for emergency use only. They must not be used at any other time.
- Mobile phones must be switched off during class time.

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Absence

Students must attend all lessons and must keep their teacher or the school office informed of reasons of any absences. It is compulsory for visa students that, after the 3rd day of absence, they show either a medical certificate or, if not registered by a local GP yet, a statement signed by their tutor (host family or relative). Students must communicate the reasons and overall length of their absence in writing when as long as one or more weeks, as well as attach copy of medical certificate.

See *Student Absence Policy* Appendix E for further information on this topic.

First Aid

There is at least one qualified person on the school premises. In you need first aid, please contact the office. A first aid box is available in the refreshment area.

Student Briefing

Shortly after arrival students are given a briefing on emergency service phone numbers/ school emergency numbers/school regulations etc.

Loss or Theft

The school takes theft, loss or damage involving a student's personal possessions very seriously but does not take any financial responsibility. Loss or theft should be reported to the school staff as soon as possible so we can take the appropriate action. If an insurance claim is involved the student will be helped to make a police report and a crime reference number obtained. Loss of money is a difficult and embarrassing matter to deal with. We can all help by advising students not to leave money lying around. Bags should not be left unattended in the premises and, in general, in any other places public places.

Health

It is advisable that students have adequate travel insurance to cover the cost of emergency medical treatment and repatriation in case of serious illness or accident. Some medical treatment is free for students from EU countries or those countries with a reciprocal medical agreement with Britain. In order to benefit from this arrangement an EHIC (European Health Insurance Card) document should be obtained from the local authority in your country. Dental treatment is not free in the UK.

2. SERVICES

2.1 STATUS LETTER

During your time at Windsor English you may be asked to prove you are in full-time or part-time education. This could be for the purpose of benefits, reduced council tax, employers or a number of other reasons.

The school office can provide a letter that confirms the following information:

- Your personal details: name, nationality, date of birth and passport no.
- Course type, e.g. full-time/part-time etc.
- Start and end date of your course.

You can ask for it anytime and we will take up to two days to produce it and hand it to your before, after or during your lesson.

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The school office can also provide personal references on request, depending on the reasons for these. The office will ask your course teacher(s) to write and sign a short piece of writing that describes your progress as an English language learner.

2.2 STUDENT CARD

The school office can provide you with a status letter (or certificate of attendance) in replacement of a student card, which is the only accepted proof that you are a student. Our letter will give you savings on some travel and accommodation, such as the Youth Hostel Association, and cheaper or free entry to museums, art galleries and other places of entertainment. If you wish, you can obtain a plastic card online from www.isiccard.com or by mail order from:

ISIC Applications,
Fifth Floor, St George's House
56 Peter Street
Manchester
M2 3NQ
0870 1 627 546

Payment of £7.50 via cheque or postal order made out to STA TRAVEL is accepted, along with the downloaded application form, a proof of student status signed by the school and passport photo.

Proof of student status, passport photo, and payment in pounds sterling are needed along with the application form.

2.3 COMPLAINTS

We value any feedback that we receive through our complaints system. We want to hear from you if you are unable to solve your issues with your course through your teachers. Complaints forms regarding both the English course and family accommodation is available from the School Office.

See Appendix D *Complaints Policy* and Appendix C *Complaints Form for Students/Teachers/Host Families*.

2.4 ADDITIONAL STUDENT SERVICES

The school office is happy to help with transport, health and well-being related issues. A complaints form is available for complaints regarding school and accommodation, whilst our phone can be used to contact family or tutors in case of emergency.

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3. FACILITIES

3.1 LANGUAGE LEARNING LAB

Computers

All students are entitled to access computers for study as well as personal use during office opening hours. Students not to leave their classroom during lesson time in order to use the computers unless advised by their teacher to do so (for example, to carry out an online mock Cambridge exam).

To start the computers, simply press the “on” button on both the monitor and the hard drive. You will then be asked to submit a username and a password.

A reminder of the username and password will be displayed in the room.

Broadband Internet connection is also available on premises. Ask the School Office for username and password.

Books

All books are divided into categories and are orderly placed in locked cabinets. Students are not allowed to search for material by themselves. They are encouraged, instead, to talk about the topics they would like to focus on to their teacher, who will look for the extra information in the school library. Keys are handed to the teachers by the School Office and must be returned the same day. Books mustn't be removed from the library and taken home. Photocopies of the books are not allowed.

3.2 CAR PARK

Parking of vehicles on school premises is restricted to members of staff, students. All drivers must park their vehicle in an appropriate way, so that room is made for other cars. Drive carefully observing the signs “In” and “Out” that show the entrance and exit off the car drive, to allow smooth transit of the cars.

4. SAFETY AND WELFARE

4.1 RULES AND REGULATIONS

Act responsibly for your own health and safety and for all others in the school (whether they be other students, staff or visitors).

Obey health and safety rules and follow safe working procedures as explained by members of staff at the beginning of your course for each particular subject area.

Use all items of equipment correctly and follow all instructions carefully.

Do not misuse, damage or interfere with any items of equipment which have been provided for health and safety purposes.

Notify a member of staff of any hazardous situations that you can come across and always ask if you are not sure about safety.

Ensure that any accident witnessed outside the teaching situation is reported to the School Office.

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There is at least one qualified first aider among the staff. Please seek help at the School Office. A first aid box is available in the refreshment area.

Work only in rooms supervised by a member of staff or with specific permission to be there.

Do not bring any hazardous, harmful substances or implements onto the premises.

4.2 SECURITY AND VISITORS

The school's main door is opened by staff in the morning to let the students in and closed when lessons end. The door is opened with a digital code that is known to the staff only. We regularly receive new students and visitors therefore it is not uncommon to meet new faces every day. At times we would also knock on the classrooms doors during lesson to let applicants and their families take a quick look at the classroom and build an opinion of the school prior or after enrolment (for example, during the brief tour of the premises of the student's first day).

Trial lessons for possible applicants are also available when pre-arranged. The Principal permits this procedure at his discretion. Enquire at the school office for more information.

4.3 EQUALITY OF OPPORTUNITY

Equality of opportunity does not necessarily mean treat all students the same, or every student achieving the same. Some will need special, or different, levels of support or challenge. For teachers, this means planning for effective learning for all pupils - respecting special educational needs, social group, gender, physical or emotional needs, race or culture.

It is the responsibility of the school to provide a broad and balanced curriculum for all pupils, based on the programmes of study. The teacher's responsibility is to generate an effective learning backdrop and plan for all students to participate in classes in order to achieve the best that they can.

Teachers' duties:

- Develop an inclusive approach and promote equality.
- Set balanced learning challenges, planning lessons and teaching in a way that takes into consideration the abilities and needs of the class, and enables students to achieve the learning objectives through a variety of approaches.
- Respond to pupils' diverse learning needs: differentiation will be essential to support student's learning. This might take the form of differentiated input from the teacher, differentiated language tasks set for the students, use of a variety of resources to support students' needs, support from others in the class.
- Over-coming potential barriers to learning and assessment for individuals and groups of pupils.

At all times, teachers should:

- Provide effective learning environments
- Ensure students are motivated and concentrated
- Teach approaches that ensure balance and opportunity to learn
- Make use of appropriate assessment approaches
- Set students (achievable) targets for learning.

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When applicable, teachers may find it useful to:

- Employ a range of learning approaches to suit all.
- Adapt the classroom to suit the needs of individuals where possible.
- Plan an accessible class/course for all (are learning objectives achievable for all? Is the work relevant and meaningful to the class? Is work effectively differentiated so that all students can achieve their potential?)
- Give consideration for the emotional well-being of students (remember that teachers are in the business of educating the 'whole' student, and a happy and motivated one will achieve more in the classroom).
- Managing abilities. What are the student's specific needs likely to be? How might you support or facilitate good learning?

5. TRASPOT TO WINDSOR ENGLISH

By Plane

Windsor and Eton is well served by London's collection of airports and actually under the flight-path of Heathrow. For travelers coming directly to Windsor, the most convenient (in reducing order of convenience) are:

- *Heathrow Airport* is about 8 miles drive straight down the M4 (*westbound*) motorway. Alternatively the First bus route 77 and First bus route 71 both connect Heathrow Terminal 5 and Windsor, the former quicker routing via Slough and the latter via Staines. They both leave approximately every half hour taking about 35 - 55 minutes.
- *Gatwick Airport* is about an hour's drive away via the M23 (*northbound*), M25 (*clockwise*), and M4 (*westbound*) motorways. With no through train or bus service, your best bet by public transport is to take the train into London and then follow the directions under Get In By Train below.
- *Stansted Airport* is about 90 minutes drive away via the M11 (*southbound*), M25 (*anti-clockwise*) and M4 (*westbound*) motorways. With no through train or bus service, your best bet by public transport is to take the train into London and then follow the directions under Get In By Train below.

By Taxi

London "black cabs" are available from outside the terminal buildings at Heathrow but these will cost in excess of £50 for the trip. Windsor English suggest that, whilst waiting for your luggage to arrive, you call a Windsor based taxi firm. They meet you outside the terminal building; cost for the trip is approximately £18. Time for this journey is dependant on traffic, but can be 20 minutes to 45 minutes during rush hour.

By Car

From the M4 (for those on the M25 you need to get to the M4) take exit 6 (Slough Central), then take the Windsor & Eton Bypass. Go as far as the big roundabout. Take the 2nd exit onto Goslar Way. Go past the first roundabout and into Osborne Road. Carry on in the one way system until you reach The Princess Margaret Hospital on the left. Windsor Schools is 200 Yards up on the right on the corner with Fountain Gardens.

By Train

In Windsor and Eton there are two railway stations (08457 48 49 50). Both stations are within walking distance of each other and Windsor Castle. Assuming that you will be coming from London the choice of

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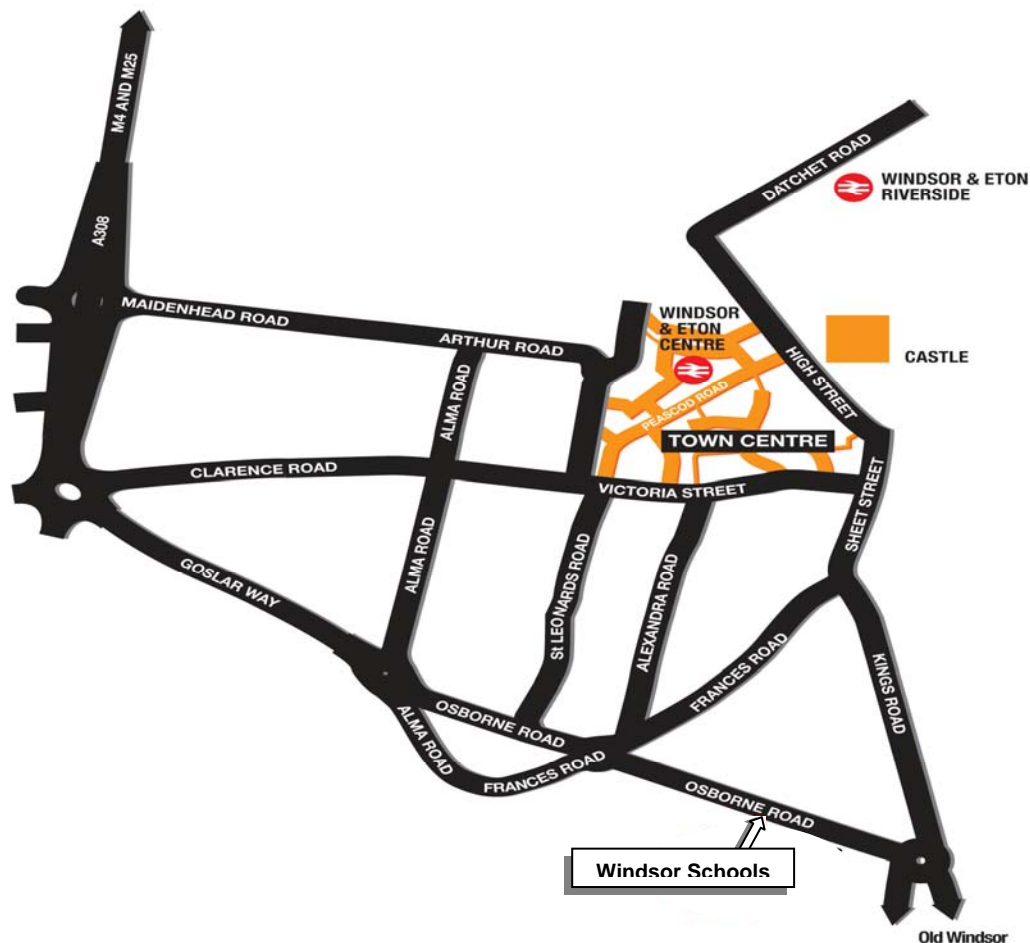
which route to use probably comes down to how far from Waterloo and Paddington stations you will stay. Depart from the nearest.

- From London Waterloo take any train to *Windsor & Eton Riverside* (two per hour, journey time approximately 1 hour).
- From London Paddington or Reading take any train to Slough. Change at Slough for the connecting rail service to *Windsor & Eton Central*.

On Foot

From Windsor & Eton Central Station, which is the closest station, turn right and come down the steps through the shops into King Edward shopping centre until you see the Post Office in front of you. Turn right into Peascod Street and follow this road as far as the traffic lights. Cross over into St.Leonard's Road and follow the road to the top. Turn left onto Osborne Road and follow the road, passing The Princess Margaret Hospital on the left.

Windsor Schools is 200 yards up on the right on the corner with Fountain Gardens.



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6. OUTSIDE WINDSOR ENGLISH

6.1 HEALTH AND WELL-BEING

The National Health Service (NHS) provides medical care for UK residents and visitors through a wide range of services. Some NHS services are free, some you have to pay for and some you can only use if you meet certain conditions. The following NHS care is free for everyone:

- Treatment for accidents and emergencies as an outpatient in a hospital's accident and emergency department (follow-up treatment is not free for everyone);
- Family planning services;
- Treatment for certain communicable diseases;
- Compulsory psychiatric care. Your entitlement to any other free NHS treatment depends on certain conditions, such as the length and purpose of your residence.

When you become a resident in the UK, you should register first with a GP surgery. GP surgeries are listed in the phone book, on the NHS choices website <http://www.nhs.uk/root/localnhsservices/default.asp> or at the public library. You can phone or visit a GP surgery to ask if you can be accepted as a NHS patient.

You would then be assigned an NHS number and given an NHS medical card, which are used to keep your medical records updated and to trace you when you access different parts of the NHS.

Alternatively, you can pay for Private medical insurance (PMI), which is designed to pay medical costs for an individual. These are usually the costs of in-patient medical care (i.e. the costs of treatment at a hospital when an individual has to stay for one or more nights).

In Britain, people take private medical insurance out often so that they can 'go private' in an emergency and get treatment outside of the NHS.

The cost of PMI depends on varying personal circumstances and can only be decided when an individual has asked a broker or insurance company to give a quote.

PMI costs for an individual are influenced by such things as age, weight, pre-existing medical conditions, the type of employment a person undertakes, smoking and exercise. All these things are factors that a) affect the cost of private medical insurance b) can make some individuals ineligible for insurance.

For support in dealing with alcohol related issues, call FRANK on 0800 776 600.

For help with alcohol problems, contact Alcoholics Anonymous (AA).

Call NHS Smoke Free helpline on 0800 0224 332 to get support in giving up that habit.

The Garden Clinic in Slough (01753 635302) offers advice and guidance concerning sexual health.

To sort out your finances, use this online budget planner: <http://money.citizenshipfoundation.org.uk>.

To make the right food choices, check the website www.eatwell.gov.uk. If you cannot access the internet from your home, you are welcome to sit at our computers during office opening hours.

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6.2 WORK

Students, on visas, may be allowed up to 20 hours work per week. You are responsible for checking individually on this. If you wish to study as well as putting some money by during your stay in the country, we suggest that you :

- Always check the notice board in the hallway for new job opportunities. All students and teachers are welcome to display adverts, notes or study prompts so long as they are or not offensive.
- Regularly check www.gumtree.com website. This is one of the most popular websites for job and renting properties advertising. Remember you can use the computers at school before and after lesson times.
- Walk along Peascod Street, Saint Leonard's Road and the High Street in Windsor and watch out for posters hung on the shop windows. Many clothing shops and bars often recruit temporary waiting or admin staff over the summer. Vacancies are also advertised in local newspapers, such as the Windsor and Maidenhead Advertiser.
- Spread the word! A classmate or a teacher might know a family who, for example, is looking for an evening babysitter or a part-time cleaner. Make yourself known inside and outside the school community.

For advice on writing your CV and to practise talking for a job interview, ask your teacher or the school office.

6.3 WHAT'S ON IN WINDSOR

Windsor is home to two of the UK's Top 20 visitor attractions, such as Windsor Castle, Legoland, Ascot Racecourse, Royal Windsor Racecourse, Eton College, the Changing of the Guard, the Savill Garden in Windsor Great Park and many others. To plan your itinerary for a perfect trip, visit <http://www.windsor.gov.uk/> or enquire at the Tourist Information Desk located in the Old Booking Hall, Windsor Royal Station, where a friendly and knowledgeable staff will help you with:

- Seasonal festivals and events;
- Local attraction information;
- Maps, books and guides;
- Train and bus timetables and routes;
- Information on walking, cycling and many other sports and activities.

Royal Windsor Information Centre

Tel: +44 (0)1753 743900

Email: windsor.tic@rbwm.gov.uk

List of attractions you cannot miss in Windsor and Eton:

- *Windsor Castle*, +44 (0)20 77667304 (bookinginfo@royalcollection.org.uk). Daily (for exceptions see website) 9:45AM-5:15PM (4.15PM Nov-Feb). The largest and oldest occupied castle in the world and still an official royal residence. Much of the castle, including the magnificent State Apartments and St Georges Chapel are open to visitors. The apartments are furnished with some of the finest works of art from the royal collection, including paintings by Rembrandt, Rubens, Canaletto and Gainsborough. £8-14.20.

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- *Changing of the Guard*, Windsor Castle, +44 (0)20 77667304 (bookinginfo@royalcollection.org.uk). Daily or every two days (see website) 11am (arrive early). The guards are stationed at Victoria Barracks and march up to and from the Castle accompanied by the guards band playing traditional military marches as well as popular songs. Free.
- *Guildhall*, High Street (by Windsor Parish Church). Built by Sir Christopher Wren, it is famous for its pillars, which were insisted on by the towns burgesses, even though Wren insisted they were unnecessary. To make his point, he built the pillars but ensured a gap was left between them and the roof they apparently support.
- *Windsor Parish Church*, High Street (by the Guildhall). St. John The Baptist, built 1822, replaced earlier Church edifices that stood since 1084 on the site, 80 meters from the Henry VIII gate of Windsor Castle. Peter Scheemakers, famous for his sculptures in Westminster Abbey, created a memorial to Topham Foote or Foot, son of Samuel Foote and Arabella Topham Foote, that greets visitors using the High Street entrance. The memorial includes the young man's bust and the Foote crest. A second Scheemakers' memorial honors Topham Foote's mother and her second husband Thomas Reeve. Most tourists consider The Last Supper by Francis Cleyn a must-view. The painting and the frame were fully restored in 2003 under the leadership of Churchwarden Michael Harding. George III gave the painting and frame to Windsor Parish Church after it hung nearly a century in St. George's Chapel in Windsor Castle.
- *Eton College*, Eton, +44 (0)1753 671177. March-early October. See School Yard and the College Chapel (building started in 1441 and one of the finest examples of fifteenth century Perpendicular Gothic architecture). Walk around their extensive playing fields some of which are adjacent to the River Thames. Opening hours vary depending on time of year and school term; see 'Visits to Eton' topic on the Eton College website or see the website above. £3.45-£4.20.
- *Brocas Meadows*, Eton. Just across Windsor Bridge. These attractive meadows offer a spectacular view across the river of Windsor and the Castle. Free.

6.4 RELIGIOUS OBSERVANCE: CHURCHES

Establishment	Address	Phone
Windsor Parish Church	High Street	
All Saints Church of England	Dedworth Road	01753 864591
Clewer St Stephen	Vansittart Road	01753 855447
Holy Trinity Church	Room 65, 24-28 St Leonards Road	01753 862776
St Andrews Church	Parsonage Lane	01753 865185
St Edwards R C Church	44 Alma Road	01753 865163
St Georges Chapel	Windsor Castle	01753 848767
St Marks R C Church	Kings Road	01753 865163
St Peters C of E Church	Hatchet Lane Winkfield	01344 882322
United Reform Church	William St	01753 858223
Windsor Baptist Church	Victoria St	01753 868060
All Saints Church	Frances Road	

WINDSOR ENGLISH

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tel . 01753 858995

email . info@windsorenglish.com

website . www.windsorenglish.com

6.5 GYMS

Name	Address/Contact
Castle Gym	27-28 The Arches/Alma Rd Windsor, SL4 1QZ 01753 620707
Gallery Health Club	Vale Rd Windsor, SL4 5LA 01753 856920
Wrens Club	St. Christopher Wrens House/Thames St Windsor, SL4 1PX 01753 864186
Windsor Leisure Centre	Clewer Mead, Stovell Road Windsor, Berkshire. SL4 5JB 01753 850004 Web www.rbwm.gov.uk/web/wlc_index.htm
Datchet Health Club	Churchmead School, Slough Road, Datchet 01753 709715 www.dhchealthclubs.com
The Windsor Club	Helston Lane, Windsor SL4 5AP 01753 867001 www.thewindsorclub.co.uk

6.6 TRANSPORT TO LONDON

Travelling to London is either via Windsor and Eton Central or Windsor and Eton Riverside Station. Find your quickest journey on www.nationalrail.co.uk or call 08457 48 49 50.

Once in London Paddington or London Waterloo, make your way round to attractions and museums by Tube or Buses using an Oyster Card (www.oystercard.com). You can find maps, routes and timetables at www.tfl.gov.uk.

Also remember to take your Student Card of certificate of attendance with you at all times, as the National Union of Students (NUS) offers you the opportunity to travel in and around the City at a discount rate (up to 30% off the adult fare) if proof that you are a student is shown at the ticket hall.

For cheaper tickets to London attractions when traveling by train, visit <http://www.southernrailway.com/promotions.php?id=94&u=promotions.php> and fill out the downloadable voucher.

7. CONTACTS

Mr Paul Lowe
WINSOR ENGLISH
21 Osborne Road
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SL4 3EG
England
0044 1753 858995

www.windsorenglish.com
info@windsorenglish.com
Office opening hours:
Monday – Friday 9am – 5pm
Saturday 10am – 4pm or on appointment at agreeable time

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If you seek assistance or advice, don't hesitate to ask for help to a member of staff. Relate to the list below:

Area	Contact	Relevant qualifications and years of experience in Windsor English	Role description
General management and accommodation enquiries	Paul Lowe	Principal	<p>Duties involve overseeing the academic, social and domestic well-being of the students and organising the staff in such a way that the Course runs efficiently and in a friendly and co-operative atmosphere.</p> <p>In consultation with the staff, the General Manager arranges the teachers' rota and ensures that duties are carried out in accordance with the guidelines issued. He will also place students in graded teaching groups, advises staff, inspects classes and advises on teaching methods. Familiarity with boarding education and pastoral care is essential. All enquiries in terms of accommodation for students and dealings with host families, must be addressed to the general manager.</p>
Health and Safety, and welfare	Paul Lowe	Principal, Co-ordinator	<p>The Health and Safety Co-ordinator is responsible for the day-to-day management of health and safety including:</p> <p>Preparing the annual Health and Safety and managing its implementation. Maintaining and updating health and safety procedures and taking all necessary actions to ensure that procedures are correctly implemented throughout the school. Producing health and safety performance reports. Ensuring safety information is clearly displayed in all areas, with</p> <p>all practicable steps to provide and maintain a safe working environment, provide facilities for staff, ensure plant and equipment are safe to use, ensure employees are not exposed to hazards, provide procedures for dealing with an all hazard approach and emergencies. Informing and training teaching staff; to record, investigating injuries and report serious harm incidents.</p>
Social programme and academic management	Lis Carter	EFL teacher,	The Director of Studies provides ongoing academic support and supervision of the teaching team and is responsible to the Head of School for matters

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(Director of Studies)			delivery of teaching in addition to taking on a teaching role personally. He or she conducts the teachers' academic induction meeting; oversees the placement of students in classes; oversees the writing of reports; assists with lesson planning; conducts weekly academic meetings; observes classes as a term of inspection; provides feedback on teachers and students to the Director; oversees storage and use of teaching materials and stationery. Additional duties can be agreed with the Head of School from time to time and will vary as the School's needs change.
Teacher recruitment	Paul Lowe	Principal	The Principal is responsible for seeking, interviewing and choosing suitable, qualified teachers for our class groups.

General emergency number (police, fire and rescue and ambulance)	999 or 112
NHS help line	0845 4647