



HARROW SCHOOL
**SHORT
COURSES**

Harrow School

STUDENT HANDBOOK

SERIOUS STUDY... SERIOUS FUN!

Accredited by the
**BRITISH
COUNCIL**
for the teaching
of English in the UK

MEMBER
**ENGLISH
UK**

YOUNG
LEARNERS
**ENGLISH
UK**

WELCOME TO

HARROW SCHOOL SHORT COURSES

We are very happy that you are coming to England to study with us at Harrow School this summer!

This handbook is full of useful information about being a student at Harrow Summer School. Please read it carefully before your trip. If you have any questions, just ask!

E-mail: summerschool@harrowschool.org.uk

Phone: +44 (0)20 8426 4638

Emergency phone: +44 (0)7545 429424



Overview

We have welcomed students to study on short courses at Harrow School every summer since 1995. We offer:

- Junior summer courses for students aged 9-11
- Senior summer courses for students aged 12-17 (split 12-14 & 15-17)
- Online courses year-round for students aged 8-22

Our summer courses are accredited under the Accreditation UK Scheme by the British Council and we are a member of English UK. Accreditation UK is a UKBA approved accreditation body under the Immigration Rules for visitors.

WHAT TO PACK

All courses

Casual clothes for everyday wear, including warm and cold weather conditions

Something to wear at a party

Shoes or trainers that are comfortable to walk in

A rain coat

A towel for going swimming and a swimming costume

Toiletries (shampoo, body wash, deodorant, toothpaste, toothbrush etc)

An adapter for UK electronic plugs

Tennis students only

3 x White tennis tops

3 x White or blue tennis shorts

3 x White socks

Tennis racquet – if you have your own

Tennis shoes or training shoes suitable for tennis

Drama students only

Loose clothing

Comfortable trainers

Leadership students only

Sturdy outdoor shoes or trainers and socks

Waterproof jacket

Heathfield School

Please refer to centre's own student handbooks for more information.



WHAT TO EXPECT

Your First Day

When you arrive, you will check-in with the Summer School Registration Team at the Vaughan Library on the High Street, Harrow on the Hill. After 14:00, we will show you to your boarding house and you will have a choice of showering and sleeping or joining in some activities to get to know people on your course.

If you arrive at a meal time, we will take you to our dining hall to get something to eat. There will be packed meals for anyone who arrives after a meal time and is hungry.

All students who are new to Harrow School Short Courses will be introduced to a student buddy who has studied with us before and can help show you around.

The Next Day

After breakfast you will go to a Student Welcome Address where we will introduce you to all the important staff on your courses.

You will take a test after this to check your level of English. Don't worry, this test is only used to put you in a class with other students who have a similar level of English to you... it's not a test you can fail!

- Students aged 9-11 take a written test and have a chat with a teacher to check their level of English
- Students aged 12-17 take a written test and a listening test to check their level of English

You will find out what class you are in at breakfast the next morning.

After your test you will have a course photo and go for lunch. In the afternoon you will do some team activities to help you get to know all the other students on your course.

When you Leave

If you have requested a transfer our team will take you to the airport. Goodbyes can be hard, don't forget to bring tissues!

We always recommend that you continue your English studies and keep practising. If you need support, many of your teachers work year round for us on our virtual campus, [HSSC Online](#). You will be sent a discount code if you successfully complete your course and further information on how to [book](#).

We would like to keep in touch with you, and for you to keep in touch with your new friends, so please follow the social media accounts:

Facebook: [@HarrowSC](#)

Youtube: [@HarrowSC](#)

Every student has a course movie and photo album provided as part of the course fee. If you selected to allow us to photograph you, we will send you a link to your videos and photographs, along with details on next years courses.

Any Problems?

If you have any problems while you are here please speak to a member of our staff and we will do our best to help you. Our Welfare Officer (the Pastoral Manager) is responsible for making sure all of our students are happy and safe while they are in our care. The Welfare Officer has an office in the Vaughan Library and you are welcome to visit any time from 0800 to 1800.

In an emergency you can call our 24-hour emergency telephone number: +44 (0) 7545 429424. This number is active from 09 July - 19 August 2020.

You can also ask your family to speak to us. They can call the HSEL Office on +44 (0) 208 4264638 or email on summerschool@harrowschool.org.uk.

Once you arrive, you can contact the course office for all of your needs on: +44 (0) 208 8728140. This number is active from 04 July - 15 August 2019.

If you have a problem and you don't want to tell anyone you know, you can call Childline on +44 (0) 800 1111.

If you have reported a problem to our summer staff and you feel we have not responded properly to this, please contact the HSEL Business Director who is responsible for the summer school: Harry Ogden, hseldirector@harrowschool.org.uk +44 (0) 208 872 8072. If he cannot resolve matters immediately, he will ask you to put your complaint in writing and will respond to you in writing within 3 working days. If you still feel that your complaint has not been resolved in a satisfactory manner, please send a written complaint to The Ombudsman, English UK, 219 St John Street London, EC1V 4LY.



PHONE, INTERNET AND POCKET MONEY

Internet/Email

You can check your emails and access the internet at certain times during the course. There is free wi-fi across Harrow School.

Telephones

There are telephones in most boarding houses and free wi-fi for internet calls. Calls can also be made from the course office. Please ask for further assistance.

International Dialling Codes

Austria	(0043)	India	(0091),	Saudi Arabia	(00966)
Belgium	(0032)	Indonesia	(0062)	Slovakia	(00421)
Brazil	(0055)	Italy	(0039),	Spain	(0034)
China	(0086)	Japan	(0081)	Sweden	(0046)
Czech Republic	(00420)	Korea	(0082),	Switzerland	(0041)
Denmark	(0045)	Malaysia	(0060)	Thailand	(0066)
Egypt	(0020)	Netherlands	(0031)	Turkey	(0090)
Finland	(00358)	Norway	(0047)	Ukraine	(00380)
France	(0033)	Pakistan	(0092),	Do not dial the first "0" of your city code (except for Russia & Italy)	
Germany	(0049)	Peru	(0051)		
Greece	(0030)	Poland	(0048)		
Hong Kong	(00852)	Portugal	(00351)		
Hungary	(0036)	Russia	(007)		

Pocket Money

Your course fees include all excursions or activities, but you will need some money to buy snacks, presents and souvenirs. We suggest about £150 per week. We recommend that your parents organise a pre-paid debit card or a credit card. If you wish to bring cash please bring Pounds Sterling (£) only. We will look after your money for you and give you your pocket money on a regular basis. Please bring enough for the whole course.

Your parents can increase your pocket money by arranging a bank transfer whilst you are on our course. There will be an administration charge of £30.00 each time they do this. Pocket money will only be available when the money has reached our account. We cannot lend you money. Please note that our student insurance policy will only cover the loss of up to £250 in cash.

MEDICAL

Travel Insurance

All students are insured when we receive their deposit.

Treatment

You will receive any necessary medical care during the course. We have a medical centre on site and first aid trained staff.

If you prefer private treatment, we will check with your parents first and they will have to pay for your treatment.

Students from the European Economic Community (EEC) can receive emergency treatment and treatment for pre-existing conditions in a government hospital or doctors' surgery. Important: You must bring your European Health Insurance Card (EHIC) with you.

Students from countries with reciprocal health care agreements with the UK can receive "immediately necessary" treatment in a government hospital or doctors' surgery.

Non-EU students without an EHIC may be charged extra healthcare costs. Your parents or guardians will be responsible for these costs.

Medication

If you are taking medication prescribed by a doctor, please bring it with you, along with a note in English giving the generic (not brand) name of the medicine, why is it being taken, how often, how much to take and if there are any side effects to observe for. It is essential that your medical questionnaire is completed accurately and returned to HSSC Head Office before you arrive.

All other medication should be handed in at registration, except for:

- Epipens for severe allergies
- Insulin pens
- 'Preventer' and 'Reliever' inhalers





ENGLISH LESSONS AND SCHEDULE

We want all our students to:

- Speak English as much as possible
- Make friends with students of other nationalities
- Join in all classroom activities
- Enjoy learning – studying should be fun!
- Tell your teacher if you have any problems

Our lessons will help you improve your speaking, listening and pronunciation skills, giving you the confidence to communicate more confidently in English.

Course materials

Our teachers plan your course of English lessons based on the needs and interests of you and your classmates. You will be given a coursebook or another resource such as a reading book as part of your course, but please don't worry if you do not cover all the material. Your teacher will select the parts which will be most useful and interesting for you, and will use lots of other materials as well.

Fieldwork sessions

As part of your course your teacher will take you outside the classroom to practise your language in real-life situations, such as asking for information at the local businesses and services or interviewing local people.

English Language Option

Our Harrow Senior students have chosen an English Language option for five two-hour lessons of their course. Options are:

- Projects and Presentations
- Academic English

You cannot change to a different academic option when you are here so please choose carefully before the summer!

Schedule

A draft schedule for your course will be sent to you via e-mail before you come. When you arrive, the daily timetable is available on notice boards and your activity leader will remind you of what you are doing and where you need to meet.

GENERAL INFORMATION



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MEALS

All meals are provided during your stay. When on excursions you will have a packed lunch or a meal in a restaurant.



LAUNDRY

We wash your clothes every week. Please make sure your name is on all your clothes. We cannot be held responsible for any damage caused during washing. We do not offer a dry cleaning service.

RULES

Any students breaking the rules may be asked to leave the course with no refund of fees and any unavoidable travel costs will be charged to the parent/guardian.



YOUR ACCOMMODATION

You will sleep in a single, twin or occasionally multiple study bedrooms in Harrow School's own boarding houses. Each house has at least one common room or recreational area. Older students can use the kitchen to make hot drinks (but cannot cook food). There are plenty of showers and toilets in each house. Each room has a small lockable safe.



LOST PROPERTY

Lost property is kept for one month. If we find your lost property, and you wish us to return any items to you, we charge for their postage.

INDEPENDENCE

Students aged 9-11 are supervised at all times. Older students may be granted more independence. For example, they may visit the local shops in small groups and go to bed at a later time.



ID BADGE

You will be given an identification badge when you arrive. This must be worn at all times.





WELFARE

ARE YOU UNHAPPY?



UNHAPPY WITH LESSONS?

Speak to your teacher
or see the Director of
Studies in Modern
Language Schools, Room 1.



WE ARE HERE TO HELP!



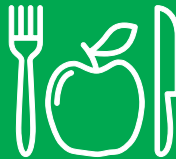
UNHAPPY WITH ACTIVITIES OR EXCURSIONS?

Speak to your Activities
Leader or see the
Centre Director in
the Vaughan Library.



UNHAPPY WITH YOUR HOUSE OR MEALS?

Speak to your
House Parent or see the Pastoral
Manager in the Vaughan Library.



UNHAPPY ABOUT ANYTHING ELSE?

See the Pastoral
Manager in the
Vaughan Library.



FEELING ILL?

See your House
Parent who will take
you to the Nurse.



IF YOU NEED TO TALK TO SOMEBODY IN AN EMERGENCY

Call + 44 7545 429424
immediately and
someone will be there
to help.



If you are worried about anything, please ask a member of staff. We will listen to all of your questions and problems - we want you to be happy!

You can also submit feedback anonymously on the HSSC App.

CHILDLINE

If you have a problem and you don't want to tell anyone you know, you can call Childline on +44 (0) 800 1111.

COURSE RULES



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1 Go to all meals, classes, activities and excursions on time.



5 You cannot go into other boarding houses without permission from the Centre Director.



2 Keep your room tidy and make your bed.



6

Be nice to everyone - no bullying.

3

Be careful with school buildings and equipment. Your parents will have to pay for damage.



7

Be in your room at the time your House Parent tells you.



4

No alcohol, drugs or smoking/vaping.



8

Turn mobile phones off during lessons and activities.

IF YOU DON'T FOLLOW THE RULES, WE WILL TELL YOUR PARENTS, YOU WILL BE PUNISHED, AND WE MAY EVEN SEND YOU HOME.

LEVEL 1 WARNING - Warning from your Activities Leader, House Parent or Director of Studies.

LEVEL 2 WARNING - Warning from the Centre Director or Director of Studies. We will tell you how your behaviour must improve, and you may miss an activity or excursion. We will tell your parents.

LEVEL 3 WARNING - Final Warning from the Centre Director & Director of Studies. You will miss an activity or excursion and your parents will be told. We may send you home.

STUDENTS WHO DO NOT OBEY THE COURSE RULES OR WHO REPEATEDLY MISBEHAVE WILL LEAVE THE SCHOOL IMMEDIATELY.

ENGLISH ONLINE



HARROW SCHOOL
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STUDY
YEAR-ROUND
WITH A
TEACHER



WHENEVER
AND
WHEREVER
YOU LIKE

**THERE IS A WORLD OF OPPORTUNITY OUT
THERE. MAKE THE MOST OF IT BY LEARNING
ENGLISH ONLINE WITH US.**

Book now at HarrowSchoolShortCourses.co.uk

YOUR ARRIVAL

Arrivals

When you arrive in the UK, you should:

1. Go through Passport Control and collect your suitcase from the baggage collection.
2. Go through customs and then through to the arrivals gate.
3. Look for the staff representative.
4. If you cannot see the representative go to the Information Desk and ask:

“Can you please ask the Harrow School representative to come to the Information Desk?”

5. In an emergency, please ask the Information Desk to telephone the Course Office (See Course Contact Details sheet) or the 24 hour emergency number which is: +44 7545 429424.

The representative WILL be there to meet you. This part of the information is only in case there is an emergency.

If you are being brought to Harrow School by an adult, please arrive between 14:00 - 17:00.

When you meet the team

- Please ask the school representative for the password. The password for summer 2020 **EMAIL VERSION ONLY**
- When the representative says the password, say your name and do what they ask you to do.
- If the person does not know the password, go to the Information Desk for help.
- Do NOT leave the airport with anyone who does not know the password.
- If travelling as an Unaccompanied Minor the airline staff will take you to meet our representative in the Arrivals Hall.
- Our representative will have a letter to show the airline staff that he/she has permission to collect you. You should give the airline the contact name and mobile telephone number on your travel confirmation letter.

Signs & Uniform

Our team will be at the arrivals gate with a sign saying Harrow School Short Courses and your name on the sign. They will be wearing a dark green and pink uniform saying Harrow School Short Courses on the back.





YOUR DEPARTURE

Departure Days

- Our staff will help you to check in.
- Our staff will take you to the security gate and wait until you have gone through, even if you are with a parent or guardian. We cannot go through the security gate with you. This is an airport rule. You will wait in the departure lounge until your flight is called and you can board your flight.
- If you are travelling as an Unaccompanied Minor our staff will help you check-in and you will then be in the care of the airline staff at all times, including on the plane.
- You must pay the cost of excess baggage and Unaccompanied Minors charges. Please check at the time of booking the airline's arrangements for the payment of airport departure tax and the maximum luggage allowance.
- If an adult who is not your parent will collect you, we require written confirmation of the name from a parent or guardian 48 hours in advance. The adult must provide photographic ID to our staff before we let you leave.
- We will only provide transfers for children wishing to meet adults at the airport check in desk if they are booked on a flight or train leaving that day. We can't drop students to the airport more than three hours before a flight departs, so please ask any adults collecting you to come to Harrow School if they would like to meet you earlier. If the adult is late or delayed meeting our staff at the airport, you will be checked in and sent through security.

FREQUENTLY ASKED QUESTIONS

Q: What will happen if the flight is delayed for arrival?

A: Our staff will wait for all students. If a flight is delayed or changed less than 48 hours before the course starts please ask your parent/guardian to telephone or e-mail the Head Office (see Course Contact Details on page 1 of this handbook) and tell us the new flight details.

Q: What will happen if the flight is delayed for departure?

A: The Operations Team is in constant contact with our staff at the airport. If the flight is delayed on departure the HSSC staff will wait with you. You will not be left to check in alone. We will make sure you understand exactly what is happening and help you to contact your parents to inform them of any delay.

Q: How long do I have to wait at the airport before transferring to Harrow School?

A: Normally around half an hour. Students will not have to wait longer than 2 hours, but if, for example, there has been a flight delayed it could be longer. A member of our staff will be with you all the time.

Q: Can my parent or guardian telephone the Course Office to confirm that I have arrived?

A: Yes, but we will also ask you to telephone home as soon as possible after you arrive at the school. Please tell your parent or guardian suitable times to telephone you during the course. If your parent/guardian needs to telephone when you are in lessons, or on an excursion, our staff will take a message and ask you to return their call.

Q: If I am arriving by car, where should I come to register?

A: Harrow School, The Vaughan Library, High Street, Harrow on the Hill, London, HA1 3HT

Q: Can my parent, guardian, or friend take me out during the course?

A: Yes. We must have advance permission in writing from your parent or guardian. The person picking you up must show photographic ID when collecting you.

Q: What happens if I want to change my elective?

A: We listen to any student request to change elective and where a request is made in the first few days of the course and it's possible for us to make the change without lowering the quality of our courses, we do this.

Q: What happens if I want to change my photography permission?

A: Pink lanyards are given to those who permit photography and green to those who do not. To change your preference simply visit the Course Office to swap your lanyard.

CHECKLIST

Please don't forget to send us:

- The completed Student Travel Details Form for your arrival and departure
- The completed Emergency Contact Details Form
- The completed Medical Questionnaire

And make sure that you have:

- Your air or train tickets, unless you are arriving by car
- A valid passport (and Child Visitor Visa (CVV) if required)
- A letter of acceptance from HSSC
- A letter of Consent to Travel from your parent (if travelling alone)
- This handbook, all the information sheets and the contact details sheet
- All the clothes you need for your course, including any specialist equipment
- Any medications that you require, with a note in English and an EHIC card if applicable



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The Bursary, 5 High Street,
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