



## WELCOME TO LSI/IH PORTSMOUTH - ONLINE!

### Questions? Problems?

#### To all our students,

We really hope you enjoy your online course at LSI Portsmouth – if you have any problems or questions **please** ask for help. You can either email [info@lsi-portsmouth.co.uk](mailto:info@lsi-portsmouth.co.uk), speak with your teacher, call us on +442392 291811 or submit an enquiry [here](#).

1. **Contact details:** In order to send you your class information, it is very important that we have your up-to-date email address. It also helps if we have a phone number in case we have any issues reaching you via email. Almost all contact will be processed via email or in the Zoom classroom.
2. **Education:** Classes will be conducted via Zoom. You will need to sign up to Zoom ahead of starting your classes by visiting [www.zoom.us/signup](http://www.zoom.us/signup). If you have any problems while you are studying the Director of Studies will be able to help you, please contact [info@lsi-portsmouth.co.uk](mailto:info@lsi-portsmouth.co.uk) and we will pass on your concerns to them.
3. **Emergencies:** In an emergency outside of normal school hours, you can phone the LSI Portsmouth Emergency phone number on 07803392476 (or +44 780 339 2476 if phoning from outside Britain)
4. **Money Matters:** Our accounts team are available via email and will be able to help you with any money matters. Please contact them at [accounts@lsi-portsmouth.co.uk](mailto:accounts@lsi-portsmouth.co.uk)
5. **Personal Problems:** We have a dedicated welfare team at LSI Portsmouth, if you need to discuss any problems that you are experiencing either inside or outside of class (which may arise due to COVID19, or other educational stresses and worries) please speak to them by either contacting them on [welfare@lsi-portsmouth.co.uk](mailto:welfare@lsi-portsmouth.co.uk) or calling +442392 291811
6. **Study Culture:** Your teacher will be able to provide you with additional learning materials as well as daily homework to supplement your online learning experience. If you would like any extra materials, please speak with your teacher. The teacher will also provide you with weekly 1:1 tutorials to monitor your progress and address any class issues.
7. **Social Activities:** We are running an online social programme that is available to current students, as well as ex-students who may wish to participate. Up to date details about this can be found on the LSI Portsmouth social media pages, or you can click [here](#) and sign up directly through the IH Portal.
8. **Documentation:** As you are studying online, we do not have to take a copy of you passport or ID card, however, we do recommend it as it helps us to verify your identity on the first day of school. Please send a copy of your passport/ID card to [info@lsi-portsmouth.co.uk](mailto:info@lsi-portsmouth.co.uk) before your class starts, and provide a photo for your booking profile.
9. **Technical Issues:** If you find that you are experiencing any technical issues and are unable to access your online classroom, please contact [info@lsi-portsmouth.co.uk](mailto:info@lsi-portsmouth.co.uk) or call +442392 291811 as soon as possible and we will help to reconnect you.



## Attendance Policy: Pre-Sessional

You have come to study at LSI Portsmouth to develop the language and study skills you will need to succeed at a British university. In order for you to achieve this and to guarantee your progression onto an academic course, it is vital that you do 4 things- you should:

- 1) **Attend all classes and tutorials (90% minimum)**
- 2) **Complete and pass all assessments**
- 3) **Make satisfactory progress**
- 4) **Produce work equivalent to the IELTS level stated in your university offer letter by the end of the course**

Your teacher will mark your attendance in the register every day and this will be checked weekly. All absences **for any reason** are counted. This means, for example, that even if you are very sick and you need to miss some days of school, your attendance rate will drop. If we are worried about your attendance at any point during this course, the following procedure will be followed:

- Your teacher will talk to you about your attendance and ask you to come to all of your lessons from then on. This will be written on your tutorial form.
- If your attendance continues to be a problem and drops below 90%, you will need to have a meeting with the Director of Studies to explain your absences. This will be your first warning.
- If you continue to miss lessons after this and your attendance continues to be low, the Principal will speak to you and you will receive a second warning.
- If after this there is still no improvement, you will receive your final warning from the Principal. Copies of this warning may be given to your sponsor, your agent and your parents.
- If your attendance is under 90% at the end of the course (for any reason, including illness, embassy appointments and so on), you will fail your Pre-Sessional and LSI Portsmouth must tell the University.

### Authorised and unauthorised absences

There are two types of absences on the Pre-Sessional: authorised and unauthorised. Both count towards your attendance. An **authorised** absence means that **the school gives you permission to be absent**.

This can happen in two situations:

- 1) You are **very** sick (e.g. food poisoning, a fever, asthma attack etc.) **and you call the school to tell us before 9am**. The phone number for the school is **02392 291811**.
- 2) You know in advance that you need to be absent for reasons such as:

1-13 Lord Montgomery Way, Portsmouth, Hampshire, PO1 2AH, 02392 291811

Web: [www.lsi-portsmouth.co.uk](http://www.lsi-portsmouth.co.uk) email: [info@lsi-portsmouth.co.uk](mailto:info@lsi-portsmouth.co.uk)



- Hospital appointments (i.e. not with the GP)
- Embassy appointments
- Meetings with University Supervisors
- Police registration

In this case, you need to:

1. Ask for a Permission to be Absent Form from your teacher at least a few days before
2. Complete the form with information about when and why you need to miss school
3. Give the completed form to your teacher
4. Your teacher will take this form to the Director of Studies. If the Director of Studies agrees that you have a good reason, he will sign the form and give you permission.
5. On the day of your absence, your teacher will write in the register that it is an "authorised absence".

An **unauthorised** absence means that **you do not have permission** to be absent. For example:

1. You are sick but you do not call the school before 9am
2. You miss school for any of the following reasons:
  - GP (doctor's) appointments
  - Feeling tired
  - Appointments to install internet/telephone/satellite
  - Appointments with landlords
  - Meeting friends or family at the airport

If you have two or three unauthorised absences, you may receive a formal warning from the Director of Studies about your attendance.

**Please remember that even if you are absent, it is important that you still do your homework. It is your responsibility to contact the school or your classmates to find out about homework and to make sure that it is done on time.**

#### **National and religious holidays and festivals**

It is also important to remember that the LSI Portsmouth Pre-Sessional courses are for students of many different nationalities. It is possible that there may be a religious holiday or national day during this course that is important to you. While we recognise their importance, unfortunately, due to the 90% attendance required by the University of Portsmouth, it is not possible to allow these days as authorised absences. Consequently, if a student decides to take these days off, they will have to be counted as unauthorised absences. There is a real danger that if a student takes unauthorised absences and later in the course requires time off due to sickness or emergencies, they will not achieve the



minimum 90% attendance and this could lead to course failure. **We would therefore strongly recommend wherever possible for students not to take this time off.**

### **Punctuality**

As well as coming to class, you must also be on time. Punctuality is very important in the UK. In fact, some university lecturers lock their door when the class starts so even if you are only a few minutes late, you cannot enter the room! At LSI Portsmouth, you should try to arrive 5 minutes before your class starts so that you are ready to start when your teacher arrives. If you arrive late for your lesson, your teacher will note this down in the register including the number of minutes that you are late. If you are more than 15 minutes late, your teacher will mark you in the register as "Absent" and they may not let you join the lesson. In this case, you will need to return at the start of the next lesson (e.g. after the coffee break).



## School Rules

### **Attendance and Punctuality**

All students are expected to attend 100% of lessons and arrive on time for every lesson. If you are late, you may not be allowed into class. Please see the 'Attendance Policy' and 'Punctuality Notice' for more details. Pre-Sessional Students should refer to their Student Handbook.

If you are going to be away from school, you must phone (02392 291 811) or email ([info@lsi-portsmouth.co.uk](mailto:info@lsi-portsmouth.co.uk)) the school, before 9am to tell us. This contact information is also on the back of your student card.

### **Behaviour**

Students and staff are expected to be respectful and courteous to everyone at all times, regardless of nationality, race, gender or religion. Abusive behaviour, bullying or harassment of any kind will not be tolerated. Any complaints about behaviour will be taken very seriously and could result in students or staff being asked to leave the school.

### **Holidays**

It is possible to take a holiday whilst you are here but you must give the school at least 1 weeks' notice. Please see the 'Holidays, Course Extensions and Course Changes' poster for more information. **Pre-Sessional students are not allowed to take holidays.**

### **Course Refunds**

It is LSI Portsmouth's policy that all tuition fees are non-refundable once a course has started. Please make sure that you have insurance that will cover you in case you have to leave your course early. Please see our 'Cancellation Policy' for more details.

**You are all here to improve your English, so it's really important that you speak English at all times!**





## Cancellation Policy

All classes are to be paid in full in advance of the course and it is LSI Portsmouth's policy that all tuition fees are non-refundable once the course begins, so you should make sure you have a suitable insurance policy that will cover this in case you have to stop your course early for any reason. Please do not ask us to make exceptions to these rules. We are a fair school and treat all students in the same way. We cannot make any exceptions in any circumstance. We urge all students to take out suitable insurance.

## Feedback

If you are unhappy about something, please talk to someone as soon as possible. Don't wait to tell us on your final feedback form as it may be too late for us to help you. If you have a problem, speak to your teacher and they will try to help you, or they will refer you to another member of staff who can help.

If it is an educational matter which the teacher is unable to resolve, the problem should be referred to the relevant Director of Studies (For General English and exams this is Lewis Richards at [lewis.richards@lsi-portsmouth.co.uk](mailto:lewis.richards@lsi-portsmouth.co.uk) for Pre-Sessional Courses this is Robyn Stoddard [robyn.stoddard@lsi-portsmouth.co.uk](mailto:robyn.stoddard@lsi-portsmouth.co.uk)).

If you wish to discuss personal problems that you are experiencing either inside or outside the school which may arise from mental health issues, family matters, study pressure or problems of possible cases of abusive behaviour you can speak to our Welfare Officers ([welfare@lsi-portsmouth.co.uk](mailto:welfare@lsi-portsmouth.co.uk))

If you are unhappy about something else please speak to [Belle@lsi-portsmouth.co.uk](mailto:Belle@lsi-portsmouth.co.uk)

If all else fails, or the problem is of a serious nature, then students should speak to the Principal, Lea Brophy ([lea.brophy@lsi-portsmouth.co.uk](mailto:lea.brophy@lsi-portsmouth.co.uk))

We also have an online suggestions box where you can leave suggestions or feedback anonymously if you prefer [here](#). If you have a suggestion on how we can improve anything, we would love to hear it so please write it down on the online form!

If you cannot find a solution to your problem or concern or are not satisfied with how LSI Portsmouth has handled a situation, you can write to English UK (the national association of accredited English language centres). For details of the English UK complaints procedure, please visit [www.englishuk.com](http://www.englishuk.com)

1-13 Lord Montgomery Way, Portsmouth, Hampshire, PO1 2AH, 02392 291811

Web: [www.lsi-portsmouth.co.uk](http://www.lsi-portsmouth.co.uk) email: [info@lsi-portsmouth.co.uk](mailto:info@lsi-portsmouth.co.uk)





**LSI PORTSMOUTH**



# HOW TO SIGN UP FOR THE SOCIAL PROGRAMME

## STEP ONE

Scan this QR Code or visit  
<https://ihportal.org/ihportsmouth>



## STEP TWO

Enter your details to create a  
free account (you only need to  
do this once)

## STEP THREE

Look through the different social  
programme events available to you. Some  
will be online and some face to face.

## STEP FOUR

Click "Book" on any activities you wish to  
sign up for. It's as easy as that!







# LSI PORTSMOUTH



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we will then send you your  
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