



## Student Charter

We at LSI Portsmouth are proud of our excellent reputation as a first-class English language school. In school, our staff are committed to providing students with the best English Language training possible, given by teachers who have a genuine interest and enthusiasm in students' learning and welfare. Outside the classroom, we have a programme of extra-curricular activities to ensure that their stay in Portsmouth is as enjoyable and enriching as possible.

### Arrival at LSI Portsmouth

Upon arrival at LSI Portsmouth, all new students are given a Day 1 timetable and an LSI Portsmouth Welcome File, which they use for the duration of their course. The Welcome File includes:

1. **"Any Questions? / Any Problems?"** sheet – this also details who to speak to if the student has a question, problem or complaint. It also includes the LSI Portsmouth Emergency Telephone Number.
2. The type of course the student is following with the corresponding timetable.
3. Information on self-access study
4. A *"Welcome to LSI Portsmouth"* sheet, which gives a brief course description of the different General English and Exam course options together with an advice sheet: *"How Can I Improve my English?"*
5. The importance of attendance (not included in Executive File)
6. A tourist map indicating places of interest.
7. *"The LSI Portsmouth Student Guide to Portsmouth"*
8. Useful Information for Students
9. *"Life with your English Homestay Family"* and *"Pros and Cons of living in self-catering accommodation"*; this is given to General English students only (not included in the Executive File)
10. Information on making course changes and rules on taking holidays (not included in the Executive File)
11. Information on action in case of fire with a sheet showing all the fire exits.
12. An A4 notepad, notebook, and file dividers

Before the student's first day, the student will be asked to complete an online placement test and will be asked to attend a short online interview with the Director of Studies conducted via Zoom. The placement test comprises of a grammar and vocabulary section, a writing section, and a short interview with a Director of Studies. If, for whatever reason, the placement test was not conducted prior to the student's first day, the student will undergo a placement test in the morning and join the class on the Monday afternoon.

General English students receive a welcome talk from the Principal, the General English DOS and the Student Services Manager. The welcome talk covers welfare and medical care, personal safety, accommodation, course structure and academic information, LSI Portsmouth rules and the social programme information.

All Executive students receive an oral interview (even if they are returnee students going straight into class). If they haven't already been interviewed and done a placement test as above, they have

a welcome talk followed by a tour of the school, during which they meet the Principal. The morning concludes with an introduction to the Executive self-access material.

New students have their first class after their induction on Monday morning.

### **During a Course**

Students will have the opportunity to benefit from:

- A programme of study relevant to their needs – the focus of the course will often be concentrating on aspects which students cannot do in their own countries, namely *using* the grammar and functional language in a communicative way
- A “settling in” check (Tuesday morning for Executive students, Friday morning for General English students) to check that all is satisfactory with classes and accommodation.
- Regular progress tests and tutorials. Executive students have weekly tutorials, General English students fortnightly. General English students may also expect a progress test at least fortnightly
- Access to further study and general educational guidance

### **On Completing a Course**

Students will receive:

- A leaving certificate stating their course type, the duration of their course and finishing level. On the reverse side is a comparison table of level definitions, including British Council and Common European Framework “can do” statements, Common European Framework and IELTS levels, and level names (Intermediate etc)
- Guidance and advice on how to continue studying English
- Executive students will also receive a report of their progress with suggestions on how they can improve.

### **School Rules**

LSI Portsmouth expects students to:

- Attend their classes on time, including after the breaks
- Have a *very good* reason for missing classes and always inform LSI Portsmouth if they are unable to attend. For example, if a student is unable to attend due to illness, they should contact LSI Portsmouth by 9.00am. For more information, see our attendance policy
- Work with and accept the teaching style of the school. This will mean working cooperatively with their classmates, who may be of a different gender, religious belief or cultural background to themselves, participating as much as possible and following the teacher’s instructions
- Mobile phones and tablets may only be used with your teacher’s permission. It is not acceptable to take a call in class, or leave the class to take a call. Students are expected to wait until the break or end of the class, whichever is sooner. However, this rule is flexible for Executive students as some are obliged by their company to be available for contact at all times.

Students understand that:

- If they are not at the recommended level of English for a particular course or stage of a course, they may be asked to repeat or extend a level

- If they are involved in police action, continually break the rules of the school or are continually disruptive in class they will receive a warning letter which will be sent to their ETO, parents or sponsor. If this continues the school may ask them to leave with no refund
- Abusive behaviour will not be tolerated. See our policy on bullying and abusive behavior for further information
- It is possible to take a maximum of 4 weeks' holiday during a course (with the exception of PSE students). For further information on holidays, see our holiday policy
- It is possible to change their course type or extend or shorten it, but there are terms and conditions. For further information on course changes, extensions and cancellations, see our relevant policy.

### **Sponsored students**

Students who receive funding or sponsorship for their studies from their embassy must have a financial guarantee letter. They may not be allowed to commence their studies until we have this.

### **Visa students**

If a student chooses to leave their course early, they will be asked for their reasons for leaving and this will be recorded in our central booking system. Short-term study visa students may be asked to provide documented evidence such as:

- Flight details showing their intention to return home
- An offer letter from another registered educational institution to prove they are continuing to study in the UK
- A doctor's note to say they are unable to continue studying

**\*For Student Visa students this information is compulsory\***

If a student is a Student visa student and they want to leave their course early LSI Portsmouth has a legal requirement to report them to the UK Visas and Immigration (UKVI).

### **Problems or Complaints**

If a student is unhappy with a class, they should speak to their teacher. If they are unhappy with the teacher, they should speak to the relevant Director of Studies. In very serious cases, a student may go directly to the Principal.

LSI Portsmouth has an open-door policy and so the Principal and each of the Director of Studies are always happy to resolve student problems.

If a student is unhappy with their host family and accommodation in general, they should speak to our Accommodation Officer who can be found on the 3<sup>rd</sup> floor in school.

If a student wishes to discuss personal problems they may be experiencing either inside or outside the school (due to homesickness, culture shock or disagreeable behaviour of another student etc) they should speak to our Welfare Officers – posters in every classroom make it clear who they should speak to and where they can be found. Our complaints policy is on display in classrooms and public areas. If for any reason we cannot resolve a student's complaint, they can contact English UK and we will provide these details.