

A1 SCHOOL OF ENGLISH

STUDENT INFORMATION GUIDE

Welcome,

A1 School of English welcomes you and we hope you will enjoy your time with us!
If there is anything you do not understand or would like information about, please ask at the Reception desk.

Thank You.

About us

We are an accredited Callan Method School and have successfully been teaching English to foreign students in Ealing Broadway since 2008. We have welcomed, taught and befriended students from the world over!

We do our best to give an excellent service to our students and provide a warm and friendly learning environment for all to feel welcome in.

The Callan Method

The Callan Method is a Direct Method whereby students learn to speak English as they learnt to speak their own language when they were children, by imitation; first listening, then speaking, then reading, then writing.

Students learn by imitation and by repeating the work they have learnt.

Teachers correct students by imitating their mistakes; students must not think the teacher is making fun of them— this is part of the method.

Dictionaries are not used in the classroom; teachers briefly explain the meaning of new words and give examples, and the students immediately begin to practise using them! There are also translations in the students' books, in case they want to make sure that they understand the meaning of words taught.

Callan lessons are also much faster than traditional lessons; speed and repetition are very important. The method is fast, fun, and it works!

Each class has a different teacher for each lesson which also makes the students' learning experience more interesting.

Students must have their books closed during lessons, and may only open and read from them during the Reading section of the lesson, and to have a look at translations during the New Work section.

Dictations will also be given during the lessons for writing practice.

Sessions are divided into two, or three, hours consisting of:

- Revision of work already taught; readings, dictations, and new work. Lessons are fifty minutes long and are divided by ten minute breaks in between them.
- Morning sessions are three hours, and afternoon and evening sessions are two hours.

The Role of the Student:

- To listen, to answer questions when asked (they will always be assisted by the teacher); to speak along with the teacher; or repeat after the teacher when they cannot answer by themselves, and when the teacher corrects them.
- To pay attention to the teacher and not speak until they have been asked to.

- To switch off mobiles (or keep them on silent), and other electronic equipment in lessons.
- To respect teachers and other students and not disrupt the lessons.
- To report to Reception or Management if they experience any problems at school, either with other students or teachers, or with the school itself.
- To use appropriate, and inoffensive, language at all times when at school.

The Role of the Teacher:

- To teach in accordance with the Callan Method only.
- To distribute questions as fairly as possible so as to include all students.
- To effectively explain new words and grammar.
- To be as helpful as possible and to not offend any students.
- To use appropriate, and inoffensive, language at all times when at school.

Terms and Conditions of A1 School of English

Registration and Tuition Fees

Once application forms have been completed and trial lessons have been taken, students should pay registration and tuition fees in full, in advance of beginning their lessons. This can be done on the day they wish to start lessons.

Full payment and confirmation of dates must be received before an enrolment letter can be issued. A fee of £10 will be charged if, for any reason, a cheque is returned unpaid.

Students' course lengths are extended to accommodate public, and school holidays.

A registration fee of £15 includes: a level assessment by means of trial lessons, enrolment letter (upon request), receipt, and Callan certificate. Letters will not be issued to students who have not paid or attended classes. Letters or documents must be requested at least one working day before collection.

We will gladly provide any other letters required in relation to students' school attendance.

Attendance

Students should attend all lessons they have enrolled for, and will not be refunded for lessons missed.

If a student cannot attend a lesson because of illness they must phone or, preferably, email the school one day in advance if possible, or they will lose that lesson. A student must provide a doctor's note if they want to extend their course for more than two days.

Sick days and holidays are limited according to the length of a student's enrolment, which will be explained upon registration. Only authorised sick days and holidays will be allowed; students must please discuss this with the receptionist before taking time off, or they will lose those days.

Students who are absent without authorisation, or notifying the school, for more than two weeks/10 days will be taken off the class register, and cannot be guaranteed a place in their old class.

Student attendance is recorded by teachers each day and in each lesson.

Classes

The school reserves the right to alter, cancel or combine classes if necessary. We will try our best not to do so unless absolutely necessary.

The school reserves the right to place students in, or move them to appropriate classes, as deemed necessary by teachers and management. We do confer with students regarding their level but they cannot decide alone as to which level is right for them.

Students may change class times as often as they wish to depending on the availability of classes at the time.

If a student is absent for more than 10 days without notifying the school the student's name will be removed from the class register.

Student records and Contact telephone numbers / e-mail addresses

On payment of registration fees students agree that the school may keep their personal records on its database. No personal details of students will be passed on to third parties, except to the authorities when necessary, without prior consent

Students must keep the school advised of any changes to home addresses and contact telephone numbers and ensure these are always up to date. They must also provide contact details of a person who can be contacted in the case of an emergency.

Refunds

We do not grant refunds as a rule.

A student may request a refund only under certain circumstances, i.e. proof of return home in case of emergency, proof of non-arrival in the UK.

A notice period of 5 days is required; any other consideration is entirely at the discretion of the school. Payments made by credit or debit card can only be repaid onto the same card, and those made by bank transfer are returned to the same bank account from which the payment originated.

Fees can be returned only to their origin and only by the method by which they were received.

Students may also transfer their course so that another student may take their place if they wish.

We do not refund or exchange books.

Behaviour

Students are expected to behave in an orderly manner and to show respect and consideration for others, whilst at school. The school reserves the right to refuse to teach any student whose behaviour is deemed as annoying, distressful or offensive to others. Persistent or serious offenders will have their course cancelled.

Students under 16 years old

Students under 16 must be escorted to and from school by a parent or guardian over the age of 16.

Complaints

Any student wanting to make a complaint about anything school related can: speak to a receptionist, make use of the Complaints Book in reception or email the school.

We welcome constructive criticism and all complaints are dealt with in confidence.

Whilst teachers are there not only to teach students English but also to be of assistance however they can, students should please not take any complaints regarding other students, teachers, or the school to them. We are ready to help in Reception and will discuss with teachers whatever we feel is necessary.

Liability

The school, its employees and representatives accept no responsibility for personal injury and/or loss of/damage to personal property on the school's premises, whether by fire, burglary, theft, evacuation or otherwise.

Unforeseeable Circumstances

The school, and its employees, are not liable for damages, or for cessation of operation or cancellation of courses due to earthquake, fire, flood, explosion, terrorist attack, plane crash or any other disaster outside its control.

General

Students do not reserve the right to record lessons or take photographs of any person/s on the school premises without prior consent by the school or person/s involved.

Although we do not offer accommodation we can always recommend a few places we know of.

We have a First Aid emergency kit in the Reception if you require minor medical assistance.

Students may help themselves to tea, coffee and biscuits, which are free of charge, in the kitchen. Cups should kindly be returned to the kitchen and washed after use.

If any other information, not provided in this handout, is needed, students should please feel free to ask in the Reception.

We will always try our best to be of assistance where we can.

Disclaimer

The school makes every effort to ensure the accuracy of all printed and promotional material, and that all information is correct at the time of printing. The school reserves the right to change information at any time, and will try to give sufficient notice of any changes.

Thank You and Enjoy your lessons!