Welcome to Language Tuition Nottingham!

LTN
LANGUAGE TUITION
NOTTINGHAM

Student Handbook

Contents:

- **Part 1: About Language Tuition Nottingham (LTN)**
- **Part 2: Nottingham city**
- **Part 3: Our English courses:**
- **Part 4: LTN's Terms and conditions**



Useful UK Phone Numbers:

- LTN emergency telephone: 07583194017
- Emergency Services (Ambulance, Police, Fire…): 999
- Non-emergency Health Services: 111
- Non-emergency Police: 101
- British Transport Police (Accidents or serious problems on trains or buses): 0800405040
- Fraud & Cybercrime: 03001232040

Part 1:

About Language Tuition Nottingham (LTN)

Established in 2008, we have grown and evolved into the most specialised independent Spanish & English language and Teacher Training academy in Nottinghamshire.

We cater for people of all ages and abilities and all of our learners have taken huge steps forward in their understanding of these two languages.

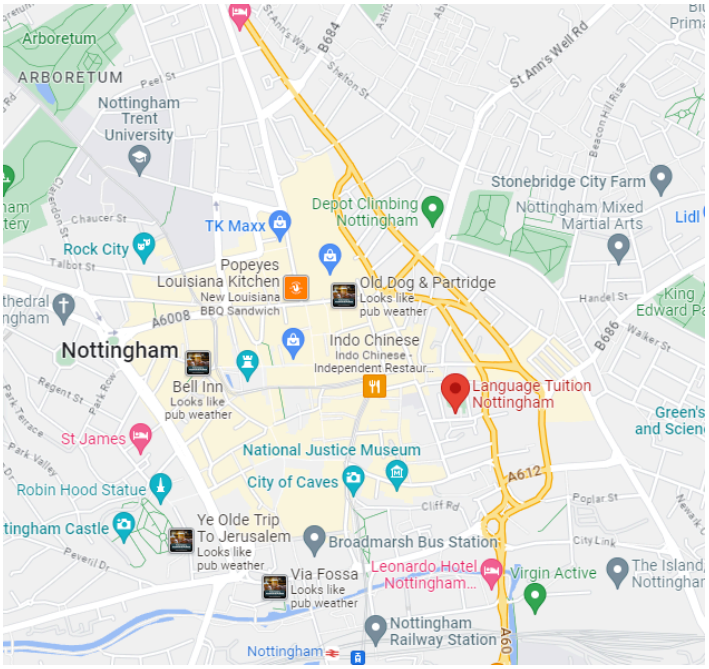
Our English courses are accredited by the British Council

Our CertTESOL and CertPT are internationally recognized certificates for teachers of English as a foreign language and are accredited by Trinity College London.

Our services are offered in a traditional building, conveniently located in the heart of the city, and all of our tutors are experienced and highly qualified teachers.

School details:

- Website: https://www.languagetuitionnottingham.co.uk/
- Address: Gothic House, Barker Gate, Nottingham, NG1 1JU
- Phone number: 07583194017



Our mission is…

“Quality language education for the community”.

We are passionate about education and languages. We aim to help students in our community to learn new (or to improve existing) language skills, and to do this in a way that helps them to meet their personal and professional goals.

At LTN we are fully committed to our students and the wider community, keeping the local and international people living in Nottingham working together and moving forwards to a better future.

Why study with us?

There are so many reasons why learning English is important! Whatever your plans – international business; developing your career, studying in an English-speaking university, or simply making friends all over the world – Language Tuition Nottingham is here to help you!

- We offer fun, practical and interactive lessons to develop the confidence and language required to communicate with others in English.
- Our English courses are accredited by the British Council.
- As well as studying grammar and vocabulary, you will learn about British culture through songs, games, and videos.
- Lessons taught by friendly, qualified and experienced tutors.
- Our General English and Exam preparation courses run from Monday-Thursday, so you have long weekends to travel and experience the local culture (or for extra study and practice!).
- Or you can join our Friday morning study cub: we have study workshops, social learning activities, and self-study resources.
- Study in a beautiful traditional building in the heart of the city – only 2 minutes away from the city centre's best independent shops, cafes, and restaurants.
- Small groups (average of 8, maximum of 16), so you know you will get lots of attention from your teacher.
- We have courses for a wide range of levels – Beginner to Advanced (A1-C1).
- Excellent value!

The school and facilities:

The school is located in Nottingham city centre, 2 minutes from the creative district of Hockley, where our students will find local independent restaurants, coffee shops, cinemas, etc. The school is located in a beautiful traditional building, with bright and comfortable classrooms.

The school offers free tea and coffee for students; and in the communal area you can find board games, books, table football, and video games for all the students to use.

Welfare and student support:

Our team is happy to help you at all times, before you arrive and while you are studying with us at LTN. Ask our team for help with:

- Providing you with a reference letter
- Giving you information about things to do around Nottingham.
- Giving you a report, should you need one.
- Letting you know who to speak to if you have any problems at the school or in Nottingham.

If you have any physical/mental health issues that may require support, or that LTN staff/teachers should be aware of, you should tell us about these on your registration form before starting your course. Please note that if you do not tell us about any special needs until the course has already started, we may not be able to offer any additional support for this at a later date.

Don't forget our emergency number: +44 7583194017

Part 2:

Nottingham city

Nottingham is a vibrant modern city with a rich past and culture, and home to the famous Robin Hood. Full of independent local restaurants and shops, as well as shopping centres and department stores where you can find anything you need. Remember to make the most of the Student Card you will be given, which will give you discounts in many cafes, restaurants, shops, and museums. There is also a large population of university students, with a lively nightlife in the city's pubs and clubs.



Sightseeing:

- Nottingham Castle (Experience 1000 years of history and know more about the legend of Robin Hood).
- The City of Caves (Historic tunnels in the rock under the city).
- The National Justice Museum (A 15th Century court and prison - it is said that Robin himself was held in jail here!).
- Nottingham Contemporary (Modern art gallery).
- Wollaton Hall (A beautiful country house with a natural history museum, and 500 acres of land where you can see wild deer, which also featured as 'Wayne Manor' in the Batman film, 'The Dark Knight Rises').
- The Arboretum (A beautiful historic park).
- Sherwood Forest (With a famous tree - over 1000 years old!)

Fun things to do:

- Robin Hood Town Tour (An award-winning city tour)
- National Ice centre (Where you can learn or practise ice-skating and ice-hockey)
- Escape rooms, virtual reality gaming, board games cafes, bowling, mini-golf… Ask you teacher if you are looking for something interesting to do in town!

Nottingham Tourist Centre details:

- Website: www.visit-nottingahmshire.co.uk
- Address: 1-4 Smithy Row, Nottingahm NG1 2BY
- Phone number: 08444775678



Shows and music

Places to go in the city if you are looking for a show:

- Theatres: Theatre Royal and Concert Hall, or Nottingham Playhouse
- Music venues: Metronome, Rock City or the Motorpoint Arena.

Eating and drinking in Nottingham

There is a huge range of bars and restaurants to choose from and you can try food from nearly all over the world (Italian, Indian, Thai, Cantonese, Chinese, English, Spanish, Polish and much more). There are places for all tastes and budgets.

Remember again to take your Student Card with you - in some places you can get a 10% discount.

- Malt Cross (The only Victorian Music Hall in the country. Bar-restaurant and live music)
- Ye Olde Trip to Jerusalem (England's oldest pub)
- Castle Rock Brewery (Pub and tour)
- The Bell Inn (Great pub food and live music)
- Canal House (Fantastic outdoor space by the canal)
- The Ferry Inn (Traditional English pub with beer garden and open fire, by the river)

Volunteering in Nottingham

If you would like to volunteer with a local business to practise your English, gain some work experience, and help the local community while you are studying with us, Nottingham offers you that possibility too.

If you are interested and do not know how or where to start, the school can help you. Charity shops like The British Heart Foundation, Cancer research, or other community projects such as, Green's Mill Windmill, Stonebridge City Farm, and many others could be great places to go. If you are interested in other types of volunteering, you can visit this website for more information: www.nottingahamcvs.co.uk/volunteering

Public transport

Most of the places you can visit are within walking distance from the school, but Nottingham also has an excellent public transport system (bus, tram and train). You can find the Transport Office in the city centre where you can buy tickets and get all the information you might need.

Most of the transport routes have an app for your phone, so you can stay well informed about the timetables and routes.

Public transport office details:

- Website: https://www.nctx.co.uk/
- Address: 5 South Parade, Old Market Square NG1 2JS
- Phone number: 01159506070



Part 3:

Our English courses:

Part time courses:

- **General English:**
  12 hours of morning classes each week. Learn essential grammar and vocabulary, and practise reading, listening, writing, and speaking in a fun environment.
  Timetable: Monday – Thursday, 09:00am – 12:30pm (with 30min coffee break).
- **IELTS Academic Exam Preparation:**
  9 hours of afternoon classes per week. Prepare for the internationally recognised IELTS exam, while developing your vocabulary, writing and speaking skills.
  Timetable: Monday – Thursday, 13:30 – 15:45pm.
- **Friday morning Study Club:**
  Join in a variety of study workshops, exam-practice, social learning activities, and access our collection of self-study materials.
  Timetable: Friday 09.30am – 12.30pm

Full time courses:

- **General English with study support:**
  Combine our General English course with Friday Study Club.
  15 hours of morning classes per week.
- **Intensive English programme 1 (General English and IELTS exam preparation):**
  Combine our general and academic English courses.
  21 hours of morning and afternoon classes per week (or 24 hours with Friday study club).
- **Intensive English programme 2 (General English with 1 to 1 lessons):**
  Take control of your learning and combine our general English course with extra 1 to 1 tuition!
  21 hours of classes per week (12hrs of morning group lessons and 9hrs of 1 to 1 at a time to suit you and your teacher). Plus access to our Friday study club
- **English lessons with volunteering:**
  Classes from Monday to Thursday from 09.00 to 12.30. Combine our General English course with3-hours private tuition per week, plus volunteering in the afternoons.

Important information:

- *i - These courses are currently only available for students over 16.*
- *ii - Students who are enrolling on courses of longer than 3 weeks will be required to buy or rent a book for each course. Coursebooks are available to buy from the school for £35 or £15 rental (or you can shop online)*
- *iii - There is an administration fee of £50 for all course bookings of more than 1 week. (Or £85 for Embassy sponsored students, due to the additional administration required).*
- *iv - There may be a waiting list for beginner level courses.*
- *v - IELTS Preparation courses are not suitable for beginners. An alternative option will be provided for beginner level students who wish to study in the afternoons, focussing on vocabulary*
- *vi* - LTN reserves the right to decline service to clients (provided this is *not* because of race, disability, gender, sexual orientation, or religious belief).

Term times 2024/2025

Autumn/Winter Term 2024:

- *9th September – 20th December 2024.*
- *Half term holidays: 28th October – 1st November 2024.*

Winter/Spring Term 2025:

- *6th January – 11th April 2025.*
- *Half term holidays: 17th – 21st February 2025.*

Spring/Summer Term 2025:

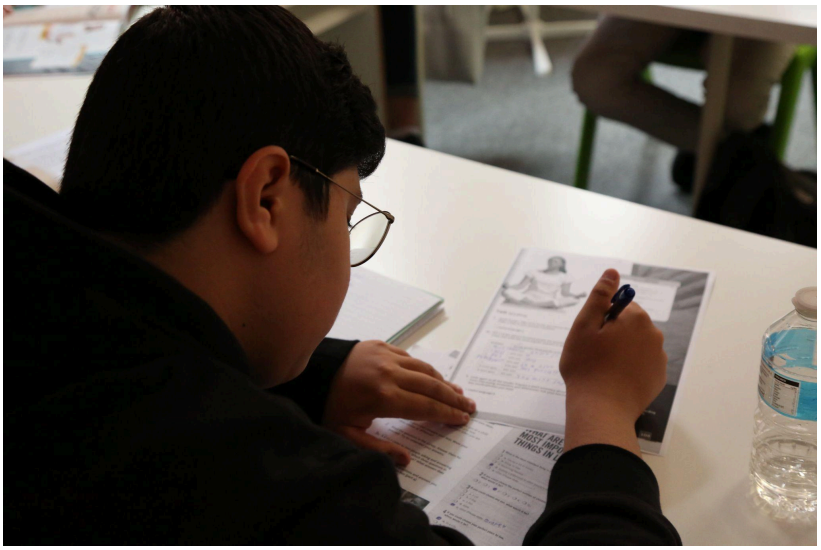
- *22nd April – 18th July 2025.*
- *Half term holidays: 26th – 30th May 2025.*

Summer School 2025:

- *28th July – 22nd August 2025.*

Important information:

- *i - Students can start studying on any Monday.*
- *ii - We do not recommend that students start a new course **the final week of term** as this week is usually for revision and testing.*
- *iii - Note, the school is closed on English bank holidays. Students are not charged for these days.*



Part 4:

LTN's Terms and conditions.

Refund policy:

This policy applies to all students planning to enrol on a language course or for 1-2-1 tuition, or who are already enrolled at Language Tuition Nottingham (LTN).

If a student wishes to cancel a booking with LTN, they must give their refund request to LTN using the "Fee Refunds form". You can get this form in person from the manager of the school or by sending an email to: info@languagetuitionnottingham.co.uk

The request for a refund application is only complete if the "Fee Refunds form" is:

- signed by the student
- submitted with all the documents that support the application (e.g. travel tickets, doctor's report, or any other relevant documentation)
- contains the correct bank details for the refunds to be made.

Refunds will be made by LTN to the person named on the "Fee Refunds form", not to any other person.

LTN will give different rates of refunds based on the following cases:

- If a refund is requested before the course starts – Refund of 70% of course costs.
- If a refund is requested after the course has started and up to 30% completed – Refund of 50% of course costs.
- If a refund is requested after the course has started and between 30 and 50% completed – Refund of 25% of course costs.
- If a refund is requested after 50% of the course has been completed – No refund.
- If you do not attend the course without contacting LTN – No refund.
- If you are expelled from the school for not complying with internal policies (such as repeated truancy or abusive behaviour, by actions that put other students or teachers in danger) or for illegal activities according to the British law – No refund.

The following items are non-refundable:

- Printed study materials (such as coursebooks).
- Admin payments.
- Commissions for payments made by credit cards.
- Mail, phone, text expenses.
- Any other special requests from the student.

Exceptions:

- If the student visa is rejected before the course starts, LTN will refund 80% of the total payment made for the student. The student must provide evidence of the visa rejection in order to process the fee refund.

- If the student wishes to change one LTN course for another one, there will not be any charge if this change is made before the course starts. If this change is made after the course has started, LTN will transfer 80% of the course fees. Students can request a course exchange only once. You cannot transfer the payment to another language school.
- In the event that LTN cannot deliver the course that the student has paid for, LTN can offer another course to the student or will refund 100% of the cost of the course.
- If you have any physical/mental health issues that may require support, or that LTN staff need to be aware of in order to deliver services as usual, you should tell us about these on your registration form before starting your course, so that LTN may asses whether they can make reasonable adjustments to their services. In the event that we do not have the capacity/ability to make reasonable adjustments, LTN will have to decline the application. . Please note that if you do not tell us about any special needs until after the course has started, we may not be able to offer any additional support and no refund will be available.
- Note that LTN's teacher training courses (eg CertTESOL/CertPT) have separate refund policies which are outlined in the course contract for each respective course.

If the student meets the requirements for a refund, this will be processed in 7 working days. This will be paid into the named account in the "Fee Refunds form". If the bank rejects the payment because of mistakes in the "Fee Refunds Form" LTN will deduct the bank fee from the amount to be refunded. The cost of any international transfer will be deducted from the amount to be refunded to the student.

Current pricing for our courses is available on our website:
https://www.languagetuitionnottingham.co.uk/general-english-courses/

LTN reserves the right to decline service to clients (provided this is *not* because of race, disability, gender, sexual orientation, or religious belief).

Abusive Behaviour Policy

At Language Tuition Nottingham (LTN) we are committed to creating and maintaining a supportive and welcoming environment within the school and company. We promote respectful behaviour amongst staff, students, and partners, and do not accept any aggressive, dangerous, or inappropriate behaviour that can affect staff, students, partners, and their families. We promote respect for diversity and creating a harmonious environment in which to study and work.

Language Tuition Nottingham's staff, students, and partners must refrain from abusive or other unacceptable behaviour at all times. Abusive behaviour is behaviour or language (written or spoken) that could cause others to feel afraid, threatened or abused. This includes, but is not limited to, threatening emails, telephone calls, meetings, or comments on social media or elsewhere. Unacceptable behaviour means acting in a way that is unreasonable, regardless of the level of one's stress, frustration, or anger. It may involve, but is not limited to, acts, words or physical gestures that could cause another person serious distress or discomfort.

In the event of inappropriate behaviour by our staff, students, partners, or their families, LTN management will take the necessary action to resolve the issue and if required will refer it to the relevant authorities (such as the police).

Serious or repeated actions that cause staff, students, partners, or their families to feel threatened or abused will result in dismissal/exclusion from LTN employment/services.

Student Truancy and Punctuality Policy

Truancy is the action of staying away from school without good reason. Punctuality is the action of arriving on time.

Students are required to attend their lessons at the stated times and dates of their course. Students must do this to successfully meet the course objectives and be awarded a certificate.

Any failure to attend, arrive late, or leave before the end of the lesson will be recorded on the attendance register. Arriving in the classroom more than 15 minutes after the start of the lesson is considered a late arrival. An unplanned absence of half or more of a lesson will be calculated as a full absence. Students must notify LTN in advance if they think they will arrive late.

LTN will take action if there are repeated late arrivals, early departures, or absence from lessons without good reason. Repeated cases of truancy could result in a warning and/or loss of the course. If a student is in the UK on a student visa, and their attendance falls below 80%, LTN will contact the authorities (e.g. embassy sponsors and/or the Home Office), which could result in the loss of the student's visa and right to stay in the UK.

Safeguarding and Child Protection Policy.

Language Tuition Nottingham (LTN) is committed to safeguarding the welfare of all its students. Particular attention is given to any under 18 (16-17 year old) members of our student community by implementing Safeguarding and Child Protection measures.

The LTN student community is for the most part over 18 years of age. However, we welcome 16-17 year olds to join our English and Spanish language courses. In practice, this age group is more commonly present in our summer English courses, and GCSE/A-Level Spanish courses. Parents and guardians of under 18s should understand that their children will be studying in an 18+ educational environment. Periodically, specific closed-group Young Learner focussed English language courses may also take place.

The LTN Safeguarding extends to all 18+ and under 18s in our student community, each individual having equal entitlement to be protected from harm regardless of nationality, race, ability or gender.

In summary, our Safeguarding and Child Protection approach includes:

- Designating a safeguarding team within the LTN staff.
- Providing regular training for the safeguarding team.
- Providing PREVENT training to all teaching staff.
- Endeavouring to protect the all members of the school from the threat of direct harm within the school community and premises.
- Implementing procedures to deal with any saff's or students' safeguarding or welfare concerns.
- Following strict procedures for recruitment of staff, including mandatory DBS checks for staff responsible for under 18s in a classroom setting.

- Ensuring systems are in place for the wellbeing of our under 18s, including measures to address any specific issues arising from the presence of under 18s in a largely adult educational environment.
- Having a code of behaviour for our staff and partners, in which information about child protection and good practice is shared.
- Being aware of potential sources and signs of abuse, and having procedures to deal with abuse should it arise.
- Sharing information about any concerns with appropriate agencies, and involving parents, guardians and children appropriately.
- Consulting with our students mid-course (and via the end of stay feedback form) for any suggestions that may inform our policy

If you would like more detailed information, a copy of the full Safeguarding and Child Protection Policy is available upon request to the school manager: info@languagetuitionnottingham.co.uk .

These policies have been approved by the General Manager of Language Tuition Nottingham, on 11th November 2024, coming into effect on this same date.

We hope you have a great time with us at Language Tuition Nottingham!







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