



# Student Handbook

**Hartpury University & College  
Campus  
Gloucester**

[standrewscollege.com](http://standrewscollege.com)



# Contents

Introduction	3
Campus Staff	4
Senior Staff	5
Campus Information	6
Campus Facilities	7
Care & Welfare	8
Welfare Coordinator	9
Your English Lessons	10
Teaching & Learning	11
Your Student Diary	12
Activities	13
Excursions	14
Sample Two Week Programme	15
Rules & Regulations	16
Positive Behaviour Policy	17
Online Safety	18
Complaints & Abusive Behaviour	19
British Culture	20
NHS	22
Religion	23
Emergencies & Fire	24
Contact us	25

**“Our promise is to enable all students who study with St Andrew’s College Language Schools Ltd to “Live the Language” during their stay in the friendly, cultural and beautiful places of Britain and to ensure a safe and quality learning experience that will be remembered for a lifetime.”**



# Introduction

St Andrew's College Language Schools welcomes students from all cultures and backgrounds and we take pride in our efforts to create an educational and social atmosphere which is inclusive of everyone, regardless of race, religion, gender or sexual orientation. St Andrew's College Language Schools promote good race relations and support practices which ensure equal opportunities for students. Our overall aim is to fully understand and meet the needs of all students. Please take time to read this handbook and we hope that you will have an enjoyable experience 'Living the Language' at St Andrew's College Language Schools.



## Gloucester

- Gloucester is a city in the west of England, near the rural Cotswolds area
- It's known for its 11th-century cathedral
- Nearby are the Gloucester Docks, with restored Victorian warehouses, a dry dock and the Mariners Chapel
- Gloucester town centre has great cafes, museums, galleries and public art displays

## Hartpury Campus

The campus is self-contained and its facilities include modern teaching and learning spaces, excellent sports facilities and lots of outdoor green spaces.

Hartpury campus has:

- Modern and innovative facilities
- A large acre, perfect for playing outdoor games
- Free WiFi
- A safe and secure environment with a 24-hour security presence, CCTV and secure access entry systems

## Travel & Transport

The campus is within easy reach of Gloucester city centre.

- The campus is approximately 30-minutes away from the city centre by bus
- All journeys on the student excursion programme will be by private coach

# Campus Staff

These are some of the important people you will meet and work with every day.

**You can contact them 24 hours a day by telephone.**

They want to make sure your stay at St Andrew's College Language Schools is very safe and enjoyable!

<b>Centre Manager</b>	<b>+44 (0) 7923276021</b>
<b>Activity &amp; Excursion Manager</b>	<b>+44 (0) 7923276003</b>
<b>Activity &amp; Excursion Manager</b>	<b>+44 (0) 7708390739</b>
<b>Welfare Coordinator</b>	<b>+44 (0) 7923276011</b>
<b>Welfare Coordinator</b>	<b>+44 (0) 7923276028</b>



## Staff Roles

**The Centre Manager** looks after all aspects of the campus, managing staff, planning and solving problems quickly and helpfully.

**The Activity & Excursion Managers** plan and organise the activity and excursion programme and manage the Activity Leaders.

**The Welfare Coordinators** are there to look after the 'welfare' of all our students including individual students (students without a group leader). They will be friendly and check that you are happy, healthy and safe.

**Activity Leaders** look after you during activities and excursions. They will be wearing purple t-shirts.

**The Director of Studies** will organise your English level test, English timetable, classes and certificates.

**The English Language Teachers** will teach you during your English classes.

All St Andrew's College Language Schools staff will wear a white lanyard (ID) with their name on it.

**All non-academic staff will also wear purple t-shirts.**

## Senior Staff

In addition to the staff on your campus there are also Senior Managers. You can contact the Senior Managers 24 hours a day. They are:



**Simon McMillan**  
Managing Director  
**+44 (0) 7701022664**



**Elena Bueno Galán**  
Chief Executive Officer  
**+44 (0) 7885465905**



**Jamie Nolan**  
Director of Studies  
**+44 (0) 7738497793**



**Ally Connet**  
Summer School  
Operations Manager:  
England  
**+44 (0) 7708390875**



**Melissa Johnson**  
Summer School  
Operations Coordinator:  
England  
**+44 (0) 7752562135**

## Our Hope

You should always be happy in your English classes, activities, excursions and free time at St Andrew's College Language Schools. Our staff will be there to help you out!

All St Andrew's College Language Schools' staff are responsible for the welfare, safety and security of all students staying with us. They can give support, advice and help to all students and can be contacted 24 hours a day.

All staff have a duty of pastoral care and carry out this duty as it is described in the pastoral care policy. There will be a copy in the staff office which you can read at any time.

# Campus Information



## Eating

### **Breakfast: 08.00 – 08.45\***

Continental breakfast, fresh orange, tea and coffee.

### **Lunch: 12.30 – 13.30\***

Soup, salad bar, main course, vegetables, fruit, dessert, water, tea and coffee.

### **Dinner 18.30 – 19.30\***

Salad bar, main course, vegetables, fruit, dessert, water, tea and coffee.

The Dining Room is modern and well-appointed with in-house catering.

There will be St Andrew's staff helping at Breakfast, Lunch and Dinner.

- Students should carry their food on a tray
- Students should return trays to correct place when finished
- Students should tidy up before leaving

\*Times are approximate



## Accommodation

The student accommodation at Gloucester is on campus. You will stay in small flats (7 or 9 students) which have single en-suite bedrooms.

The flats have clean facilities and free Wi-Fi. Every flat has a shared sitting area where you can talk and relax with your friends.

Your safety is always very important. Gloucester has a 24hr security presence, CCTV and secure access entry systems.



## Damage Deposit

When you arrive you must pay £50 because you might damage something or lose your room key.

You will get the money back when you leave if you do not break/ damage anything or lose your key. Please note that damages/ key replacement costs may vary according to specific university policies.



## Lunch

On full-day excursions you will get a packed lunch



## Facilities

Your Campus has the following Facilities which you can use...

- **Sports Hall**
- **Outdoor spaces**
- **Vending machines**
- **Water fountains**
- **Student union**
- **Lecture theatres**

## Laundry Service



You will need to wash and dry your own clothes.

The laundry on campus is open 24 hours a day and can be found at the Carnegie Village's reception.

The machines are card-operated. The price for a wash is approximately £3.00 and to dry is £2.50.



## Internet (WIFI)

The WIFI network is on campus for you to use.

You can register/log-on online with your email address.

Please select the network on your device. When you open a browser, you will have the option to either create a Student.com account or log in with your existing account if you are already a user of this service.

The internet service is secure and there is strict filtering in force for all internet use.

In addition, free internet can be used in many public places such as cafes and shops.

All internet and computer use on campus should be safe for your age.



# Care & Welfare

## Before you arrive

You will get an email with an E-Student Handbook (the same as this handbook).

## When you arrive

Our staff will meet you and tell you about...

- The campus rules and good behaviour amongst students
- Fire procedures
- Emergency numbers
- Helpful tips and ideas for staying safe in the UK



### You'll meet:

- St Andrew's College staff - our staff wear purple uniforms and white ID lanyards
- The Welfare Coordinators (the 'named' people on campus)
- First Aid trained staff



### We'll give you:

- Your room key for accommodation
- Your identity (ID) tags/lanyard, with 24-hour emergency numbers **(You must always wear this).**



## When you are here

All our staff will be supervising you and looking after you.

- During English lessons
- During all activities and excursions
- Sometimes your Group Leader will look after you



We'll show you the important places on your campus.  
Watch and listen carefully!!



## Welfare Coordinator

On every campus, there is at least one Student Welfare Coordinator. This person will be friendly, approachable and well trained to help our students throughout their stay.

### Individual students

- If you do not have a group/group leader you are an 'individual student'
- The Welfare Coordinator will look after you and check that you are making friends and are happy, healthy & safe

**All students will have 24 hour, on campus, emergency assistance.**

### Additional Support

We can help you with:

- Medical matters
- Confidential counselling and support
- Advice on local religious and cultural organisations
- Communication with parents and group leaders
- Assistance with visa applications for our summer schools, & anything else
- If you have any concerns speak to your Welfare Coordinator

**If you need help, talk to us!!**

**HELP! What should I do?**

**Need Help? Talk to us!**

If you need help, please talk to a member of staff at St Andrew's College Language Schools.

**We want to help you!**

## Childline

If you have a problem and do not want to speak to our staff, you can call Childline.

Childline is a charity in Britain. They can help all people aged under 19 in the UK with personal problems.

With big or small problems, they have trained counsellors who can support you. A counsellor is a person who can give advice on personal problems.

Childline is free, confidential (private) and available 24 hours.

**Childline Number +44 (0) 800 1111**

**childline**

ONLINE, ON THE PHONE, ANYTIME

## Promote Core British Values

- Democracy
- The rule of law
- Individual liberty
- Respectful tolerance of different faiths or beliefs

Remember!!! Our campus staff wear purple t-shirts and St Andrew's identity (ID) tags.



# Your English Lessons

Your English language classes/lessons are for young people aged between 11 and 18.

**There are 5 levels of English: CEFR A1+ - C1+**

## First Lesson = Level Test

In the first lesson you will sit an English language level test. This will tell us which class will be best for you.



## The English Lessons

- You will receive 15 hours of lessons per week
  - You will have a short break between lessons
  - There will be up to 18 students in your class
  - Classrooms will be modern with WIFI, projectors or smart boards
- \*see campus programme



## Final Lesson = Certificates

Before you go home, you will get a personal certificate.

On the certificate will be:

- Your name
- Campus
- Dates of study
- CEFR level of your lessons and commitment to learning



# Teaching & Learning

## Your Teachers

Your English language teachers enjoy teaching young people and want to help you learn.

Your teachers will be:

- **Friendly**
- **Helpful**
- **Knowledgeable**

## St Andrews College Language Schools' Book

You will get 2 books

- 1x St Andrew's College Language Schools Student Diary
- 1x St Andrew's College Language Schools Student Book

**Your Student Book is for:**

- English lessons

**After your course you can:**

- Review vocabulary
- Remember lessons
- Complete any extra exercises
- Keep in touch with new friends (in English!)

## Learning

You will:

- Learn general English through topics of interest to young people
- Take part in conversations and activities with other students, in group and pair work
- Practise new vocabulary and "use of English" through your student book, student diary activities, and class projects
- Think about your learning through discussions, self assessment and personal learning plans

Sometimes, your teacher will take you outside of the classroom for your lesson. This will help you to become more confident using everyday English and will help you learn about the UK.

**The course structure of each level is at the front of your Student Book and on our website.**



# Student Diary

## Your student diary is for:

- English Lessons
- Trips and excursions
- Campus information
- Names of staff
- Activities
- New vocabulary
- Your learning plan

### On your first day

You will receive your Student Diary. You can write down any important information you hear about...

- Members of staff
- The campus
- Meal times
- The activity programme
- The trips you will go on

### In class

You can also use your Student Diary in class to...

- Write new words/phrases
- Learn about your teachers and classmates
- See what you have learnt each week
- Do class work

### On trips

Remember to take your Student Diary with you to...

- Learn about the place you are going to
- Do activities at different places
- Write down where and when to meet the activity leader
- Record your memories



# Activities

Look for the weekly programme on the notice board for details of activities on offer and the location where the activity is taking place.

You will do many different types of sports and activities with St Andrew's College Language Schools and you will be able to choose the activities that you want to do.

To choose your activity, just write your name on the activity sheet that you prefer.

- The sports and activities in Gloucester take place every evening
- The activities are organised and supervised by our friendly Activity Leaders
- During the activities, you will meet new students and you can practise your English language skills



## Evening Activities

In the evenings you will have the opportunity to participate in fun activities interacting with the rest of the students on campus. During these activities you will meet friends from different cultures, relax and, of course, practise your English.

Our activities and sports are carefully planned for all ages, abilities and interests.

Some examples of activities are:

- Football, Volleyball, Basketball and Handball
- Rugby and American Football
- Indoor Hockey and Rounders
- Art & Craft Workshop
- Badminton
- Cultural Walks
- Jewellery Making and Nail Art workshops
- Drama workshops



# Excursions

You will have 3 full-day excursions a week, with an optional day too.

A very important part of visiting the UK is enjoying the culture, history and beauty of the country. Your excursion programme has been carefully planned so that you can see and learn about many new things.

Your Student Diary has information and activities about the places you will go to. The teachers and activity leaders will also help you with facts and information about your visits.

## Safety on excursions

- When you travel by bus, you must wear a seat belt and stay in your seat
- Always stay with 3 or more students
- Do not take anything from strangers
- Please listen carefully for all meeting places and times

Your safety and security is very important and we will be looking after you on your excursions to check that you are safe, happy and learning about the UK.



## Safety







1. **Walk on the pavement.**
2. **When crossing the road, look right/left right. (Cars drive on the left side in the UK).**
3. **Don't carry lots of money with you when you are out.**
4. **Look after your bag and jacket.**
5. **Walk away from difficult situations.**
6. **Be quick and careful using a mobile phone. Keep your phone safe.**
7. **Stay with your friends (groups of 3 or more).**
8. **Tell an adult where you are going.**
9. **Always wear your ID/lanyard. It has important contact information.**
10. **Wait in line (Queue).**

# Sample Two Week Programme:

St Andrew's College Language Schools		Summer 2024: Gloucester A											
Week 1	Wednesday 03/07/2024	Thursday 04/07/2024	Friday 05/07/2024	Saturday 06/07/2024	Sunday 07/07/2024	Monday 08/07/2024	Tuesday 09/07/2024						
07:30	ARRIVAL DAY	GLOUCESTER	Break	CARDIFF St Fagans National Museum of History	OXFORD	Break	STONEHENGE & SALISBURY						
08:45								Break					
09:00								Class					
10:15								Break					
11:00								Class					
12:15								Lunch					
14:00								Class					
15:15								Break					
16:00								Class					
17:15								Break					
18:00								Dinner					
20:00								Bingo	Talent Show	Just Dance	Movie Making	Scavenger Hunt	Trashion Show
22:00													
Week 2	Wednesday 10/07/2024	Thursday 11/07/2024	Friday 12/07/2024	Saturday 13/07/2024	Sunday 14/07/2024	Monday 15/07/2024	Tuesday 16/07/2024						
07:30	Breakfast						DEPARTURE DAY						
08:45	Break	Break	Break	Break	Break	Break							
09:00	Class	Class	Class	Class	Class	Class							
10:15	Break	Break	Break	Break	Break	Break							
11:00	Class	Class	Class	Class	Class	Class							
12:15	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch							
14:00	Class	Class	Class	Class	Class	Class							
15:15	Break	Break	Break	Break	Break	Break							
16:00	Class	Class	Class	Class	Class	Class							
17:15	Break	Break	Break	Break	Break	Break							
18:00	Dinner												
20:00	Murder Mystery	Highland Games	Karaoke	Film Night	Blind date	Quiz Night							
22:00													

\*\*\*all activities are subject to change depending on weather and other mitigating circumstances\*\*\*  
This is a zig-zag campus, so programme may be reversed

[www.standrewscollege.com](http://www.standrewscollege.com)  
 Live the Language. Love the Language!



# Rules & Regulations



Be friendly and polite to all St. Andrew's College Language Schools staff, Campus Staff, Group Leaders and other students.



Be on time for all classes, activities and excursions.



Look after the campus buildings and all facilities. Look after the surroundings and environment.



Common areas and kitchen areas in the accommodation should be kept clean and tidy at all times.



Immediately tell a manager about a personal accident, or if something is broken or not working.



No smoking or vaping – smoking or vaping is not allowed on the campus or in the accommodation.



Any person caught with any illegal drugs will be asked to leave St. Andrew's College Language Schools immediately.



Immediately tell a manager if something is lost or stolen.



Alcohol is not allowed when you are with St Andrew's College Language Schools. Anyone with alcohol will be disciplined in line with St. Andrew's College Language Schools' behaviour policy.



During meal times, canteen trays must be used at all times and should be cleared away.



Be friendly and polite to local people and members of staff who live on campus.



All students must be inside their accommodation by 11pm. The campus must be quiet after 11pm.



Your campus has CCTV.



Put rubbish and litter in bins and leave your room and accommodation clean and tidy.



# Positive Behaviour Policy

St Andrew's College Language Schools want all students to have a positive experience.

We will encourage and support good behaviour.

## Aims

- To create an environment which encourages and supports good behaviour
- To define acceptable standards of behaviour
- To encourage consistency of response to both positive and negative behaviour
- To promote self-esteem, self-discipline and positive relationships
- To ensure that the St Andrew's College Language Schools' expectations and strategies are widely known and understood by staff, students and group leaders
- To encourage everyone to follow this policy



## Standards of Behaviour

In seeking to define acceptable standards of behaviour it is acknowledged that these are goals to be worked towards rather than expectations which are either fulfilled or not. The students bring to our Language courses a wide variety of behaviour patterns based on differences in home values, attitudes and ethnicity.

St Andrew's College Language School staff must work towards standards of behaviour based on the basic principles of honesty, respect, consideration and responsibility. It follows that acceptable standards of behaviour are those which reflect these principles.



# Online Safety

## Definition of cyberbullying

Cyberbullying is using the internet, email, online games or any digital technology to hurt someone else – such as name calling, spreading rumours, upsetting or humiliating someone else.

## Reporting cyberbullying

If this happens to you or someone you know, please talk to the Welfare Coordinator or any other member of staff

**S**

### SAFE

Keep safe by being careful not to give out personal information when you're chatting or posting online. Personal information includes your email address, phone number and password.

**M**

### MEETING

Meeting someone you have only been in touch with online can be dangerous. Only do so with your parents' or carers' permission and even then only when they can be present. Remember online friends are still strangers.

**A**

### ACCEPTING

Accepting emails, IM messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or nasty messages!

**R**

### RELIABLE

Someone online might lie about who they are and information on the internet may not be true. Always check information with other websites, books or someone who knows. If you like chatting online it's best to only chat to your real world friends and family.

**T**

### TELL

Tell your parents, carer or a trusted adult if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online.



# Complaints

## I am not happy with / I do not like...

... my lessons, my accommodation, my activities or something at St Andrew's College etc.

What should I do?

### 1. A small problem

Talk to your Welfare Co-ordinator, Director of Studies or Centre Manager (on campus)

### 2. A big problem













- a) Talk to the Director of Studies or Centre Manager (on campus)
- b) Talk to the Director of Operations, Simon McMillan: **+44(0)7701022664** (off campus)
- c) Write an email to the Director of Operations: Simon McMillan (off campus)  
**[simon.mcmillan@standrewscollege.com](mailto:simon.mcmillan@standrewscollege.com)**

### 3. Problem not solved

Ask for a meeting with the Director of Operations: Simon McMillan: **+44(0)7701022664** (off campus)

**We want to help you!**

## ABUSIVE (Bad) BEHAVIOUR

			
Shouting at people, getting angry.	Threatening people	Ignoring people	Teasing or laughing at people
			
Staring at people	Forcing someone to give you something.	Discriminating	Sending bad text messages or emails
			
Bribery	Gossiping or spreading rumours	Bullying	Fighting, hitting, punching.

# British Culture



## English Language

- The main language spoken throughout the UK is English
- Always try to speak in English
- Different people from different places may have different English accents
- If you do not understand what someone is saying to you, you can say "Could you say that again, please? ...Thank you!"
- People are usually happy to help and you will soon learn new phrases and expressions

## Local Customs

There are very few customs that you need to know, but these might help you!

- Queue when waiting for a bus or for service in banks or shops
- Hold the door open for people
- Say "please" and "thank you" when you ask for something or get something
- It is polite to be on time for appointments or when meeting people. If you think you are going to be late, tell someone
- You must also tell someone if you cannot attend class or keep an appointment etc

## Shopping

- Shops are usually open from Monday to Saturday, 09:00 to 17:30
- Many shops also open on Sundays
- Most supermarkets are open every day until 20:00 or 21:00 on weekdays and Saturday evenings
- Some shops open, late to 21:00 in the evenings

## Money



### **UK Money in English (STERLING)**

Pounds (£) and pence (p)?

£1 = 100p

#### **Examples**

£1.00 = one pound, a pound

£5.00 = five pounds etc.

50p = fifty pence or fifty P

£1.50 = one pound, fifty or one, fifty

£25.99 = twenty-five pounds, ninety-nine or twenty-five, ninety-nine

#### **Notes and Coins**

Coins = 1p, 2p, 5p, 10p, 20p 50p, £1 & £2

Notes = £1, £5, £10, £20, £50 & £100

**Keep your money safe! Always have some money in your pocket, wallet, or purse!**

## Post

You can post letters and parcels

#### **Where?**

In a Post box (letters and postcards) or a Post Office (letters and parcels)

#### **How?**

Letters: To post a letter you will need stamps. You can buy stamps in the Post Office or small shops.

Parcels: Take your parcel to the Post Office

- Give it to the assistant to weigh
- Pay the money

#### **How much does it cost?**

The cost of post is different for letters, parcels and where the parcel is going to.



## Weather

Although the weather in the UK can change, between May and September it is usually warm and sunny and it might rain.

A good idea is to bring a waterproof jacket.

There will be many shops which sell clothes for all weather.



## Mobile Phones

- You can buy a sim-card in many small shops and in Mobile Phone shops
- You can buy prepaid sim-cards (you pay first and then you use it) for local (in the UK) and international calls in most small shops
- UK local calls (in the UK) are cheaper between 18:00 and 06:00 Monday - Friday and Saturday - Sunday



## Electricity

UK electricity is 240 volts/50 cycles.

The UK uses 13-amp, square pin, fused plugs.

You can buy an adaptor at an electrical shop or a large department store.



## Telephones/ Landline

### How do I use the UK phone numbers?

To call a UK telephone from outside the UK

0044\* + (area code) (0) \_ \_ \_ \_ + (number) \_ \_ \_ \_ \_

E.g. 0044\* (0) 1292 826743

### To call a UK telephone from inside the UK

(area code) 0 \_ \_ \_ \_ + (number) \_ \_ \_ \_ \_

E.g. 01292 826743

### How do I call my country?

To call your country

00 \_ \_ \*\* (0) \_ \_ \_ \_ \_ (area code) + \_ \_ \_ \_ \_ (number)

The UK country code = 0044



# Doctors, Dentists & the NHS (National Health Service)

**GP (n)** - (General Practitioner/Local Doctor/Doctor) for minor illness/injury

**GP Surgery/Clinic (n)** - The place a GP works

**Treatment (n) Treat (v)** - (Help & medicine for illness or injury)

**Patient (n)** - person who needs treatment for illness/injury

**Hospital (n)** - Place for serious illness/injury

**Ward (n)** - Place in hospital where you stay (in bed)

**Dentist (n) Dental (adj)** - treatment for teeth

**Optician (n) Optical (adj)** - treatment for eyes/sight

**Entitled (v)** - can have/allowed something by law

**Outpatient (n)** - patient who has appointments with a doctor in a hospital

Students are entitled to some NHS treatment.

Only treatment given in an NHS Accident and Emergency department might be free of charge.

If the patient has to stay in hospital or is given an outpatient appointment, you might have to pay.

GPs might agree to treat short-stay students for free, but this will usually be limited to emergency treatment that cannot be delayed until the student returns home.

## **What NHS services are provided free of charge?**

If you are entitled to NHS treatment, the following services should be free.

- GP appointment (e.g. visiting a local doctor)
- Emergency and non-emergency treatment in a Hospital

## **What NHS services might I need to pay for?**

Even if you are entitled to NHS treatment, there are some services you might need to pay for:

- Medicines prescribed by GP
- Dental treatment
- Optical treatment

## Out of Hours Medical Advice

If you are ill and cannot wait until your GP surgery is open, contact NHS 24: 111 or [www.nhs24.com](http://www.nhs24.com)

### Doctors

The Alney Practice, 16 Cheltenham Rd, Gloucester GL2 0LS

- Telephone: +44 (0) 1452 522709



### Nearest Hospital (Accident And Emergency)

Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN

- Telephone: +44 (0) 300 422 2222



### Dentist

Gloucester Dental Care, 65 London Rd, Gloucester GL1 3HF

- Telephone: +44 (0) 1452 310730



## Religion and Religious Services

There are many religions and faiths represented in the UK.

There are Protestant churches, Roman Catholic and Episcopal churches, Synagogues, Mosques, as well as Hindu and Sikh centres of worship.

A contemplation room can also be provided on campus for Muslim students.

### Church of England

St. Paul and St. Stephen's Church, Stroud Rd, Gloucester GL1 5AL

### Catholic Church

St. Peter's Catholic Church, 17 London Road, Gloucester, GL1 3EX

**Other religious services may be near to your campus. Please ask us if you would like help.**



# Fire

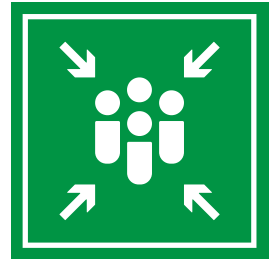
## What to do, if you hear a fire alarm

3 things you must know:

1. **The nearest fire escape.**
2. **The nearest fire alarm.**
3. **The assembly point.**

If you are a wheelchair user or have difficulty using the stairs:

1. **Go to the nearest refuge area.**
2. **Use the telephone to let the control room know where you are.**
3. **Wait in the refuge area for further instructions.**



## What to do, if you see a fire

1. **Turn on the nearest fire alarm and call 999.**
2. **Give the exact location of the fire.**
3. **Find the nearest fire exit.**
4. **Go to the assembly point.**



**FIRE**

**Fire Alarm**

1. Go to Emergency/Fire Exit (walk – do not run /do not take your things)
2. Go to the Meeting/Assembly Point
3. Wait at Meeting Point (X on campus map)
4. Do not leave. We must check that you are safe.

Which Service?	Why?
<p>AMBULANCE Ambulance</p>	A person's needs a doctor now!!
<p>POLICE Police</p>	Very bad Crime
<p>FIRE BRIGADE Fire Brigade</p>	Fire
<p>COAST GUARD Coast Guard</p>	Problem in the water (sea / river/ lake)

**Question**  
"Emergency. Which service?"

**You Answer**

- Ambulance
- Police
- Fire Brigade
- Coast Guard

**Questions**  
Where are you?  
What is the problem?  
How many people? etc.

**You Answer ----**

## Accidents & First Aid

What should I do?

Please talk to a member of staff at St Andrew's College Language Schools.







## Contact us

For further information and bookings contact:

**Simon McMillan - Managing Director**

Email: [simon.mcmillan@standrewscollege.com](mailto:simon.mcmillan@standrewscollege.com)

Mob: +44 (0)7701 022 664

Tel: +44 (0)1563 521 739

**+44 (0) 1412290963**

**[info@standrewscollege.com](mailto:info@standrewscollege.com)**

**[standrewscollege.com](http://standrewscollege.com)**

**Elena Bueno Galan - CEO**

Email: [ebuenogalan@standrewscollege.com](mailto:ebuenogalan@standrewscollege.com)

Mob: +44 (0) 7801 981 471



**St Andrew's College Language Schools Ltd**  
**Suite 421, The Pentagon Centre**  
**36 Washington Street**  
**Glasgow G3 8AZ Scotland**



