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ENGLISH**UK** 

Group Leader Information Pack Greenwich

Dear Group Leader

Thank you very much for choosing ISIS Greenwich and a very warm welcome to Greenwich.

Situated on the River Thames in South East London, Maritime Greenwich is a World Heritage Site and famous for such historic landmarks as the National Maritime Museum, Royal Observatory, home of Greenwich Mean Time and the Meridian Line and the inspirational architecture of Sir Christopher Wren at the Old Royal Naval College.

So near to London - only 20 minutes from the city centre - Greenwich is a place of contrasts. From the awe-inspiring architecture of the Queen's House and the tranquil open spaces and breathtaking views in

Greenwich Park, to the cosy pubs and bustling street markets, Greenwich has something for everyone.

Our aim is to provide young students, from all over the world, with a safe, fun, friendly and structured environment in which to improve their knowledge of the English Language while experiencing at first hand some of the UK's best cultural heritage.

We are dedicated to making your stay here with us a truly enjoyable and memorable one. This handbook contains useful information about the centre, structures in place and the people who can help answer your questions.

Principal's Welcome



Kris Hall, Principal

The English language came into existence as a result of the necessity for different nationalities and cultures to communicate effectively together. Historically, it has been created out of a fusion of languages and dialects that includes elements of Anglo-Saxon (Germanic), Latin, Old Norse and

Norman French. However, as the crucible in which 'English' was formed, England remains the premier destination for any serious student of the English Language.

The future is somewhat of an undiscovered country for us all, but it is clear that the need for us to communicate effectively together has never been stronger. This is the philosophy that underlies all our work at ISIS StudyCentres Greenwich.

As the Principal of the school, I am keenly aware that the clients that choose to come to us are not just our students - they are our guests. For them to flourish within our excellent academic programmes, we need to ensure that all their other needs have been

equally well met. We know that, although it is always an exciting adventure to come to another country to study, it can sometimes also be a little daunting. For this reason we put a strong emphasis on the pastoral care of our students. My door is always open and I encourage our students to come to me for support with any challenge they may face as they settle into 'The London Life'.

London is a vibrant, cosmopolitan city. As Samuel Johnson famously noted, 'whoever is tired of London is tired of life!' With the involvement of our existing students we have worked to develop social programmes that encourage and support every student to fully experience the abundance of riches that the City has to offer.

We are extremely lucky to be able to offer our guests such excellent facilities that are so close to the heart of the city, and yet, situated in the leafy calm oasis that is historic Greenwich. However, it is the social environment within the school - created by a such a mix of diverse cultures and nationalities communicating effectively together - that is the true jewel in the crown of ISIS Greenwich.

Kris Hall

Who's who?

The staff at ISIS Greenwich who are here to help and make your stay a truly memorable and enjoyable one are:-

Kris Hall



Principal, ISIS Greenwich
kris@isisgroup.co.uk

Marcus Kay



Operations Manager, ISIS Greenwich
marcus@isisgroup.co.uk

Daniel Tourt



Director of Studies, ISIS Greenwich
daniel@isisgroup.co.uk

Jacqueline Spears



Administrator, ISIS Greenwich
admin@isisgroup.co.uk

We can all be contacted on **+44 (0)20 8312 8072** between 9am and 5pm Monday to Friday.

The out of hours emergency number **+44 (0)808 189 0950** can be reached 24 hours a day, 7 days a week.



Social Programme

Your social activities will have been largely organised before you arrive and a copy of the programme will be provided on arrival at the airport. It is difficult to make alterations to this programme at short notice. Please understand that everything will be done to tailor the programme to your needs but it may sometimes be impossible to cater for your first choice programme, especially at busy times.

We offer a wide range of 'optional' excursions and activities for groups which are able to be added to your programme. Optionals must be paid for by the

students. Details of the London optional excursions are available at the centre and just ask Jamie, the Operations Manager for more details on any trips in or out of London. The full amount must be paid to the Operations Manager at least 2 days before departure (in order to confirm entrances/coaches), we can only give refunds in exceptional circumstances.

London also offers a wide range of free entrance attractions and we can also offer support for you to plan trips further afield. Please contact Jamie, the Operations Manager, for further information.



Living With a Host Family

What better way to improve your English than living with a host family? As well as experiencing the family and their way of life, it is a great opportunity to practise your communication skills in a friendly and comfortable environment. Families in Britain may range from single parent families to childless couples, to the more traditional idea of a family consisting of both parents and children. Whatever family you are with, they will certainly make you feel welcome and comfortable in their home.

Most of our families live in Lewisham, Catford and Bromley. All of which are within 30 minutes of the school by public transport (either bus or train). You will need to bring towels and toiletries (shampoo, soap, toothpaste etc) with you but bed linen will be provided and washed for you.

Your food will be provided by your host family unless your group has organised otherwise, please be sure to tell the family about any dietary requirements you have and any food you do not like. If you are unsure about anything (smoking, showering, using the phone, watching television, meal times) please discuss these with your host family.

Please be sensible with your belongings – the school cannot take responsibility for any losses or damages and be sure to take care of your house key if you are given one and to lock doors and windows before you leave.

If you are worried about anything during your stay, staff are contactable on the following numbers: #
09.00-17.00 Monday-Friday +44 20 8312 8072
24 hours a day, 7 days a week +44 80 8189 0950

Practical Information

Banks	
HSBC	275 Greenwich High Road SE10 8NB
NatWest	2 Greenwich Church Street SE10 9BQ
Lloyds	6 Crescent Arcade SE10 9EJ
Barclays	93 Lewisham High Street SE13 6BB
Post Office	261-7 Greenwich High Road (next door to the school)

Medical	
Dentist	Greenwich Dental Practise 207 Greenwich High Road SE10 8NB +44 (0)20 8858 1055
Doctor	Waldren Health Centre Amersham Vale SE14 6LD +44 (0)20 3049 2370
University Hospital Lewisham	Lewisham High Street SE13 6LH +44 (0)20 8333 3000
Guy's Hospital	Great Maze Pond SE1 9RT +44 (0)20 7188 7188

Religion	
Baptist	South Street Baptist Church Greenwich South Street SE10 8UN +44 (0)20 8691 1270
Buddhist	Kagyü Samye Dzong Tibetan Buddhist Centre 33 Manor Place SE17 3BD +44 (0)20 7708 8969
Church of England	St Alfege Church Greenwich Church Street, SE10 9JS +44 (0)20 8853 0687
Greek Orthodox	St Mary's Greek Orthodox Church 305 Camberwell New Road SE5 0TF +44 (0)20 7703 0137
Hindu	Sri Murugan Temple 78 Church Road E12 6AF +44 (0)208478 8433
Jehovah's Witness	Kingdom Hall of Jehovah's Witness Whitley Road SE19 1JT +44 (0)20 8670 5376
Jewish	Catford Synagogue 6 Crantock Road SE6 2YA +44 (0)20 8698 9496
Muslim	Charlton Mosque 32 Ransom Road SE7 8SR +44 (0)20 8858 4479
Roman Catholic	St Saviour's Catholic Church, 175 Lewisham High Street, SE13 6AA
Russian Orthodox	Cathedral of the Dormition and All Saints 67 Ennismore Gardens, SW7 1NH
Sikh	Ramgarhia Sikh Association Masons Hill SE18 6EJ +44 (0)20 8854 4694



School Policies

The school is open year round and provides courses to many different students of different ages and nationalities. The school has to maintain the same standards for all students so we ask that you please tell your students our simple rules which are:

Do's

- Be on time for lessons
- Respect all ISIS staff, members of the public and other students
- Put all rubbish in the bins and keep the school clean and tidy
- Turn off your phone before entering class



Don'ts

- Smoke anywhere inside or near the front entrance or fire escape doors of the building
- Stand in large groups outside the front of the school
- Graffiti the school
- Touch or play with any classroom equipment – especially the interactive white boards



Group Leader Guidelines for Student Welfare

1. **Pastoral Care:** It is possible that at some time during their stay with us your students will feel homesick or unhappy. The pastoral care of every one of our students is a priority for all ISIS staff. However, we would appreciate your help wherever possible.
2. **Healthcare:** Sometimes students will come to you with health issues. We have trained first aid staff on site at the school and very good links with the local doctors and hospitals. If one of your students needs to go to the hospital, we will of course offer to send a member of staff with them but it will sometimes be advisable for you to go with them – especially if they need help with their English.
3. **Punctuality and attendance:** Please help us ensure that your students are on time for all activities and lessons. Student attendance is checked at the beginning of each lesson and activity. If the students are late or do not attend lessons we will contact the host families and the group leaders in order to find out the students whereabouts. In the event of repeated lateness and non-attendance the students will not be given a certificate at the end of their stay.
4. **Information:** During your time with us we will make every effort to communicate information to your students – either on the student notice boards or being told by their teachers during their lessons. However, you will also receive this information and we would appreciate any help you could give in passing this onto your students.
5. **Involvement:** We want the students to be fully involved in the programme –both academic and social – and we need your help in encouraging the students to get involved at all times.
6. **On trips:** ISIS has absolute responsibility for the students when our staff take them out on excursions and trips. However, it would help us greatly if you could support the Activity Leaders wherever possible – this may be by translating instructions, helping to cross roads, helping students on and off trains or by ensuring your students are at the meeting points on time. The Activity Leaders will provide the students with instructions in order to minimise the possible risks and ensure all the activities run smoothly.
7. **Non-scheduled activities:** If you choose to take your students out of our programme at any time or decide to take your students on unscheduled activities or excursions the responsibility for their safety and welfare will become yours. We strongly advise that you do not do this and stay with the scheduled programme. Should you choose to do this it is important that you let us know where and when you are going. It is essential for the smooth running of your stay that everyone works together for the common good. ISIS take responsibility for your students at all times whilst they are involved in programmed activities and we will do everything to ensure their safety and welfare.

Travel In London

London has one of the most extensive, integrated travel systems in Europe – with underground trains, overground trains, the DLR, buses, taxis and boats! ISIS Greenwich is just 8 minutes from London Bridge by train which has excellent links for all of Central London.

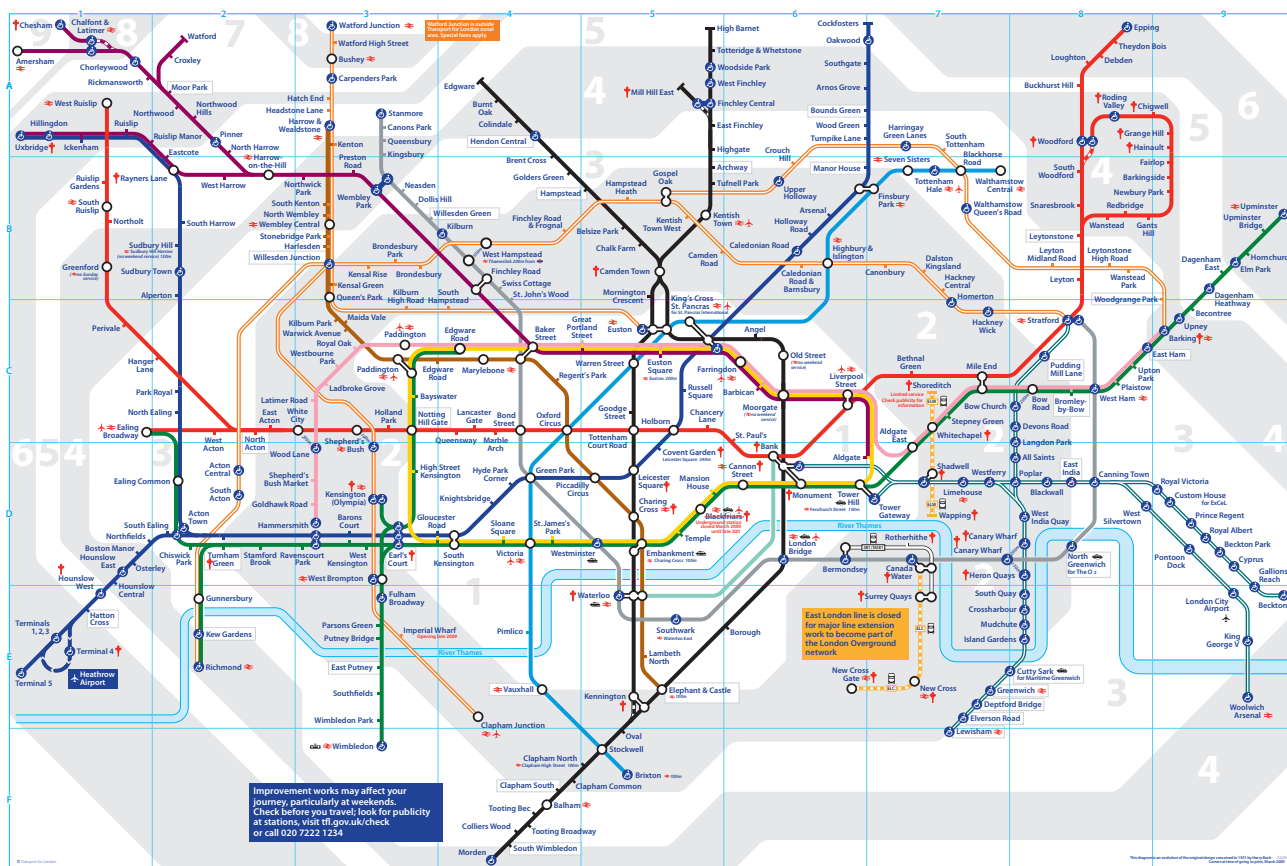
Travelcards are available for unlimited travel on every form of transport except boats and taxis in the London area (usually zones 1-3 is best for homestay

groups). Purchase of travelcards can be arranged before your arrival so when you get here you are ready to go and are available for one day or one week, alternatively they are available for purchase from all London train and underground stations. The best source of information for London travel is

Transport for London.

Web: www.tfl.gov.uk

Telephone: +44 20 7222 1234





ISIS Junior

Contact us:

ISIS Head Office
 259 Greenwich High Road
 London
 SE10 8NB

Telephone: +44 (0)20 8293 1188
Fax: +44 (0)20 8293 1199
Email: junior@isisgroup.co.uk
Web: www.isisgroup.com

The Schools:

ISIS Greenwich
 259 Greenwich High Road
 Greenwich
 London
 SE10 8NB

ISIS Brighton
 10 Brunswick Place
 Brighton
 East Sussex
 BN3 1NA

ISIS Oxford
 1 Alfred Street
 Oxford
 OX1 4EH

Tel: +44 (0)20 8293 1444
Fax: +44 (0)20 8293 1199

Tel: +44 (0)1273 323220
Fax: +44 (0)1273 323290

Tel: +44 (0)1865 204249