



Student Handbook

Contents

1. Welcome to KHC	Page 3
2. Your Classes	Pages 4-5
3. College Facilities	Page 6
4. Teaching & Learning	Pages 7-8
5. Accommodation	Pages 9
6. Social Activity Programme	Pages 10-12
7. College Rules	Pages 13-16
8. Level Tests & Tutorial Week	Page 17
9. Health & Safety	Page 18
10. Our Core Beliefs	Pages 19-22
11. Welfare	Page 23
12. Under 18s	Page 24
13. Internet Safety	Page 25
14. Complaints	Pages 26-27
15. Medical Treatment	Pages 28-29
16. Start Your Course	Pages 30-31

Welcome to Kings Hall College

Hello!!

Thank you for choosing Kings Hall College for your English language journey in Manchester.

From all the staff, we would like to give you a warm welcome to our college.

Kings Hall College is proud to welcome students from all over the world, and we are very pleased to welcome you too! However long your stay in Manchester is, we hope that it will be successful and enjoyable.

This handbook will provide you with all the important information you will need to know about your classes, accommodation, social activities, welfare, and so much more!

If you have any questions about anything, then look at the noticeboard in reception to find out who you should speak to. They will be more than happy to assist you.

Are you ready to start your journey with Kings Hall College?

Let's begin!

Your Classes

You can find your classroom and the name of your teacher on the notice board in the reception area.

Class Times

Class Type	Times
Morning General English	08:30-11:45
FUNctional English 1	12:15-1:30 (Monday-Thursday)
FUNctional English 2	1:30-2:45 (Monday-Thursday)
Afternoon General English	1:35-4:45 (Monday-Thursday) 12:45 - 2:45 (Friday)

Lateness Policy

It is important that you arrive to your class five minutes before your class starts. For Class 1 (Session 1), you may be up to 15 minutes late. For the rest of your classes you may be up to 5 minutes late. If you arrive to class later than this, then you will not be allowed to enter the classroom.

If you are late to a class and you are not allowed to enter the classroom, your absence will be recorded as an unauthorised absence. This will impact your overall attendance percentage.



Remember! If you are late to class, this will affect your performance in class. It will also affect the performance of your fellow students by causing a distraction during class time.

Attendance Policy

We regard regular attendance of your course as being essential if you are to make progress.

All students must attend at least **80%** of their lessons if they wish to receive a certificate at the end of their course.

Stage 1	If your attendance drops below 80%, the school will send you a letter.
Stage 2	If your attendance does not improve within 2 weeks, we will send you a second letter.
Stage 3	A third and final letter will be sent to you if your attendance continues to be below the required level.

- Students should tell the college about any absences. If you cannot attend for any reason, you should call the college on 0161 711 1090.
- Calling the college does not mean that we will automatically authorise your absence. You may still be marked as absent on the class register and this will affect your overall attendance.
- Students with one-to-one lessons need to give 24 hours' notice of cancellation. Students will be charged for non-attendance if 24 hours' notice is not given.
- If you have any questions about this policy, please ask the Academic Director.

College Facilities

We regard regular attendance of your course as being essential if you are to make progress.

Kings Hall Café

Kings Hall College has a large cafeteria where students can relax and eat a tasty meal during their break time. Hot and cold food and drinks are served daily. Kings Hall Café is located on the first floor.

Reception Lounge

The Reception Lounge is a perfect relaxation spot for students. Students have quick and easy access to a nearby kitchen and can chat with their friends during their break time.

The Crèche

The Crèche is comprised of two rooms: a primary room that houses an assortment of toys, a changing table, and an interactive whiteboard; and a second room that will function as a quiet area for children.

The Den

The Den is a hidden retreat located in the college's basement. The Den is a quiet getaway that has been purposely designed to provide students with a space to relax after class.

Prayer Room


Kings Hall College has two prayer rooms, one for men, and one for women. Our Prayer Rooms are located on the second floor.

Teaching & Learning

How Do We Teach English at Kings Hall College?

When studying an English language course at Kings Hall College, you will improve your English fluency by interacting with other students and your teacher in class. Teaching will focus on using English to communicate with others in a clear and confident manner. The class syllabus will follow a course book and will also include extra materials to enhance your learning experience.

In addition to studying and participating in class, you will also be encouraged to improve your English language fluency independently. You can use any of our facilities to study when not in class. Your teacher will give you homework on a regular basis.


 **Remember!** Do not forget to complete your homework ready for your next lesson! It will take you longer to progress to the next level if you do not study outside of class.

Joining a Class

When you first join your class, your teacher will introduce you to the other students and will make sure that you feel welcome and comfortable. You will join your class on Tuesday after your Placement Test & Induction on Monday.

Course Books

You will need to buy a course book before you join your class. A course book fee is included in your Offer Letter and Student Invoice. Every time you progress to a new level you will need to buy a new course book. Please visit Reception if you need to buy a new course book.

 **Remember!** Do not forget to collect your first course book from Reception on your first day!

Examinations

You can study an IELTS Exam Preparation Course at Kings Hall College, however, we do not offer IELTS exams at our college. If you want to book an IELTS exam, please speak with your IELTS teacher for help and information.

Accommodation

If you have booked accommodation with Kings Hall College, then there are few rules that you need to be aware of.

Homestay

- Is it important to treat your homestay host (and their family) like your own family.
- Remember to follow your host's rules.
- If you are the last person to leave the house, remember to lock all doors and close all windows before you leave.
- Keep your house key safe and carry it with you all the time.
- Do not give your key to anyone else.



Remember! Make the most of this opportunity by speaking with your host (and their family). This will provide you with a perfect way to practise your English skills outside of the classroom.

Booking Accommodation

If you do not have accommodation booked with Kings Hall College, but would like to book accommodation, please speak with an Accommodation Officer.

Private Accommodation

If you decide to rent a room, flat, or house, you will have to get in touch with a letting agency or landlord and sign a Tenancy Agreement. Most accommodation has a minimum of 6 months agreement. You will be responsible for paying your own bills and council tax. If you need any further help or advice, the Accommodation and Welfare Officer, will be happy to help.

Social Activity Programme

Kings Hall College offers a unique and diverse social activity programme for all of our students to enjoy. Our social activities are designed to allow students to practise their English fluency outside of the classroom in fun and exciting ways. Our social activities are open to students of all levels and abilities, this means that you may attend an activity with students with the same level of English as you, with a lower level, or a higher level. No matter what level of English each student has, every student is encouraged to speak with one another and enjoy themselves.



Remember! Attending a social activity, at least once per week, is a perfect way to improve your English fluency with your friends and teachers.

Here is a list of activities we can run. Let us know if you have any other ideas!

Example Activities

- Art workshops
- Bowling
- Chess club
- Cinema trips
- Coffee club
- Competitions
- Cooking classes
- Football
- Library tours
- Picnic in the park
- National day celebrations
- College quizzes
- Seasonal activities (St. Valentine's Day, Easter, Halloween, Christmas, Eid, & Chinese New Year parties).

- Spelling competitions
- Tours around Manchester
- Treasure hunts

Availability

Our social activities are available every day from Monday to Friday. Our social activity programme changes every week, so no week will ever be the same. Social activities usually take place in the afternoon (during Class 3), however, if a social activity is scheduled for a different time, then you will be made aware of this.

Prices

Most of our social activities are free of charge. We will let you know if you have to pay.

Suggestions

If you have a suggestion for a social activity, or would like to host a social activity yourself, then please speak with the Social Activity Coordinator.

Where can I Find the Social Activity Timetable?

You can find our social activity timetable in the following places:

- On Instagram, Facebook, or X.
- On the notice board at Reception.
- On our website.

Weekend Activities

Weekend activities are available to all students every week.

Weekend activities include:

- Blackpool Pleasure Beach tours
- Chester tours
- Liverpool tours
- London tours

- North Wales tours
- Peak District tours
- Scotland tours
- York tours

Weekend activities are organised by a partner company and you will need to pay for these trips. To book a weekend activity, please speak with the Social Activity Co-ordinator.


College Rules

Lanyards

On your first day, you will be provided with a lanyard to wear around your neck. Your lanyard is proof that you are a student at Kings Hall College. Your lanyard will contain your Student ID Card. To ensure the safety of our students and members of staff, every student and member of staff must wear a lanyard.


You will see four different coloured lanyards being worn around the college.

Colour	Lanyard Type
Black	Student lanyard
White	Student lanyard (Under 18s)
Red	Staff lanyard
Green	Visitor lanyard

 **Remember!** You must always wear your lanyard when you are at the college. If you forget to bring your lanyard to the college, then please go to Reception to ask for a replacement lanyard.

Time Keeping & Attendance

It is important that you attend all of your classes when studying at our college. You must attend all of your classes on time.

 **Remember!** Lateness will affect your attendance. Make sure to always attend your class 5 minutes before it begins.

Certificates & Diplomas

At the end of your course, you will receive either a certificate (for a course that is less than 6 months long) or a diploma (for a course that is more than 6 months long) that lists the following information:

- Your name
- Your course
- Your course start and end dates

You must have an attendance of 80% or more to receive a certificate/diploma. If you have an attendance of 79% or less, then you will only receive a report.



Remember! A certificate/diploma certifies your hard work and success as a student at Kings Hall College. It is vital that you leave our college with one, so make sure to always attend your classes!

Absences

If you cannot attend your class then you **must** let the college know that you will not attend your class.

Please tell the college in one of the following ways:

- Call the college on 0161 711 1090
- Send an email to info@kingshallcollege.co.uk
- WhatsApp on 07436332395 (this number is on your ID card).

You must inform the college **before** 8.30am on the day of your absence for your absence to be authorised.

If you do not tell college of your absence before 8.30am on the day of your absence, your absence will be recorded as an **unauthorised absence**. This will mean your overall attendance will go down and you will not get a certificate or a diploma when you finish your course.

College Holidays

Kings Hall College is closed on all bank holidays observed in the U.K. This includes: New Year's Day, Good Friday, Easter Monday, Early May Bank Holiday, Spring Bank Holiday, Summer Bank Holiday, Christmas Day, and Boxing Day.

Booking Holidays

If you want to book a holiday, then you must inform our Admissions Officer one week before your holiday. When you book a holiday, your course end date will be extended by the number of weeks that you have booked for a holiday.

Students can only book a holiday from Monday to Friday. You can have up to four weeks of holiday per calendar year.

Mobile Phones

Mobile phones are not permitted to be used in class (unless stated otherwise by your teacher, for a group activity).

If you know you have an important call please let your teacher know and leave the classroom to take the call.



Remember! Please turn off your phone when you enter your class. If you are caught using your phone during class time, then your teacher will confiscate it until the end of the lesson.

Food & Drink

You are not permitted to bring food into your classroom. Only drinks (such as water, juice, tea, and coffee) are permitted.



Remember! We want to keep our college as clean and tidy as possible. When you have finished a drink, please place your empty cup into the bins provided in your classroom and around the college.

Smoking & Vaping

Smoking and vaping is not permitted anywhere in the building.



Remember! It is against the law to smoke or vape inside a public building in the U.K.

You are permitted to smoke or vape outside of our college.




Remember! It is against the law to litter in the U.K. Please dispose of all cigarette butts in a nearby bin. You may receive an immediate fine if you are caught littering.

Level Tests & Tutorial Week

Level Tests

Every Monday, you will take an end-of-unit test to assess your progress. The results from your test will help your teacher decide whether you are ready to move to the next level.

 **Remember!** Only your teacher can decide whether they think you are ready to take the Level Test.

Tutorial Week

When you reach the middle of your course book, and again at the end of your course book, you will have a tutorial week with the rest of the students in your class. This is the format for the week:

Day	Activity
Monday	Review of last week's unit.
Tuesday	Revision of the first or second half of your book.
Wednesday	Revision of the first or second half of your book.
Thursday	Test of the first or second half of your book.
Friday	One to One meeting with your teacher to discuss your progress and give feedback on your lessons.

Health & Safety

Fire Alarm Evacuation

If you hear the fire alarm ring, you must immediately leave the college by the nearest available exit. The exit routes out of the college are clearly marked.

Discovering a Fire

If you discover a fire, do not try to fight the fire yourself. Press the nearest fire alarm and go to the nearest exit.

Fire Alarm Evacuation Rules

- Leave all your personal belongings where they are.
- Follow the instructions of your teacher and/or other members of staff.
- Walk, do not run.

Evacuation Assembly Point

The emergency evacuation assembly point is located outside 19 Cafe Bar (directly opposite Kings Hall College on the other side of the road).



Remember! You must leave all of your belongings behind when evacuating the college.

Medical Assistance

If you require medical help please speak with a member of staff.
For accidents, a first-aid-trained member of staff can help you.
For emergencies, a member of staff will call a hospital for advice.

Our Core Beliefs

Equality & Respect

We want to make sure that everyone at Kings Hall College feels comfortable, respected, and accepted. Therefore, we follow a set of core beliefs to ensure that everyone feels welcome.

- Talk politely to other students and all members of staff.
- Treat people as you would like to be treated yourself.
- Respect your teacher and fellow students by arriving to class on time.
- Do not use your phone in class.
- Do not distract other students from learning.
- Look after and treat all resources at the college as if they were your own.
- Do not litter inside the college.
- Do not smoke or vape inside the college.
- Keep the college clean and tidy.

Tolerance

Kings Hall College operates an equal opportunities policy, this means that all students and members of staff are treated as equals, regardless of their age, sex, marital status, disability, race, nationality, ethnic origin, sexual orientation, or political or religious beliefs.

Kings Hall College does not tolerate people who are:

Adjective	Meaning
Abusive	Abusive means treating someone in a cruel, violent, or harmful way, either with words or actions. Example: The boss was abusive to his workers, shouting at them and calling them names every day.
Homophobic	Homophobic means having a strong dislike or hatred toward people who are gay, lesbian, or part of the LGBTQ+ community. Example: Making fun of someone because they are gay is a homophobic action.
Racist	Racist means believing that some races (skin colours or ethnic groups) are better or worse than others, or treating people unfairly because of their race. Example: Not hiring someone just because they are Black is a racist decision.
Religiously intolerant	Religiously intolerant means not respecting or accepting people who have different religions or beliefs. Example: She was religiously intolerant and said bad things about people who followed a different religion than hers.
Sexist	Sexist means treating people unfairly because of their gender, especially thinking that men are better than women. Example: He was being sexist when he said women are not good at science or maths.

Bullying at the College

Kings Hall College has a **zero-tolerance** policy for bullying at the college. We want to ensure that all our students and members of staff feel safe. Any form of bullying or harassment will not be tolerated.

What Counts as Bullying?

Bullying is any form of harassment or uninvited act that makes someone feel uncomfortable, embarrassed, unsafe, or frightened.

Types of Bullying

Type	Meaning
Emotional	Bullying someone emotionally means to hurt someone’s feelings. Examples include: Leaving people out, bossing others around, or intentionally making others feel uncomfortable.
Online	Bullying someone online means to target someone with mean messages over the internet. Examples include: Sending mean messages via social media, posting photos of someone online without their consent, or harassing someone online.
Physical	Bullying someone physically means to hurt someone. Examples include: Punching, hitting, kicking, or pushing others.
Verbal	Bullying someone verbally means to make mean remarks about, or to, someone in front of them to make them feel uncomfortable them feel uncomfortable. Examples include: Teasing, calling people names, or threatening someone.

Observing Bullying at the College

If you, or someone who you know, is being bullied at the college, then you must report it to one of our Welfare Officers immediately. All matters will be dealt with in confidence. Any student who is seen bullying others in college will immediately be expelled.

Disciplinary Procedures

If you do not comply with our core beliefs, then the following disciplinary actions will be taken against you.

Strike	Outcome
1	You will receive a verbal warning from your teacher or a member of staff.
2	You will receive a written warning from the Academic Director or the Operations Manager.
3	You will be instructed to leave the college.

Welfare

Your welfare is important to us, and we want to ensure that every student feels safe and comfortable when studying at our college.

If you have a question, concern, or enquiry regarding your welfare, or the welfare of another student, then please speak with one of our Welfare Officers. Our Welfare Officers are trained to provide guidance on issues relating to study, relationships, stress, home-life difficulties, loneliness, health, and much more.



Remember! To ensure student safety, always remember to wear your lanyard when you are at the college. If you forget to bring your lanyard to the college, then please go to Reception to ask for a replacement lanyard.

Feedback

We want to know what you think about us! To help us improve our service we will ask you to complete a number of feedback forms during your time with us. Please take the time to complete these online forms so we know we are doing things right, and if not, we can make it right.

You do not need to wait until we send you a form to provide feedback. If you have any suggestions or complaints please speak to us! Details of who to speak to are on page 26.

Under 18s

By law, students under the age of 18 are treated as children, and must be monitored to ensure their safety in college. Certain additional rules apply to students under the age of 18.

Safeguarding

- If a student under the age of 18 does not attend class, then their parent, guardian, or agent will be contacted immediately.
- If a student under the age of 18 is residing with a homestay host, then they must observe the curfew times of their host.
- When leaving the college on a social activity, students under the age of 18 must be escorted back to the college once the activity has finished.

Rules

- Students under the age of 18 are not permitted to buy or consume alcohol or cigarettes.
- Students under the age of 18 are not permitted to enter night clubs or other venues designated for adults.

Internet Safety

It is important to be safe when using the internet. When using the college's computers, all students must adhere to our e-safety rules.

E-Safety Rules

- Do not view pornography, visit extremist/terrorist activities, or exchange extremist/terrorist views online.
- Only use files that you are authorised to access.
- Always log out of personal accounts when you finish using a computer.
- Do not bully others online.



Remember! Things posted online stay online forever. Suspicious activity can be checked by the police.

If a student breaks any of our e-safety rules, then they will be disciplined.

Complaints

If you are unhappy with the service that Kings Hall College is providing to either yourself, a relative, or a friend, then there are members of staff who can assist you with your complaint.

Complaint	Process
Classes	If you are unhappy, or have concerns, with/about your classes, or your fellow students, then you can speak to your teacher. If you are not comfortable speaking to your teacher, or if your complaint is about your teacher, then please speak with the Academic Director.
Accommodation	If you are unhappy, or have concerns, with/about your accommodation or your homestay host, then you can speak to our Accommodation Officer. If you are not comfortable speaking to the Accommodation Officer, or if your complaint is about the Accommodation Officer, then please speak with the Operations Manager.
Social Activities	If you are unhappy, or have concerns, with/about the social activity timetable, then you can speak to our Social Activities Coordinator. If you are not comfortable speaking to the Social Activities Coordinator, or if your complaint is about the Social Activities Coordinator, then please speak with the Operations Manager.
General Complaints	If you have any general complaints, then you can speak with the Academic Director. If you are not comfortable speaking to the Academic Director, or if your complaint is about the Academic Director, then please speak with the CEO.

Making a Complaint

Please make all complaints in writing (via email). Your complaint will be reviewed by either the Academic Director, the Operations Manager, or the CEO, depending on the nature of the complaint. A member of staff will respond to your complaint to see if they can resolve the issue and prevent it from occurring again.

Unresolved Complaints

If Kings Hall College is unable to resolve your complaint, then it will be referred to an independent adjudicator who will meet with each party individually and then bring everyone together to help resolve the complaint.

Medical Treatment

If you need medical attention, please go to your nearest walk-in centre, or, in case of an emergency, either phone an ambulance (999) or go to Accident & Emergency (A&E) at your nearest hospital.

Closest Walk-In Centre

City Health Centre.

Address: 2nd Floor, Boots, 32 Market Street, Manchester, M1 1PL.

Phone Number: 0161 839 6227.

Open seven days a week: 8am - 8pm.

Other Walk-In Centres

To find other NHS walk-in centres, use the link below:

<http://www.nhs.uk/Service-Search/Urgent-Care/LocationSearch/0>.

Registering with a General Practitioner (GP) Surgery

If you are a long-term student, then we advise that you register with a GP surgery. To find the closest GP surgery to you, please visit:

www.nhs.uk.

The National Health Service (NHS)

You can receive free treatment from the NHS if:

- You are from the EEA (European Economic Area) or Switzerland.
- You are from a country that has a bilateral healthcare agreement with the U.K.
- You are in the UK with a visa which lasts for six months or more.

Most healthcare provided by the NHS is free, however, some services may incur extra costs.

Dental Care

If you are a long-term student, then we advise that you register with a dentist.

The University Dental Hospital of Manchester is one of the largest specialist dental centres in the U.K., as well as being a major teaching hospital.

Address: The University Dental Hospital, Higher Cambridge Street, Manchester, M15 6FH

Phone Number: 0161 275 6666

Website: www.cmft.nhs.uk/dental.aspx

Start Your Course

Thank you for taking the time to read your Student Induction Handbook. You are now ready to begin your course, as a student, at Kings Hall College.

We wish you all the best for your studies! Here are three top tips to make your learning experience as enjoyable as possible.

1. Attend all of your classes on time every day!

You will learn faster if you attend all of your classes.

2. Attend the social activities!

Not only are our social activities designed to help students practise their English skills outside of class, but they also help you to make new friends.

3. Make new friends!

Our last tip may seem like the hardest, but it is the most natural, and also the most rewarding! Making friends is easy, especially at Kings Hall College. Every student at Kings Hall College has the same goal as you - to improve their English! It is easy to befriend strangers who have the same goals as you!

Now is the time to put down this handbook and prepare yourself for your new learning adventure. We wish you all the best of luck, and we look forward to seeing you achieve your goals!



See you soon,
The Kings Hall College Team 😊

