

Welcome to



**International
House**
Bristol

*This is your guide to the school
and your programme*



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Accredited by the

for the teaching
of English in the UK



ENGLISHUK 
member

WELCOME TO INTERNATIONAL HOUSE BRISTOL!

This booklet is to help you with your studies, hosts, Oakfield Road centre, and the city of Bristol. If you have any questions, please ask a teacher – we are here to help and to make your stay with us as memorable and enjoyable as possible.





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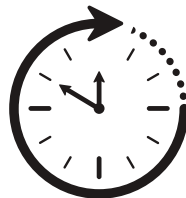
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GENERAL INFORMATION ABOUT THE SCHOOL

SCHOOL HOURS

Your timetable is as follows:

- 9.15am – 10.45am, 1st lesson
- 10.45am – 11.15am, morning break
- 11.15am – 12.45pm, 2nd lesson
- 12.45pm – 2pm, lunch break
- 2pm – meet in classroom for Creative Classes / social activities (finish normally around 4pm)
- There are some evening social events after school on some days (finish normally 5.30/6pm)



CLASS TIMES / CHANGES



Buses are sometimes late but.... please try to be on time for lessons. If your class is too easy or difficult, please talk to your teachers.

PHRASE OF THE DAY

There is a different 'Phrase of the Day' every day. You study the 'Phrase of the Day' in the first lesson every morning. Try to use the 'Phrase of the Day' at school and with your host!



FOOD & DRINK

If you are living with a host, you will receive a **packed lunch** at school each day. You eat your lunch in the garden or in the Students' Room. If it is raining **only**, you can eat in your classrooms. There is a drinks and snack machine in Oakfield Road; you need change (coins) for this.

When you have eaten your lunch, please put **all your** rubbish in the bins (we have recycling bins also). Help keep the Students' Room and the garden looking nice for everyone! 😊

SOCIAL PROGRAMME

We have a great Social Programme for you to enjoy and to help you practise your English! We will tell you about Social Programme events, and you can also see your activities on the IH Bristol [website](#).



SMOKING AND VAPING



The school is non-smoking and non-vaping (including e-cigarettes, e-liquids, nicotine pouches). Do not smoke or vape on the school site, in the garden, or at the front of school, or on any IH Bristol events.

TRAVELLING AROUND BRISTOL

Bristol is a safe, friendly city, but it's always good to do a few simple things to keep safe:



Be careful when you cross the road - cars drive on the **left**! Always look **RIGHT** first to see if you can cross. Cross the road at a pedestrian crossing if possible. Look for bikes and e-scooters, *they can come very quickly!*

Do not leave purses or wallets where other people can see or steal them e.g. in a back trouser pocket. Don't count money in the street and don't carry lots of money - just take what you need for the day.

When you are walking in the city, **stay on main routes with good lighting and avoid short-cuts and side streets**; especially if you are on your own, it's dark or your hosts have told you not to go somewhere. **Do not go out alone** - arrange to go with someone to the meeting-place and try to walk home with somebody else.

GETTING A BUS CARD

If you live with an IH Bristol host, you normally get a weekly bus card when you arrive and a new one from us each week. (You can also buy bus tickets online here: <https://www.firstbus.co.uk/bristol-bath-and-west/tickets/new-tickets-more-choice/where-buy> Ask your host or reception if you don't know which ticket you need.

At night, some buses change their numbers: 8 becomes 508; 71 becomes 571.



BUS SAFETY

1. All First Bus buses in Bristol have CCTV, but if possible, sit on the **bottom** deck of a double-decker (in the picture), where the driver can see and hear the passengers better.
2. If someone on a bus is making you uncomfortable or unhappy, tell the driver and call your host and/or the school.
3. If you are waiting at a bus stop for a bus in the evening, try to wait with another student. If you feel unsafe, call your host and/or the school.

TAXI SAFETY

Do NOT get into a taxi alone unless the taxi has been called by IH Bristol. Remember, all Bristol taxis are blue and have a sign saying "TAXI" on the roof. Do NOT get into a car that isn't blue & doesn't have this sign on it. You can book a private taxi by phone and you'll find some numbers of taxi companies on the 'Useful & Emergency Numbers' page.

SCHOOL RULES



1. You will receive an emergency **WALLET CARD**, with space to write your host's name and telephone number + the school main number and school Emergency Phone number. Your teachers will check this with you on the first day. You **MUST** keep this card with you 24/7 in case you are lost. Keep it in your wallet or purse, for example, and take a photo of the information on your phone.
2. You must be polite and show respect to students of all ages and nationalities, your teachers, staff and host.
3. People are working in the school so be quiet in break times. Please don't shout or scream or play loud music, and don't run or push on the stairs – it's dangerous!
4. You must go to all classes and all afternoon and evening social events. You must stay until the end of the events. If you can't come to an event for a special reason, you **must** check this is OK with the school in advance.
5. If you want to leave school with an adult you know in Bristol (e.g. your uncle or aunt), you must give us a **permission slip** (this is also on our [website](#)). You must ask a school manager for this, **but a parent/guardian must complete the permission slip and email it to us 72 hours or more before you want to leave**. You must also tell your host about the plan. ***But...only IH Bristol school management can decide if you can go or not. Your parents must also email in advance for any other special requests, to ask the school management for permission first.***
6. If you cannot come to school for any reason (e.g. if you are ill) you **MUST** tell us, or phone us **before the class**.
7. Your teacher will check your name in the register in every class. Lessons start at 9:15am. You must be on time. If you are late, go into your class when you arrive. If your bus is often late, take an earlier one. If there is another reason why you are late, speak to your teacher.
8. You must not leave school in the morning break from 10.45am – 11.15am. If you are 13 or over, you may leave school at lunchtime **if you go with friends and stay close to school in the designated area**, but you must be back in your classroom by 2pm ready for afternoon activities. 12-year-olds must ask their group leader or the school manager about the lunchtime rules for them.
9. Your teachers, your host or group leader must know where you are all the time. Do not go anywhere alone and ask for permission to do something out of school hours. **THIS IS VERY IMPORTANT!**
10. Turn your mobile phone **off** during class time but keep it on during activities outside the school and when you are going to and from school. ***We will normally collect these and keep them in a box during each class.*** Ask a teacher if your phone needs charging to help you get home safely.
11. No eating or chewing gum in the classrooms. You may drink water from a bottle, but don't bring cups or cans of drink into class. It is important to keep classrooms, the students' room, the garden and your homestay clean and tidy, because they are used by other people. Recycle or put your rubbish in the bin.

12. Do not use computers in lesson time. Remember that computers are school property and if you use them in a bad way, we will take them away.

13. Speak English to everyone at all times – this helps you and us!



RULES FOR STUDENTS UNDER 18 IN HOMESTAYS

You must follow your host's rules when staying with them. If you don't agree with a rule, talk to the school about the problem as soon as possible. **Curfew times**

1. If you are under 16, you must be back at your host's home by 9.30pm at the latest.
2. 12-13 year olds must always be supervised by an adult, older sibling, or older student if in a group
2. If you are 16 or 17, you must be back at the host's home by 10.30pm latest, or the time that the host goes to bed if this is earlier. To arrive home by/before 10.30pm, you need to start travelling back to your host at approximately 9.30pm latest (sometimes buses are cancelled, it takes time to travel across Bristol, and you cannot be late for curfew).
3. If your host wants you to return home earlier than curfew for other reasons - age, location of their home, darkness, public events etc - you must follow their instructions.

Going out

1. Before leaving the host's home, make sure that:
 - a. you get permission from your host and the host knows what you will be doing and who you are with;
 - b. you know the time for the main evening meal;
 - c. your host knows what time you plan to be back;
 - d. you have the correct contact details for your host;
 - e. if you are allowed to go out unsupervised in the evenings, you must meet your friends, you must NOT go out alone.
2. You must give your host your mobile number and have their number and address. Make sure you keep your mobile on and it has enough battery and credit for your journey home. We **strongly recommend** you have a charged power bank for your phone in your bag all the time, for emergencies. You must answer your mobile when your host calls.
3. If you change your plans or you are going to arrive home earlier or later than planned, phone your host immediately to check this is OK.
4. Eating meals with the host is important and you should normally be there to join them.



RULES FOR STUDENTS UNDER 18 ON SOCIAL PROGRAMME ACTIVITIES

1. You must give your mobile phone number to school staff and keep your mobile switched on during activities. You must answer your phone if staff call you.
2. You must follow the instructions given by your teacher or social programme person during activities.
3. **If you are under 16, you must go straight home after social events have finished for the day.** If you are 16/17 and you want to stay out before returning to your host's home, you must contact your host to agree your plan with them and agree what time you will return.

4. If you are going to arrive home earlier or later than agreed, phone your host immediately to check this is OK. For under-16 students, hosts must be at home when students arrive.

WHAT HAPPENS IF A STUDENT UNDER 18'S BEHAVIOUR IS NOT ACCEPTABLE IN CLASS OR IN GENERAL?

If you break the school rules, break the law or if your behaviour is unacceptable, these are the steps the school (IH Bristol) could take:

1. Your teacher will ask you to stop the bad behaviour, may move you to a different part of the room or send you to sit with the Centre Manager to do your work
2. You are not allowed to go on a Social Event
3. The school will give you a spoken warning
4. The school will give you a written warning & contact your parents
5. The school will make you leave the school and return home; if this happens, parents have to pay and do not get any school fees back

If the school decides that you have done something serious, it can go immediately to step 5 and/or contact the police.

ABUSIVE BEHAVIOUR POLICY

This policy is to make sure that all students, staff and hosts feel safe and happy at IH Bristol. You must follow this policy at all times: in class, at school, during activities and with your host. **We do not allow these things at IH Bristol:**



UK LAW AND BRITISH VALUES

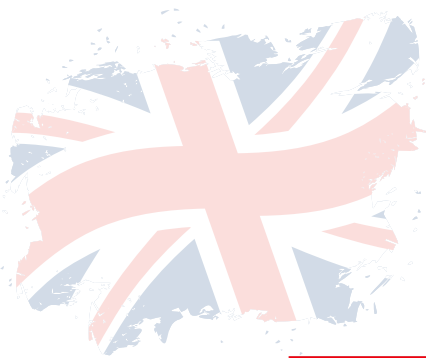
Students must always follow UK Law, which includes the following:

1. Under 18s cannot drink alcohol in public or in pubs, bars and cafes.
2. Under 18s cannot buy or try to buy alcohol or ask an adult to buy alcohol for them.
3. Under 18s cannot buy cigarettes and under 16s cannot smoke in public. The police can confiscate cigarettes if you are Under 16. Under 18s cannot buy or use vapes (e-cigarettes or e-liquids).
4. Under 16s cannot legally have sex.
5. No-one is allowed to have, sell, give or share illegal drugs.
6. Shoplifting is a serious offence in Britain – if somebody catches you stealing from a shop, they will call the police. Most shops have hidden security cameras and security guards.
7. It is illegal to drop litter such as chewing gum and cigarette packets/butts in the street or other public places – you may have to pay the police £150!

If students at IH Bristol break UK law, we will normally tell your parents immediately. It is possible we will then ask you to leave your course, your parents to take you home, and there will be no refund of any money.

AWARENESS OF BRITISH VALUES

There are some key British values which many British people feel are important. These are:



- 1. Democracy: listening to other people's opinions and making decisions together***
- 2. The rule of law: it is important to follow rules and laws so that people can live together easily***
- 3. Individual Liberty: everyone is free to believe what they want and make decisions about their lives***
- 4. Respectful tolerance of different beliefs: we should accept people's differences and it is wrong to treat people badly because they are different***

If you are concerned about someone's actions or what they are saying, please come and speak to someone from the school. The school Principal, Pete Gibson, is the Prevent Lead for incidents or concerns relating to this: you can speak to him, or contact here pete@ihbristol.com, 0117 9090911. If he is not available, you can also ask to speak to Val Hennessy (the school Director).

IF YOU ARE UNHAPPY...

For everyone to stay safe and have a good time, it's important for students to look after each other...

SO IF YOU OR A FRIEND IS UNHAPPY... IF SOMETHING

IS WORRYING YOU OR A FRIEND...

...please talk to us. All the adults at IH Bristol are here to help, so talk to someone you feel comfortable with.



MAKING A COMPLAINT ABOUT YOUR COURSE, TEACHERS OR HOMESTAY

Please talk to the Centre Manager, or one of your teachers if you want to complain. There are also **complaint forms** available for issues we cannot solve by talking to a member of staff. Please ask reception for one of these forms. Please also see the notice in the reception area/students' room for what to do if you want to complain. (If you are not happy with the school's response, please see the posters in the school for how to take this complaint further to our member body English UK, or you can follow their instructions here: <https://www.englishuk.com/complaints>)

HOMESTAY ACCOMMODATION - LIVING WITH A BRITISH HOST

Staying in a homestay should be a good experience and a great opportunity for you to learn about British culture. The way British people live may be very different from people in your country and so misunderstandings can occur. Please let your host know if you are not happy or do not understand something they have asked you to do/not to do. Here are some suggestions for how to get on well with your host. NB: You can ask to speak to our **Accommodation Officer** during working hours.



Photos in your host's house – Please do **not** take photos and videos of your host's house, unless you have your host's permission first. If you have permission, that is ok. Do not take pictures of the host's family and friends, again, unless you have your host's permission.



Keys – If you are 16 or over, your host may give you keys to your home – look after them. ***Do not carry them with the house address in case you lose them.***



Heating - If you are too hot or too cold, ask politely if it is possible to have another blanket or change the heating. Please do not leave gas/electric fires on overnight or when you are not in the home – it is dangerous.



Meals - You should expect to eat what the host eats. Try the food even if you do not think you will like it: remember they have put in time and effort. Thank them for your meal. You can apologise and say that you do not like the food after you have tried it! Tell them if you will be late for a meal. Cancelling dinner too late will hurt your host's feelings; of course, wasting food is also bad for the environment! If you are still hungry after eating, ask politely before you take more food.



Friends - Ask if you want to invite friends to your host's home - for example, for dinner. Some hosts will say yes; others will say no - so please check. **Always tell your host when you are going out** and with whom and approximately when you will be back. You must not return home late at night. Do not go out alone.



Bathroom - Make sure you know how to use the bath/shower and check when the best time to use it is. Most homes only have the one bathroom so there will be other people who need to use it in the mornings/at night – don't take too long and don't use all the hot water! Keep the bathroom clean and dry, 'ready for the next person'.



Damages - If you break or damage anything, please tell your host as soon as possible and offer to pay for it to be mended/replaced. Tell a member of staff at IH Bristol, also.



Problems – We try to match students to the best possible host for them, but if you are unhappy, please talk to us. Let us help you solve the problem. Our hosts will also make reasonable changes to help you feel happier.

If we cannot resolve your problem with the host, we can move you. Please be patient, it may not always be possible to move you immediately. Talk to us if you have problems with your homestay; we are here to help.

Doctor / dentist / if you are ill

If you need medical help, or feel ill, please speak to the school Centre Manager, or one of your teachers. They will try to help or arrange for you to see a doctor/dentist.

LIVING IN BRISTOL: THINKING ABOUT OTHERS

Many foreign students visit Bristol every year. People in Bristol are friendly. **Queuing** -

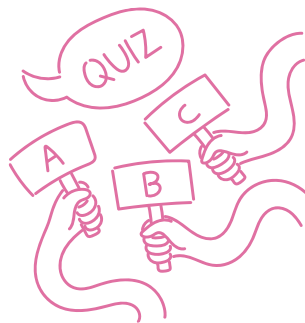
In Britain, it is normal to queue at bus-stops, cinemas and in shops. It is rude to push in at the front or in the middle of the queue.

Public Places - Try not to block the pavement with bicycles or when standing talking to friends, especially in front of the school.

Noise - People here go to bed quite early compared to other countries. Please do not make a lot of noise late at night.

QUIZ TIME!

1. What's the capital of England?
2. What's the telephone number of the police?
3. Bristol has two cathedrals – why?
4. Which country is nearest to Bristol?
5. What is a fiver?
6. Which of these is a bookshop: Tesco Sainsbury's Barclays Waterstone's
7. On which side of the road do the British drive?
8. What's the name of the school?
9. What is Bristol famous for?
10. What time do lessons start?
11. Name two British newspapers?
12. Name three British football teams?
13. Draw a map of England?
14. Explain the difference between gas/petrol pavement/sidewalk pants/trousers
15. Say the alphabet forwards and backwards in 60 seconds?
16. Name a famous British actor or actress?
17. Name three British pop groups?
18. Name four big cities in England?
19. Name the four British capital cities?
20. Name two typical British dishes?



HOW TO MAKE RAPID PROGRESS IN ENGLISH

If you need help with your spoken English:

• speak as much as possible to your partners in class

- plan what you want to say, then practise a dialogue in your head
- speak to at least five people outside class every day
- have a conversation with a different person in class every day
-
- have a conversation on a different topic every day
- use the Phrase of the Day
- try to speak English to your friends who speak your language
- try to use three words or idioms you've learnt recently
- use the vocabulary you learn in Project 100
- speak in echo after your favourite English songs
- don't worry if you make mistakes. It's natural!
- learn the phonetic symbols in your student

If you need help with your written English:

- write a diary for every day of the week, describing your feelings, the weather, your activities, etc.
- write a letter to a newspaper/an organisation/a club on a topic you find interesting
- be sure to do your homework
- check the spelling of ten words in the dictionary every day
- copy out your corrected homework so there are no mistakes
- read newspaper articles, then rewrite the main ideas from memory
- leave notes for yourself every day
- plan your writing, think what you want the reader to do or feel, then structure your writing carefully and clearly
- use paragraphs!
- use some English on your online messaging!
- try to use different words to simple words like 'good/bad/nice/get'
- read as much as you can and copy the style
- don't worry if you make mistakes. It's natural!

If you need help with your reading:

- try to follow the news about your country in our newspapers
- make a collection of articles you find interesting
- underline the key vocabulary and expressions in the articles
- practise using your dictionary • time your reading: can you read ten pages in an hour?
- ask yourself three general questions about an article or story before reading – then see if you can find the answers
- read the IH Bristol website www.ihbristol.com. • follow the links on our website and read what's interesting to you
- read articles and stories and try to remember ten important facts
- read the first lines of every paragraph of an article. Guess the general idea.
- don't worry if you don't understand every word
- don't use a dictionary while you are reading the article – do it afterwards
- listen to your favourite songs in English and read the text at the same time

If you need help with your listening:

- watch the news on television more than once on the same day
- listen to your favourite English groups and read the text at the same time
- repeat texts of songs as you listen
- listen to lots of different people speaking English
- listen to the people talking around you. What are they talking about? How do they feel?
- listen carefully to the intonation of people talking. Do their voices go up or down, and when?
- record yourself reading English, then listen to yourself. Is it clear?
- watch TV with teletext and read and listen at the same time
- listen for key words when people are speaking to you
- don't be afraid to ask people to repeat what they are saying.



USEFUL AND EMERGENCY NUMBERS

Important: If you have a foreign mobile phone, you may need to dial the international code for British numbers: **00 44** (then **omit** the first 0 in the numbers below)



Emergency Services
999 or 112



Bristol Airport
0371 334 4444



**IH Bristol main
school number**
0117 9090911



**International
House**
Bristol

School emergency
07808 208 210



**NHS Free Medical
Telephone Advice**
111



**Bristol Royal
Infirmary** 0117
923 0000



Central Library
0117 903 7200



Bristol Eye Hospital
0117 342 6888



**Temple Meads Train
Station**
0345 711 4141



Taxi companies
B'Driven, Bristol
Taxis



National Express
Travel
0871 781 8181



**Broadmead Medical
Centre**
0117 954 9828

Main school office: school telephone and 24-hour answering machine (ICE*): **0117 9090911**

IH Bristol: emergency mobile number (your ICE* = **in case of emergency**) 5pm to 8.30am, Monday – Friday overnight, and 24 hours, Saturday and Sunday: **07808 208 210**

The Emergency Services: dial number then ask for the police, ambulance, fire brigade: **999** or **112**

Bristol Airport: general enquiries, immigration / visa problems: **0371 334 4444**

Bristol Royal Infirmary [Hospital], Marlborough Street, Bristol BS2 8HW: **0117 923 0000**

Bristol Eye Hospital, Lower Maudlin Street, Bristol BS1 2LX: **0117 342 6888**



Your notes:

For IHB staff only (updates to be reflected in: unsupervised time provision full guidance and the guidance summary in IHB Safeguarding Children Handbook + on IHB website; Safeguarding Children Handbook: info for hosts. Updated pg Nov 2025