

# Welcome to



**International  
House**  
Bristol

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



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 **BRITISH  
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# WELCOME TO INTERNATIONAL HOUSE BRISTOL!

This booklet is to help you with your studies, hosts, Oakfield Road Junior 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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## GENERAL INFORMATION ABOUT THE SCHOOL

### SCHOOL HOURS

Your timetable is as follows:

- 9.15am – 10.45am, 1st lesson
- 10.45am – 11.05am, morning break
- 11.05am – 12.35pm, 2nd lesson
- 12.35pm – 1.45pm, lunch break
- 1.45pm: go to your afternoon group. Be ready for the register at 1.50pm for Creative Classes or social activities. These usually finish at 4pm.
- On some days there are evening social events after school. These usually finish between 5.30pm - 6pm.



### CLASS TIMES / CHANGES



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

### 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 live with a host, you will get a packed lunch at school each day. You can eat your lunch in the garden or in the Students' Room. You can only eat in your classroom when it is raining. There is a drinks and snack machine at Oakfield Road. You need coins for this.

When you finish your lunch, please put all your rubbish in the bins. We have recycling bins too. Please help to keep the Students' Room and the garden clean and nice for everyone

### SOCIAL PROGRAMME

We have a great Social Programme for you to enjoy. It also helps 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. This includes e-cigarettes, e-liquids and any nicotine products. Do not smoke or vape on the school site, in the garden, in front of the school, or at any IH Bristol event.

## TRAVELLING AROUND BRISTOL SAFELY

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 it is safe to cross. Use a pedestrian crossing if you can. Look out for bikes and e-scooters – they can come very fast!

Do not leave your purse or wallet where other people can see it or take it (for example, in a back trouser pocket). Do not count money in the street, and do not carry a lot of money – only take what you need for the day.

When you walk in the city, stay on main roads with good lighting. Do not take short-cuts or use small side streets. This is very important if you are alone, if it is dark, or if your host has told you not to go somewhere.

Do not go out alone. Go with someone to the meeting place and try to walk home with someone else too.

### GETTING A BUS CARD

If you live with an IH Bristol host, you usually get a bus card for the week when you arrive. We give you a new one each week. You can also buy bus tickets online: <https://www.firstbus.co.uk>. Ask your host or reception if you do not know which ticket you need. At night, some buses change their number: bus 8 becomes 508, and bus 71 becomes 571.



### BUS SAFETY

1. All First Bus buses in Bristol have CCTV (cameras). If you can, sit on the bottom deck of a double-decker bus, where the driver can see and hear the passengers better.
2. If someone on the bus makes you feel uncomfortable or unhappy, tell the driver and call your host and/or the school.
3. If you wait at a bus stop 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 get an emergency WALLEt CARD. On it, you can write your host's name and phone number, the school's main number, and the school Emergency Phone number. Your teacher will check this card with you on the first day. You **MUST** keep this card with you at all times, in case you get lost. Keep it in your wallet or purse, for example, and also take a photo of the information on your phone.
- 2.** You must be polite and show respect to everyone: students of all ages and nationalities, your teachers, the staff, and your host. Do not swear (use bad language) at school or on activities, in English or in your own language.
- 3.** People are working in the school, so please be quiet during the breaks. Do not shout or scream or play loud music. Do not run or push on the stairs – it is dangerous!
- 4.** You must go to all your classes and all the afternoon and evening social events. You must stay until the end of each event. If you cannot come to an event for a special reason, you must check with the school first.
- 5.** Do you want to leave school with an adult you know in Bristol (for example, your uncle or aunt)? If so, your parents must give us a permission slip (this is on our website). They must ask a school manager for this. A parent or guardian must complete the permission slip and email it to us at least 72 hours before you want to leave. You must also tell your host about the plan. Only IH Bristol school management can decide if you can go or not.
- 6.** If you cannot come to school for any reason (for example, if you are ill), you **MUST** tell us or phone us before the class.
- 7.** Your teacher will check your name on 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 you are late for another reason, talk to your teacher.
- 8.** You must not leave school during the morning break (10.45am – 11.05am). If you are 13 or over, you may leave school at lunchtime if you go with friends and stay near the school, in the agreed area. But you must be back in your classroom by 2pm, ready for afternoon activities. If you are 12, you must ask your group leader or the school manager about the lunchtime rules for you.
- 9.** Your teacher, your host or your group leader must always know where you are. Do not go anywhere alone and ask for permission before you do anything outside school hours. **THIS IS VERY IMPORTANT!**
- 10.** Turn your mobile phone **OFF** during morning class. Keep it on during activities outside school, and when you travel to and from school. We will usually collect the phones and keep them in a box during each morning class. Ask a teacher if your phone needs charging, so you can get home safely.
- 11.** Do not eat or chew gum in the school. You may drink water from a bottle, but do not bring cups or cans of drink into class. Please keep the classrooms, the Students' Room, the garden and your homestay clean and tidy, because other people use them too. Recycle your rubbish or put it in the bin.
- 12.** Do not use the computers during lessons, unless your teacher tells you to. Remember: the computers belong to the school. 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 you stay with them. If you do not agree with a rule, talk to the school about it 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. If you are 12 or 13, an adult, an older brother or sister, or an older student (if you are in from a group) must always be with you.
3. If you are 16 or 17, you must be back at your host's home by 10.30pm at the latest – or by the time your host goes to bed, if that is earlier. To get home by 10.30pm, you need to start your journey back by about 9.30pm. (Sometimes buses are cancelled, it takes time to travel across Bristol, and you must not be late.)
4. If your host wants you to come home earlier than this for other reasons – your age, how far away their home is, the dark, public events, and so on – you must do what they say.

### Going out:

Before you leave your host's home, make sure that:

- you have permission from your host, and your host knows what you will do and who you will be with;
- you know the time of the main evening meal;
- your host knows what time you plan to be back;
- you have the correct contact details for your host;
- if you are allowed to go out without an adult in the evening, you must meet your friends – you must NOT go out alone.

You must give your host your mobile number, and you must have their number and address. Keep your mobile switched on and make sure it has enough battery and credit for your journey home. We **strongly advise** you to keep a charged power bank in your bag at all times, for emergencies. You must answer your mobile when your host calls.

If you change your plans, or if you will arrive home earlier or later than planned, phone your host straight away to check this is OK.

Meals with your host are important, so please try to be there.

## RULES FOR STUDENTS UNDER 18 ON SOCIAL PROGRAMME ACTIVITIES



1. You must give your mobile phone number to the school staff and keep your mobile switched on during activities. You must answer your phone if the staff call you.
2. You must follow the instructions from your teacher or the social programme staff during activities. Do not use your mobile when you are doing something important (for example, when you walk to an event together, because this is not safe).
3. When school finishes, we usually expect you to go back to your host in time for dinner. You must plan any other arrangement carefully with your host, and your host must agree. If you want to stay out before you go back to your host's home, you must contact your host to agree your plan and what time you will return.
4. If you will arrive home earlier or later than you agreed, phone your host straight away to check this is OK. For students under 16, the host must be at home when the student arrives.

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

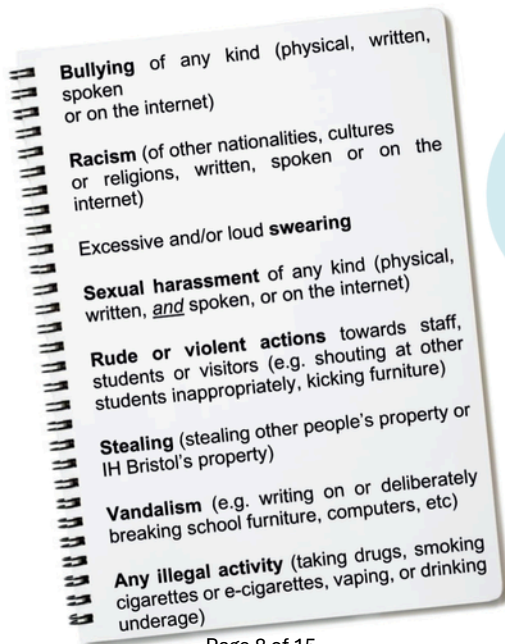
If you break the school rules, break the law, or behave badly, the school (IH Bristol) can take these steps:

1. Your teacher will ask you to stop the bad behaviour. The teacher 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 and contact your parents.
5. The school will send you home from the school. If this happens, your parents have to pay, and they do not get any school fees back.

If the school decides that you have done something serious, they may go straight to step 5 and/or contact the police.

## ABUSIVE BEHAVIOUR POLICY

This policy keeps all students, staff and hosts 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. If you are under 18, you cannot drink alcohol in public, or in pubs, bars and cafés.
2. If you are under 18, you cannot buy alcohol, try to buy alcohol, or ask an adult to buy alcohol for you.
3. If you are under 18, you cannot buy cigarettes. If you are under 16, you cannot smoke in public, and the police can take your cigarettes away. If you are under 18, you cannot buy or use vapes (e-cigarettes or e-liquids). You must not throw cigarettes on the street.
4. If you are under 16, it is against the law to have sex.
5. No one is allowed to have, sell, give or share illegal drugs.
6. Stealing from a shop is a serious crime in Britain. If someone catches you stealing from a shop, they will call the police. Most shops have hidden security cameras and security guards.
7. It is against the law to drop litter – for example, chewing gum, cigarettes or cigarette packets – in the street or in other public places. You may have to pay the police £150!

***If a student at IH Bristol breaks UK law, we will usually tell your parents straight away. We may then ask you to leave your course and ask your parents to take you home, and you will not get any money back.***

## 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 worried about what someone is doing or saying, please come and talk to someone from the school. The school Principal,

Pete Gibson, is the Prevent Lead for any problems or worries about this. You can talk to him, or contact him here:

[pete@ihbristol.com](mailto:pete@ihbristol.com), 0117 9090911. If he is not available, you can also ask to talk to Val Hennessy (the school Director).

## IF YOU ARE UNHAPPY...

To keep everyone safe and happy, it is important for students to look after each other. So, if you or a friend is unhappy, or 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

If you want to complain, please talk to the Centre Manager or one of your teachers. We also have complaint forms for problems that we cannot solve by talking to a member of staff. Please ask reception for one of these forms. Please also look at the notice in the reception area or the Students' Room to see what to do if you want to complain. If you are not happy with the school's answer, please look at the posters in the school to see how to take your complaint further, to our member organisation English UK. You can also 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 chance to learn about British culture. British people may live very differently from people in your country, so sometimes you might not understand each other. Please tell your host if you are not happy, or if you do not understand something they have asked you to do (or not to do). Here are some ideas to help you get on well with your host. Note: you can ask to talk to our Accommodation Officer during working hours.



**Photos in your host's house** – Please do not take photos or videos of your host's house, unless your host says it is OK first. Do not take photos of your host's family and friends, unless your host says it is OK.



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



**Heating** - If you are too hot or too cold, ask politely if you can have another blanket, or if you can change the heating. Please do not leave gas or electric fires on overnight, or when you are not in the house – 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 your host first if you want to invite friends to their home – for example, for dinner. Some hosts will say yes, and others will say no, so please check. Always tell your host when you are going out, who you will be with, and about what time you will be back. You must not come home late at night. Do not go out alone.



**Bathroom** - Make sure you know how to use the bath or shower and check the best time to use it. Most homes have only one bathroom, so other people will need to use it in the morning and at night. Do not take too long, and do not 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 to repair or replace it. Please also tell a member of staff at IH Bristol.



**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.

## LIVING IN BRISTOL: THINKING ABOUT OTHERS

Many students from other countries 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 please 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.

### Doctor, dentist, or if you are ill

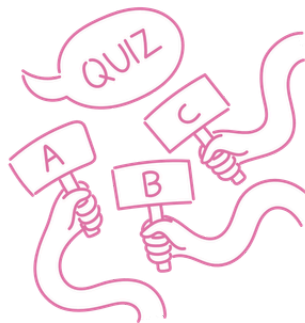
If you need medical help, or if you feel ill, please talk to the school Centre Manager or one of your teachers. They will try to help you or arrange for you to see a doctor or dentist.

### Problems with your homestay

We try to match you with the best host for you. 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 solve your problem with the host, we can move you. Please be patient – it may not always be possible to move you straight away. Talk to us if you have any problems with your homestay. We are here to help.

## 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

### HOW TO MAKE RAPID PROGRESS IN EN

#### If you need help with speaking

- Speak as much as possible to your partners in class.
- Plan what you want to say, then practise the conversation 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 about 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 new words or phrases that you have learnt recently.
  - Use the vocabulary you learn in Project 100.
- Listen to your favourite English songs and repeat the words after them.
- Learn the phonetic symbols (the sounds) in your student book.
  - Do not worry if you make mistakes – it is natural!

#### If you need help with writing

- Write a diary every day. Describe your feelings, the weather, your activities and so on.
- Write a letter to a newspaper, an organisation or a club, about a topic you find interesting.
  - Always 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 write the main ideas again from memory.
  - Leave notes for yourself every day.
- Plan your writing. Think about what you want the reader to do or feel, then organise your writing clearly.
  - Use paragraphs!
  - Use some English in your online messages!
- Try to use different words instead of simple words like 'good', 'bad', 'nice' and 'get'.
  - Read as much as you can and copy the style.
  - Do not worry if you make mistakes – it is natural!

#### If you need help with reading

- Try to follow the news about your country in our newspapers.
  - Collect articles that you find interesting.
- Underline the key words and phrases in the articles.
  - Practise using your dictionary.
- Time your reading: can you read ten pages in an hour?
- Before you read, ask yourself three general questions about the article or story. Then see if you can find the answers.
- Read the IH Bristol website ([www.ihbristol.com](http://www.ihbristol.com)). Follow the links and read what interests you.
- Read articles and stories and try to remember ten important facts.
- Read the first line of every paragraph of an article and guess the general idea.
  - Do not worry if you do not understand every word.
  - Do not use a dictionary while you read the article – use it afterwards.




#### If you need help with listening


- Watch the news on television more than once on the same day.
- Listen to your favourite English bands and read the words at the same time.
  - Repeat the words of songs as you listen.
- Listen to lots of different people speaking English.
- Listen to the people around you. What are they talking about? How do they feel?
- Listen to how people's voices go up and down when they talk (this is called intonation).
- Record yourself reading English, then listen to it. Is it clear?
- Watch TV with subtitles and read and listen at the same time.
  - Listen for key words when people speak to you.
- Do not be afraid to ask people to repeat what they have said.

## USEFUL AND EMERGENCY NUMBERS

**Important:** if you have a phone from another country, you may need to dial the international code for UK numbers: 00 44 (then leave out the first 0 in the number).



**Emergency Services**  
999 or 112



**Bristol Airport**  
0371 334 4444



**Central Library**  
0117 903 7200



**Taxi companies**  
B'Driven, Bristol  
Taxis



**IH Bristol main school number**  
0117 9090911



**NHS Free Medical Telephone Advice**  
111



**Bristol Eye Hospital**  
0117 342 6888



**National Express Travel**  
0871 781 8181



**School emergency**  
07808 208 210



**Bristol Royal Infirmary** 0117  
923 0000



**Temple Meads Train Station**  
0345 711 4141



**Broadmead Medical Centre**  
0117 954 9828

ICE means 'in case of emergency'. The school emergency mobile (07808 208 210 / +44 7808 208 210) is for 5pm to 8.30am Monday to Friday, and for 24 hours on Saturday and Sunday. The school office (0117 9090911) has a 24-hour answering machine.



## ***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 May 2026