



MAYFLOWER

COLLEGE

STUDENT HANDBOOK

Mayflower College
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www.maycoll.co.uk

Welcome to Mayflower College

Mayflower College has been welcoming students since 1988.

Mayflower College is located in the historic Hoe area of Plymouth, next to a park and just 40 metres from the sea. The tranquillity and natural beauty of the area creates a perfect atmosphere for relaxation and study.

Mayflower College is a small, friendly organisation where you will receive a personalised, caring and professional service.

Our courses are accredited by the British Council and we are members of English UK – so we are regularly inspected to ensure the highest all-round quality.



Mayflower College is also an IELTS exam centre and provides preparation courses for the exam.

Coming to study in the UK is an exciting experience and we hope that during your stay here you will improve both your English and enjoy living in the city of Plymouth.

If you have any requests, questions or a problem about your course, your homestay accommodation or anything else, please ask. For more details about who to contact please go to the 'Staff at Mayflower College' section of the handbook.

Each week you will be asked for feedback but don't feel you have to wait – If you have a problem or question we want to help!

We hope you'll enjoy your time at the Mayflower College!

Best wishes,



Jill Tyler
General Manager



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Staff at the Mayflower College



Jill Tyler
General Manager



Steve Voysey
Director of Studies



Naomi Cousans
Student Services



Brigitte Stockton
Student Services

For questions regarding welfare or accommodation, please contact:

General Manager

Jill Tyler – jill@maycoll.co.uk

Student Services Welfare Officer

Naomi Cousans - naomi@maycoll.co.uk

Student Services Accommodation Officer

Brigitte Stockton – Brigitte@maycoll.co.uk

For questions regarding courses, lessons and teaching please contact:

Director of Studies (DoS)

Steve Voysey – steve@maycoll.co.uk

Holiday dates 2024

Mayflower College is open for lessons all year except for Bank Holidays and the Christmas holidays.

Bank Holidays

There are no lessons on Bank Holidays, so we will deduct fees for these days ~ we can also help arrange excursions for those who would like to attend. Please speak to the office staff to sign up for an excursion.



29 March – Friday – Good Friday
1 April – Monday Easter Monday
6 May – Monday – Early May bank holiday
27 May – Monday – Spring bank holiday
26 August – Monday – Summer bank holiday



Christmas Holidays 2024/25

Mayflower College will close on Friday 20 December 2024 and will re-open again on Monday 06 January 2025.



Before You Leave Home

Passport and Visas

- Check that your documents (passport etc.) are valid and correct.

- Please also ensure that you have entry clearance (visa) if required.

If you are unsure if you require a visa please go to the following website:

www.gov.uk/check-uk-visa

- Remember to keep your passport, travel documents and acceptance letters in your hand luggage to show when you pass through immigration control.

For more information regarding visa and immigration please go to the UK government website:

www.gov.uk/browse/visas-immigration

- Organise your travel and medical insurance if required.

You can book travel and medical insurance by going to <https://www.maycoll.co.uk/english/insurance.htm>

Accommodation Arrangements

- If you are staying in homestay accommodation please provide Mayflower College with your arrival details:

- Arrival date/time and place in Plymouth

Mayflower College will inform your homestay accommodation about your arrival details so they can meet you when you arrive in Plymouth. However, if you arrive outside of hours (i.e. between 09:30pm and 08:30am) you will need to take a taxi to your homestay, which you must pay yourself. A single journey will cost between GBP7 and GBP15).

Transport

- Have you arranged your transport to Plymouth?

For example plane, coach, ferry, train or taxi

If you need any advice or help with booking transport to Plymouth, please contact us in advance. We can help with timetable information and other transport queries. **Email:** english@maycoll.co.uk

- Check your flight/ train/ ferry or coach bookings before you leave to make sure there are no changes or cancellations which may affect your travel arrangements to the UK.

Money

- Please make sure you have enough money to support yourself during your stay in the UK.
- Make sure you have the correct currency – GBP – Great British Pounds
- Please do not carry large amounts of money with you. Keep your money safe.

How to travel to Mayflower College

Mayflower College is in Plymouth (south west of England), 45 minutes away from the historic city of Exeter and approximately 4-5 hours from London. There are excellent travel links which makes it safe and easy to travel to Plymouth and other cities and places of interest in the UK.

By air

Nearest airports to Plymouth (approximate times)

Exeter airport: 45 minutes

Bristol airport: 2 hours

London Heathrow Airport: 4 hours

London City airport: 4 hours

London Gatwick Airport: 5 hours

London Stansted Airport: 6 hours



By coach

You can use the following coach services to get to Plymouth:

- National Express: www.nationalexpress.com
- Megabus: www.megabus.com
- Megabus operates the Falcon coach service between Bristol Airport and Plymouth
www.swfalcon.com

Prices vary depending on distance from Plymouth - you can get an idea of cost by adding your travel details to the above websites or emailing Mayflower College in advance of travel (email: english@maycoll.co.uk)

By sea

Brittany Ferries operate regular sailings from Roscoff, France and Santander, Spain. For more information please look at the Brittany Ferries website: www.brittany-ferries.com

By train

You can find information about train timetables, prices, book tickets and other details using the Trainline website: www.thetrainline.com

By private taxi transfer

Mayflower College can organise private taxi transfers to and from Plymouth for students, please email us in advance to arrange this. (Please note this is the most expensive travel option).

By road

Plymouth is well connected to other parts of the UK.

For more information please visit our website: www.maycoll.co.uk/english/travel.htm

If you would like help planning your journey please go to the following website <http://redplanet.travel/>

Checklists

Check list – Before you leave home

Here is a list of the main things that you should think about before you leave for the UK.

Check that all your papers are valid and correct. For example- passport, letter of acceptance etc.	
Make sure you have entry clearance/ visa if required. If you are unsure go to www.gov.uk/check-uk-visa/	
Have you paid all your fees (course and accommodation)? https://www.maycoll.co.uk/english/payment.htm	
Have you arranged your transport to Plymouth?	
Have you made your accommodation arrangements?	
- If you have Homestay (host family) accommodation Have you informed Mayflower College of your arrival details?	
Have you organised your travel and medical insurance?	
Budget for your time in the UK – do you have enough money for your stay? <i>We recommend that you do not carry large amounts of cash with you.</i>	
Have you changed your money to the correct currency? <i>GBP – Great British Pounds</i>	
If you have a bank account in your home country, try to find out if your bank has any arrangements with banks in the UK. <i>This may make it easier for you to access money when you arrive in the UK.</i>	
A passport sized photograph for your student ID card.	
We recommend that you bring the following: - Pen/ pencil - Paper/ small exercise book - An English dictionary - A travel adaptor for using electrical devices in the UK (240 volts)	

Check list – When you arrive in the UK

Below is a list of the main things that you are recommended to do during your first few days in the UK.

Contact home – call/ email <i>To let your family/ friends know that you have arrived safely</i>	
Register with the Police – if required <i>You can find information on how to register with the police in the ‘police registration’ section of the student handbook</i>	
Open a bank account <i>You can find information on how to open a bank account in the ‘opening a bank account’ section of the student handbook</i>	
Change your money to the correct currency: GBP – British Pounds <i>We recommend that you do not carry large amounts of cash with you.</i>	
Have a passport sized photograph for your student ID card	

Checklist – Your first day at Mayflower College

Below is a list of the main things that you will need to do on your first day at Mayflower College.

Please arrive at the Mayflower College before 9:00am on your first day. <i>You will have an induction at 9:00am with the Director of Studies</i>	
Please take your passport to the office. <i>We need to take a copy of your passport for immigration purposes.</i>	
Complete the ‘Student and Emergency contact Details’ sheet and give it to the office. <i>This will be given to you in your Induction.</i>	
Check if you need a bus card. <i>You can get information about bus timetables and purchase bus cards from the office.</i>	
Fill out your student ID card with your details and attach a passport sized photograph. <i>Please take your student card to the office, so we can stamp it for you.</i>	

Academic Life

Mayflower College is open between 8:30am and 3:30pm Monday to Friday.

Below are the Mayflower College lesson times. Please be punctual at all times.

Lesson Times

Adults:

Morning Lessons: 09:15 – 12:30 hrs with a 15 minute break (11:00 – 11:15).

Afternoon Lessons: 13:30 (1:30pm) – 15:30 (3:30pm).

Juniors:

Junior activity Course: 09:00 – 12:15 with a 15 minute break (10:45 – 11:00)

Other course times e.g. IELTS preparation, may vary. See website for details.

Student Learning Agreement

Mayflower College provides students with:

- A detailed plan every Monday morning, with information about your lessons for the week ahead.
- Homework on a regular basis.
- A review of the week and test in class every Friday.
- The opportunity to complete a weekly 'feedback form' every Friday.
- A certificate at the end of your course.
- A feedback form at the end of your course to enable you to give your opinions on your stay.
- Photocopying facilities at a reduced cost of 10p per copy.
- The opportunity to use e-mail and the internet free of charge, Monday to Friday during school hours in the computer rooms (8:30am – 3:30pm) There is also free WI-FI available.

If you have any complaints or problems, please speak to your teacher, tutor or any member of the office staff. We aim to resolve complaints and problems quickly.

For more information please go to the 'Complaints Procedure' section of the student handbook.

Mayflower College expects students to:

- Provide us with your UK contact details and emergency contact details upon arrival
- Allow us to copy your passport and if applicable, visa
- Be on time for your lessons and return to class on time after the morning break. (Important: any student arriving 15 minutes after the start of class will not be allowed in the lesson and will be marked as absent).
- Notify us if you are going to be absent. If you are ill, you must ask your homestay to contact us by telephone and/or email office@maycoll.co.uk and state a reason for your absence (for more information please go to the 'Absence and Illness Policy' section of the student handbook).
- Show respect to each other at all times (for more information please go to the 'Mayflower College Behaviour and discipline policy for dealing with unacceptable or abusive behaviour' section of the student handbook. The Mayflower College reserves the right to ask a student to leave because of misconduct: unacceptable behaviour, non-payment of fees or non-attendance).
- Read the fire notices displayed in each classroom. Mayflower College has trained First Aiders who can assist in a medical emergency. If you notice any issues regarding your health & safety at the Mayflower College, please make sure you speak to your teacher and notify the General Manager or Director of Studies or email office@maycoll.co.uk
- Make every effort to speak English at all times while you are in the Mayflower College. If you do not practise you will not improve. If you do not understand something, please ask.
- Do your homework! Tell your teacher if you have any requests for areas of the language you would like to study or any problems with your study.
- Speak to the office staff if you are unhappy with your accommodation.

Study skills

Your progress is dependent upon many factors, click here for more information:

www.maycoll.co.uk/progress.htm and read more in the "Progress" section below. It is important that you

take an active responsibility for your own learning and there are a number of things which you can do to improve your English learning.

In class/college

- Participate as much as possible in whole class, pair-work and group activities.
- Ask other students or the teacher if there is something you don't understand.
- Keep speaking English the whole time.
- Use an English-English dictionary (rather than a bilingual one).
- Take care to record vocabulary accurately; write synonyms, example sentences or draw pictures. Make sure, too, that you always note down the whole structure. Mark in stress and features of pronunciation.
- Organise your study folder into different sections.
- Don't panic if you don't understand everything (in listening exercises, for example). You will improve the more you practice.
- Remember to bring all of the required materials to every lesson.
- Use the computer rooms. There are different programmes (grammar, pronunciation, vocabulary etc.) loaded onto the computers to assist your self-study and progress.

Outside class

- Review all your notes after every lesson.
- Test yourself on important vocabulary. Ask another person to test you.
- Buy yourself a good grammar reference book (for example; "English Grammar in Use" by Raymond Murphy) and do the practice tests and exercises. If you find something really difficult, ask your teacher to help you.
- Listen to the radio and watch television (particularly the news).
- Read a newspaper or a magazine (most daily newspapers can also be found online)
- Use the BBC website (www.bbc.co.uk). The learning section has plenty of good exercises you can practise.
- Try, also, the British Council website (www.britishcouncil.org).
- Meet up with your classmates from college – go to the Pilgrim's Inn or take part in the Saturday excursion.
- Go to the cinema and watch films in English.
- Learn a new hobby or sport with other English speaking people; there are excellent facilities in Plymouth. Your teacher will help you find what you want.
- Plan your own excursion and invite other students (going to a restaurant, booking a train/hotel etc is very good for improving your English).

Progress

Through pre-testing and weekly class tests students at Mayflower College are advised on the length of study necessary to reach their intended goal. This is constantly monitored and revised during the course.

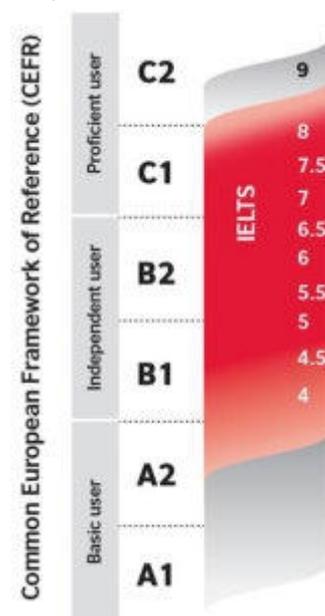
Progress depends on many different factors:

- How you define and measure progress - for example, measuring confidence is not a simple task.
- The aptitude of the student for learning English - some students find learning English easier than other students.
- The starting level of the student - progress is sometimes faster in the beginning but then students reach a 'plateau'
- The quality of the curriculum and the teacher(s)
- The environment in which the student is studying - for example, progress will generally be faster in an English speaking environment where the student still encounters English even after the lesson has ended
- If the course is intensive or extensive
- The age, motivation and personality of the student
- The first language of the student - students who are learning a second language which is from the same language 'family' as their own first language generally have a much easier task. So, for example, a Dutch student may probably learn English more quickly than a Japanese student.

Research⁽¹⁾ and our own experience show that on average:

- It takes 10-12 weeks to improve your IELTS level by 0.5 point
- On the CEFR scale, Cambridge ESOL estimates that each level is reached with the following guided learning hours⁽²⁾:

A2 – Waystage	180–200 hours
B1 – Threshold	350–400 hours
B2 – Vantage	500–600 hours
C1 - Effective Operational Proficiency	700–800 hours
C2 – Mastery	1,000–1,200 hours



⁽¹⁾ <https://www.ielts.org/for-researchers/research-reports/volume-04-report-6> - Catherine Elder,

University of Auckland and Kieran O'Loughlin, The University of Melbourne

² - [CEFR and ALTE Can Do statements](#)

Discipline Policy for dealing with unacceptable or abusive behaviour

Mayflower College reserves the right to ask a student or staff member to leave due to misconduct (unacceptable behaviour), non-payment of fees or non-attendance. All students and staff at Mayflower College are expected to show respect to each other at all times.

The following behaviour is not acceptable: harassment, bullying, actual or threat of violence, damage to personal property and verbal abuse based on racial, sexual, religious or other perceived differences.

If you have any problems with discipline or the behaviour of any student or staff member (be that in class, on activities or outside of the classroom), please advise the Director of Studies or General Manager. All incidents will be recorded and, if necessary, a meeting will be held to discuss the problem. In serious cases staff / students may be subject to disciplinary procedures.

1. Recording incidents

The incident will be recorded and if necessary a meeting will be held to discuss the problem. On some occasions no further action may be necessary (for example if an apology or solution is reached through discussion acceptable to all parties involved). However, disciplinary procedures may also be followed.

2. Warnings – Disciplinary procedures

Mayflower College's policy is to give three warnings:

- Recorded oral warning
- First written warning
- Final written warning

Any warnings will specify a review period during which the individual will receive appropriate support with performance and targets monitored. At the final written warning, staff/students will be advised that the next issue will lead to dismissal or expulsion.

3. Dismissal/Expulsion

At the final written warning, students/staff (and, if applicable, parents and/agents) will be advised of the Dismissal or Expulsion arrangements if the behaviour continues. Mayflower College will be considered in giving a refund as appropriate, or ensuring expenses to return home are fairly negotiated.

Absence and Illness Policy

Mayflower College students are encouraged to maintain a 100% attendance record during their study period. Poor attendance is subject to investigation and students are required to provide satisfactory reasons for their absences. Students who do not attend classes regularly are subject to a **3 stage absence procedure**. Any student reaching stage 3 is likely to have their studies terminated and we may need to report absences to the UKVI.

Students' attendance will be checked as follows:

- **If attendance is less than required percentage attendance (e.g. less than 100%)**
- **If students fail to attend for the minimum required hours (e.g. 15 hrs per week)**
- **If students are absent for a specified number of days (e.g. UKBA requires no more than 10 days within a consecutive period – Mayflower College policy is no more than 3 days unauthorised absence)**
- **If students are persistently late upon arrival and frequently absent**

If Mayflower College has reason to doubt a student's explanation for absence, or a student has not notified us with any reason for absence, students will be subject to Mayflower College Absence procedures after **3 consecutive days of UNAUTHORISED absence**.

The stages are as follows: (1) Verbal warning (2) 2nd Verbal warning (3) Written warning.

The Home Office (UKVI) will also be contacted if students are not meeting their study requirements for visa purposes. To fulfil requirements of the immigration rules, Mayflower College will provide student details to the UKVI after the 3rd and final notice.

Late Arrivals:

In order to discourage lateness, Mayflower College has a strict policy: any student arriving **more than 15 minutes late** will not be allowed into the lesson and **will be marked as absent**.

We expect students to attend **all lessons**, unless there is a genuine reason to be absent due to illness or extenuating circumstances. **If students cannot attend lessons they must:**

1. Inform Mayflower College by telephone (or ask the homestay to telephone) 01752 673784 and email: office@maycoll.co.uk by 9.00am on the day of absence at the latest
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2. State a reason for the absence and indicate the duration of the absence
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If students do not notify us that they will be absent, or provide an unsatisfactory reason, the absence will be **UNAUTHORISED**.

If students are ill, they can visit their homestay's doctor or, in an emergency, visit the West Hoe surgery close to the Mayflower College. We will be happy to give medical advice or assistance if necessary.

Cancellation Policy

If you wish to make a change to your study details, you must inform the office **3 weeks before** the change is due to be made.

Please read the following details carefully.

Before your course begins:

The deposit of £150 is non-refundable.

If you decide to cancel your course, the remainder of the fees are refunded as follows:

- 30 days before start date - 100%
- 15-29 days before start date - 85%
- 7-14 days before start date - 70%
- 1-6 days before start date - 50%

During your course:

If a student wishes to take a holiday, shorten their course or reduce the number of hours tuition, they will receive 75% cash refund or 100% credit for a future course if Mayflower College is informed at **least 3 weeks** before the change is due to be made.

If a student informs Mayflower College of a change less than 3 weeks before the change is due to be made, s/he will not receive any cash or credits.

Important:

-
- If a student does not attend the course or is absent due to illness, there is no refund.
- You must make sure that you are meeting the requirements of your course for visa purposes; where applicable we will notify the UKBA of any changes to your study.
- Mayflower College reserves the right to ask a student to leave because of misconduct (unacceptable behaviour), non-payment of fees or non-attendance.

Complaints Procedure

If you have a problem during your time at Mayflower College then we want to hear about it and we want to help you. Weekly feedback forms are given to all students and any suggestions for improvements are welcomed. However, please feel free to raise problems or concerns at any time.

For academic issues:

Step 1

Please see your teacher, tutor or Director of Studies from 09:00-15:30 Monday to Friday.

Step 2

If the problem is not resolved then please ask to see the Director of Studies from 09:00-15:30 Monday to Friday.

If you wish you can also email your complaint to office@maycoll.co.uk

For non-academic issues:

Step 1

Please see a member of the office staff. They are available from 08:30-17:30 Monday to Friday.

Junior Welfare – Naomi Cousans - naomi@maycoll.co.uk and Brigitte Stockton – Brigitte@maycoll.co.uk

Step 2 – If the problem is not resolved then please ask to see the General Manager - Jill Tyler -

jill@maycoll.co.uk If you wish you can also email your complaint to office@maycoll.co.uk

For students who have not yet arrived, or who have already left Mayflower College:

Please contact the General Manager: Jill Tyler - jill@maycoll.co.uk

We will respond immediately to any complaints from students who are currently studying at the Mayflower College.

In cases where the student is not on-site or the complaint has come from a parent or agent, we will send a **written reply within 48 hours.**

Step 3

Most problems are able to be resolved quickly and informally but if students (or parents/agents) are dissatisfied with the outcome of their concerns, they should write to the proprietor, Paul Stevens

english@maycoll.co.uk

Step 4

Mayflower College is accredited by the British Council (Accreditation UK) and is a member of English UK. If students are still not satisfied that the complaint has been dealt with fairly by Mayflower College, then students (or parents/agents) can formally complain to either of these external organisations:

<p>English UK Registered office: 47 Brunswick Court, Tanner Street London SE1 3LH United Kingdom Tel: +44 (0)20 7608 7960 Fax: +44 (0)20 7608 7961 E-mail: info@englishuk.com</p> <p>The complaints procedure is available to view online at http://www.englishuk.com/en/members/information-for-members/complaints-procedure</p>	<p>British Council Customer Services Accreditation Unit Bridgewater House 58 Whitworth Street Manchester M1 6BB UK</p> <p>Email: accreditation.unit@britishcouncil.org</p> <p>The complaints procedure is available to view online at https://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints</p>
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Mayflower College Policies

To view the Mayflower College policies please click on the link <https://www.maycoll.co.uk/policies.htm>



[Absence](#)



[Admissions](#)



[Aims & Curriculum](#)



[Bullying & Harassment](#)



[Cancellation](#)



[Complaints](#)



[Discipline](#)



[Health & Safety](#)



[Safeguarding & Child Protection](#)



[Data Protection](#)

Homestay Accommodation



The Mayflower College agrees:

- To provide you with a friendly, welcoming and helpful homestay.
- That you should have a single room and be the only student speaking your native language in the family (unless you have requested to stay with a friend).
- That there should be no more than 4 international students in the homestay family.
- That the homestay family should provide you with breakfast and evening meal between Monday and Friday and breakfast, packed lunch and an evening meal each day on Saturday and Sunday (adults).
- That junior students attending the Junior Activity course will receive breakfast, packed lunch and evening meal every day and can have a single room, or share a room with a friend or another nationality of the same gender (juniors).
- That the house should be clean and comfortable.
- That the host family should give you the opportunity to practise English as much as possible.

In return, the homestay provider expects that:

- You respect your accommodation as a family home.
- You inform them, in advance, if you are not able to eat with them or that you are going to be home later than expected.
- You ask to use the telephone each time you wish to use it, and reverse the charges (for international calls) or use a phone card.

Additional information

If you have any problems with your homestay accommodation please speak to the office staff.

A 'retainer fee' is payable to homestay families if a student vacates their accommodation for a temporary period. Please ask the office for more details.

University residential accommodation is often available during the summer. Please ask the office staff for more information.

If you are thinking about moving to a shared house, bedsit or flat please ask the office staff for the '*Information for students seeking private rented accommodation*' information sheet.

Fees and Finances

Please take time to make sure that you have paid all your fees and have enough money available to you for your stay in the UK before you leave home.

Mayflower College Fees

- All students must pay a deposit of £150 to secure a place on a course at Mayflower College (students registering on our 'Courses for Teachers of English' must pay a deposit of 242 Euros).
- All fees must be paid in full at least 4 weeks before the start of your course.

Details of how to pay your deposit and course fees can be found on the Mayflower College website www.maycoll.co.uk/english/payment.htm

To find out more information about our current courses and prices please go to: www.maycoll.co.uk and click on the **Courses** title at the top of the page.

How do I pay my homestay / university accommodation fees?

All homestay and university accommodation fees must be paid to Mayflower College. Mayflower College will then pay the fees to the homestay family or University.

I am a sponsored student – Do I need to pay a deposit?

If you are a sponsored student who is receiving funding for your course fees you will still be required to pay a deposit of £150. This deposit will be returned to you once we have received full payment for your course fees.

Money in the UK

GBP – British Pounds (Also known as the Pound Sterling)

The pound Sterling £1 is a decimal currency divided into 100 pence (p).
Coins in the UK have values of 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2.
Current bank notes have values of £5, £10, £20 and £50.



You can exchange traveller's cheques or change money in most banks.

The main banks (Lloyds TSB Bank, National Westminster, HSBC, Barclays) are open from 9.30am to 4.30pm and are situated in Plymouth city centre.

Most banks have a 24 hour ATM (automatic cash machine) and a foreign exchange desk. Please remember to take your Mayflower College ID card and passport when you go to exchange money.

Important: Some banks will charge a small fee to exchange money so please make sure you ask. Some cash machines may charge you to withdraw money.

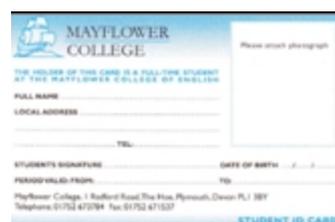
Student Discounts

There are discounts available to students in many shops, cinemas and other places.

Remember to fill in your details and attach a photo to your student card to be able to get student discounts.

Important

- Always ask in shops if they offer student discount (and if they will accept the Mayflower College student card).



Opening a Bank Account

Before you leave home

Try to speak to your bank in your home country and ask if they have a relationship with the banks in the UK. This may help you to set up a UK bank account.

We also recommend that that you ask your bank if you can use your cash/ credit card in cash machines in the UK to access money from your bank account in your home country.

What do you need to open a bank account?

- A valid passport / National Identity card
- A Mayflower College 'bank letter' (Please ask the office)

Where can I open a bank account?



There are several banks where you can open a bank account. Below are the names of a few banks in Plymouth: *(Most of the banks listed below are located in Plymouth City Centre)*

- HSBC
- Lloyds TSB
- Barclay
- Santander
- NatWest
- Halifax

Additional Information

- Normally International students will need to study for 6 months or longer to open a UK bank account.
- You may need to book an appointment with the bank to open a bank account.
- Opening a bank account may take up to 2 to 3 weeks to complete (for example opening the account, receiving your bank card etc.). Please make sure you have access to money during this time.
- Students should be able to open a “basic” bank account. This provides easy access to banking facilities for adults in the UK. Some banks offer a bank account tailored specifically for your requirements as an International student.

Police / Health

Police Registration

Some international students are required to register with the police for the duration of their studies in the UK. This is usually if you are staying in the UK for 6 months or longer.

Do I need to register with the police?

If you are required to register with the police there will be a stamp in your passport confirming this.

For example: “Register with UK Police on arrival” or “Register with the Police within seven days”

For more information please go to the following website:

<https://www.devon-cornwall.police.uk/pnrs>

How do I register?

To register with the police you will need:

- Your passport
- Two passport-sized photographs
- £34 (cash only – with the exact money as no change is given)
- Mayflower College acceptance letter

Where do I register?

You can register at Charles Cross Police station

Address: Charles Cross, Plymouth, Devon, PL4 8HG

Opening hours: 08:00 – 22:00 (10:00pm)

Police enquiry office & non-emergency calls: 101

Additional Information

- The police will take your passport away and keep it for about three weeks. We advise you not to register with the police until AFTER you have opened a bank account or done anything else that requires you to show your passport.
- The police will return your passport to the police station after about three weeks and you will be able to collect it.

During your stay in Britain you must let the police know if you change your address or if you extend your visa.

Contacting the Police

There are several ways that you can contact the Police, depending on the situation:



In an emergency

In an emergency please **call 999**

*If you are deaf, hard of hearing or speech impaired please **TEXT 80999***

Non emergencies

If you need to report a non-urgent crime or to contact a local police officer please use the following contact details:

Phone: call 101

Minicom users: 01392 452935

Textphone: 18001 101 (If you are deaf, hard of hearing or speech impaired)

Online: www.devon-cornwall.police.uk

Email: 101@devonandcornwall.pnn.police.uk

Reporting a crime

In the event that you have anything stolen or are assaulted, followed or threatened, you can contact the police.

Urgent Crime: Phone 999

- A crime is happening
- Someone is injured
- Immediate action is required
- If offenders are nearby
- Someone's life is being threatened

Non Urgent Crime: Phone 101

- Report a non-urgent crime
- Crime prevention advice
- Make an appointment with a police officer
- Contact local officers
- Policing issues in your local area
- Other non-emergency matters

Please report a crime even if you feel there is nothing the police can do.

If you have lost money or property you will be given a **crime reference number**, which you will need to make any claim on insurance.

Do not worry about language difficulties as the police will find someone, free of charge, who speaks your language.

If you are arrested what will happen?

If you break the law or commit a crime, or the Police suspect you are about to commit a crime, you can be arrested.

If you have difficulty understanding English and the interviewing officer cannot speak your language, you should be provided with an interpreter.

The police must not interview you until the interpreter is present unless a delay would mean an immediate risk of harm to someone or to property.

If you are arrested, stay calm and contact the Mayflower and/or your homestay family as soon as possible.

Emergencies

Mayflower College Emergency contact number is: **07889 420601**



Emergency Services

The emergency services available in the UK are:

Police

Ambulance

Fire

What to do in an Emergency?

1. In an emergency situation, use the nearest telephone and dial **999**.

The phone call is free of charge

The operator will ask you which emergency service you need: Police or Fire or Ambulance.

2. Call your host family and the Mayflower College as soon as you can to let them know what has happened.

For urgent medical assistance ask for the Ambulance service.

- Make sure you tell the emergency services what has happened and exactly where you are, especially the street name.
- You will be connected to the **Emergency Medical Dispatcher** who will ask you questions about the condition of the patient and advice on what to do until the ambulance arrives.

Where is the police station?

The main police station is: Charles Cross, Plymouth, Devon, PL4 8HG

Where is the Hospital?

Derriford Hospital
Derriford Road
Plymouth
PL6 8DH
Tel: 0845 155 8155

Cumberland Centre (Minor accident unit)
Damerel Close
Devonport
PL1 4JZ
Tel: 0845 155 8002

The National Health Service (NHS)

The National Health Service (NHS) is the UK's state health service which provides treatment for UK residents through a range of health care services.

Many international students studying for 6 months or more now have to pay a surcharge to use the NHS during their stay in the UK:

<https://www.gov.uk/healthcare-immigration-application>

<https://www.gov.uk/guidance/healthcare-for-eu-and-efta-nationals-living-in-the-uk>

If you do not need to pay the surcharge, you will still need to register for an IHS number

<https://www.immigration-health-surcharge.service.gov.uk/payment/start>

However, we recommend that all international students purchase travel insurance (including medical insurance) before travelling to the UK.

You can read the latest information here on how to access NHS services if you are visiting from overseas:

<https://www.nhs.uk/nhs-services/visiting-or-moving-to-england/how-to-access-nhs-services-in-england-if-you-are-visiting-from-abroad/>



Students who pay the immigration surcharge are entitled to certain NHS treatment

If you are entitled to NHS treatment, the following services are **free**:

- GP appointment and most other GP services (e.g. Visiting a clinic)
- Treatment in a hospital (Both emergency and non-emergency treatment)

Even if you have paid the UK surcharge, the following services **will still require payment**:

- Prescriptions and medicines prescribed by your GP
- Some GP services (E.g. vaccinations for travel, sickness certificate) - Please ask your GP for more details.
- Dental treatment
- Optical treatment

If you need medical treatment

If you think it's an emergency:

call 999

find your nearest A&E (Accident and Emergency departments are listed at <https://www.nhs.uk/service-search/other-services/Accident-and-emergency-services/LocationSearch/428>)

If it's not an emergency:

go to 111.nhs.uk or call 111

speak to a pharmacist for advice on medicines or common problems like coughs, colds and rashes

see a GP or dentist

GPs (Doctor) surgery or Health Centre

Your GP surgery or health centre is your first point of contact for medical treatment.

Most illnesses and other problems can be treated by the GP, but if you need to see a specialist the GP will refer you to an appropriate hospital department.

As well as consultations with a doctor, most GP surgeries provide a range of health services including:

- Vaccinations
- Family planning
- Contraception
- Women's health clinics
- Services for parents of young children
- Sexual health

Please note that it is important that you register with the GP in your local area. If you are not registered with a GP you may not be able to make doctor appointments easily.

To register at the Doctor's surgery or health centre you will need:

- Your passport
- Evidence that you are a student (letter of acceptance/ student card)
- Proof of your address in the UK (accommodation contract/ accommodation letter)

GP surgeries and Health Clinics are usually open during the day and early evening. However they usually have an answering machine message to advise you where you can get help when they are closed.

Hospital

If your GP refers you to the hospital for treatment, you will usually be given an appointment to see a specialist doctor, also known as a consultant.

Depending on the medical problem you can be treated as two types of patient:

In-patient :This is when you are admitted to a ward and have to stay overnight or longer.

Out-patient: This is when you visit the hospital for an appointment.

Accident and Emergency Departments



Accident and emergency (A & E) departments are open 24 hours a day and deal with patients needing emergency treatment.

You can find your local Accident and Emergency department at

<https://www.nhs.uk/service-search/other-services/Accident-and-emergency-services/LocationSearch/428>

Dental treatment

Plymouth has a Dental Access Centre (DAC), based at the Nuffield Clinic in Lipson, where NHS patients who are suffering from dental pain but who do not have a regular NHS dentist, can access emergency NHS treatment. Appointments can be made by telephone.

If you require Emergency dental treatment in the UK, unregistered patients can contact Plymouth's Dental Access Centre for an appointment.

Dental Access Centre
1a Baring Street
Plymouth
PL4 8NF



Call 0845 155 8070

Transport in Plymouth

There are many ways to travel around Plymouth. Below is some information about buses and taxis.

City Bus

City Bus Office – General enquires, ticket sales, tours, excursions & lost property

The Travel Centre is located at: 26-28 Royal Parade, Plymouth, PL1 1DU

Telephone: 01752 662271

Website: www.plymouthbus.co.uk



City buses depart from Royal Parade. They operate throughout the city and stop travelling from between 11pm and 11.30pm at night.

Services are not as frequent at weekends, especially Sundays, so please check timetables.

The cost of a single journey within the city is approximately £3.00 and weekly passes are available.

Taxis

If you need a taxi you can stop a black taxi in the street or you can telephone for a taxi.

There is a minimum charge of approximately £3.00 and the remaining charge depends upon the distance you are travelling.



Below are details of a few taxi companies in Plymouth:

Plymouth Taxis – (01752) 606060

Silverline Taxis – (01752) 242424

Tower cabs – (01752) 252525

Needacab – (01752) 666222

Taxifirst – (01752) 222222

Easy Cars – (01752) 300200

Weather in Plymouth

You will soon find out that many British people love to discuss the weather!



Why? - This is because the weather can be very changeable and unpredictable!

What clothing should I wear?

Because the weather does change a lot in Plymouth we advise you to bring the following clothing:

In the winter - You will generally need warm waterproof clothing and water proof footwear.

In the summer - We advise you to have a light waterproof jacket.

An umbrella is always useful to have too, for all seasons!

All these items can be easily purchased locally once you arrive in the UK.

What is the temperature like in Plymouth?

Temperatures can vary from 5 degrees Celsius in the winter to around 25 degrees Celsius in summer.

Check the weather before your journey by visiting the following websites:

- www.bbc.co.uk/weather/2640194

Saturday Excursions

Every week there are optional Saturday excursions available for all Mayflower College students during their course at Mayflower College. We travel by private coach to many interesting places in the area. We visit tourist attractions, castles, beauty spots and places of historic importance. These excursions are a great opportunity to practise English and to learn more about this beautiful part of England.

Information about each Saturday excursion will be displayed on the notice board in reception.

If you would like to attend the Saturday excursion please let one of the office staff know before Wednesday. There is a charge for these excursions, usually around £20 per student.

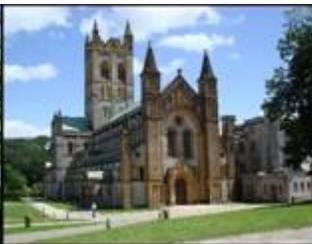
Remember to write down the meeting time and meeting place.

These may change each week, so please check.

We visit lots of places in Devon and Cornwall including:



Eden Project



Buckfast Abbey



Bowling



Falmouth

Important

Students must remember to inform a member of the office staff if they want to join the excursion by Wednesday. If there are not enough students signed up then the excursions may be cancelled due to low numbers.

Mayflower College facilities

All students who are studying at the Mayflower College will have the opportunity to play tennis.

Tennis

Students studying at Mayflower College can play tennis for free!
The public tennis courts are located next to the Mayflower College.
Please come to the office to collect the equipment.



We do require a deposit of **£5** – this will be given back to you when you return the equipment.

Deposit

If tennis equipment is damaged or not returned to the office, students will not have their deposit returned to them.

Guidance for International students

Here is some advice from Devon and Cornwall Police to ensure your stay in Plymouth is safe and enjoyable. This advice may help you avoid some of the common problems International students may encounter.

Law

Laws in England may be different from those in your home country. Here are a few English laws that we would like you to take the time to read:

- You must not carry drugs with you of any kind (unless prescribed by a doctor), or use any illegal drugs including cannabis, ecstasy, LSD or amphetamines.
- You must be 18 to buy and smoke cigarettes or tobacco.
- You must be 18 to buy alcohol and most English pubs don't welcome under 18's

**In the UK we operate a 'Think 25' policy.
This means that if the person buying age restricted products
(e.g. cigarettes, alcohol, knives etc) looks under 25 we will request proof of age.**

You may be refused the right to purchase an age restricted product if you do not show proof of age or display a proof of age which is unacceptable.

Age restricted products:

These include:

Alcohol (18 years)
Lottery tickets (16)
Knives/ scissors (18)
Cigarettes (18)
Aerosol spray paint (16)

Fireworks (18 years)
Energy Drinks (16)
Party poppers (16)
Age restricted DVD's/ music/ games (15/18)

- It is illegal to carry weapons, including self-defence sprays.
- Stealing is illegal. You will be arrested and could be sent home.
- Vehicles in England drive on the left. Do not walk straight into the road - remember to look in both directions when you cross the road.

Local customs and staying safe when you are going out:

Devon & Cornwall is one of the safest places to visit in the country, but it's worth reading the following tips on local customs and how to stay safe when you're going out.

- Tell your host family when you are going out and where you will be going. Make sure you tell them when to expect you back.
- Plan ahead - How are you going to get there?
- Always go out with people you know and trust. Don't speak to people you don't know or go up to their cars - even if they speak to you first.
- Look carefully in both directions when you cross the road. Cars drive on the left in Britain. Always use well lit, busy roads and avoid shortcuts through dark quiet areas.
- Walk confidently. Walk with friends and never walk alone at night - use a taxi.
- Never take money or gifts from people you don't know.
- Consider carrying a personal attack alarm but not a self-defence spray as these are illegal in England.
- It is usual to join the back of a queue in England - don't push in, it will make people angry.
- Don't block paths - if you need to group together find an area with plenty of space.
- Never carry all of your money or passport with you and try to carry your valuables such as cameras out of view. Never leave your bag unattended in public places. It may be stolen or treated as suspicious.
- Practise speaking English at all times! - It will help you to improve your English!
- It is illegal to carry any weapons, even for personal defence (including CS gas sprays). In Britain narcotic drugs are strictly controlled by law. Do not carry any non-medicinal drugs with you.
- The Police and shops in Plymouth (and the rest of the UK) take theft and any other crimes very seriously. Do not attempt to steal from shops or people.
- Do not carry all of your money and valuables with you all together, leave some in a safe place with your host family.
- It is a good idea to keep the address of your host family with any valuables you may have (such as your Passport) so that they can be easily returned to you if you lose them.

Religion and Places of Worship

Plymouth has a multi-faith population, with followers of the Christian, Buddhist, Hindu, Jewish, Muslim, Sikh and other world religions.

There are over 150 Christian churches in Plymouth, serving many denominations including Anglican, Methodist, Catholic, Brethren, Greek Orthodox, Lutheran, Baptist, Pentecostal and Quaker.

Places of worship for other faiths, including Baha'i, Buddhist, Chinese and Islamic, can also be visited in Plymouth.

The addresses of some Places of Worship are listed below:

Mosque

Islamic Centre

Address: 63 North Road East

Tel: (01752) 662330

Roman Catholic Church

Cathedral Church of St. Mary and St. Boniface

Address: Wyndham Street West, Plymouth, PL1 5RZ

Tel: (01752) 662537

Hebrew Congregation

Synagogue Chambers

Address: Catherine Street, Plymouth, PL1 2AD

Tel: (01752) 664995

Greek Orthodox Church



St Demetrios and St Nikitas Greek Orthodox Church
Address: Central Road, West Hoe, Plymouth, PL1 3BX
Tel: (01752) 215503

For additional information about other places of worship in Plymouth please go to:
<http://www.plymouth.gov.uk/homepage/communityandliving/placesofworship/>

Telephones

Most telephone boxes in the UK accept coins and telephones cards. Telephone cards can be bought in Post Offices and newsagents.

The minimum fee is 60p (includes 40p connection charge). Local and National calls are charged at 60p for the first 30 minutes, then 10p for every 15 minutes after.

Mayflower College stock free SIM cards (Lebara). These cards have very cheap prices for making International calls. They can be used in any mobile phone and these cards are available FREE in the office.



If you want to use the phone in your homestay accommodation for any reason, please make sure you ask permission before you make a call.

If you have a problem making an international call, you can telephone the international operator on 155. International telephone calls are a lot cheaper before 8am and after 8pm and at weekends. Please remember that local calls are not free of charge!

Letters and Postage

The nearest Post Office is located opposite the Mayflower College in the local shop. The main Post Office in Plymouth is located in WHSmith on New George Street. The post office has a range of services which include sending letters and packages, selling stamps, postal orders and much more.



You can also buy stamps in local shops and newsagents in Plymouth, including the local shop which is very close to Mayflower College.

Shopping

The main shopping area is located in Plymouth's city centre and includes the Drake Circus Shopping Centre. Shops are generally open 9am to 5.30pm Monday to Saturday. Many shops are open on a Sunday 10am - 4pm. On Thursdays many shops in the city centre are open until 7pm.

Entertainment and Places of Interest

For information about events in Plymouth visit www.visitplymouth.co.uk

- **The Theatre Royal** - Royal Parade
- **Barbican Leisure Park** – Coxside (15 screen cinema, restaurants, Tenpin bowling, bars and disco)
- **Plymouth Arts Cinema** - inside Plymouth College of Art – an independent cinema with café/bar
- **The Box** –Museum, art gallery and archive on North Hill by the University
- **The Barbican** - historical buildings and the National Marine Aquarium
- **Boat trips** - to the Dockyard, Cornwall, and the River Tamar
- **Water taxi** - to Mountbatten
- **Mount Edgcumbe House & Gardens** - ferry service

Sport

Swimming: Plymouth Life Centre pool costs approximately - £4.00

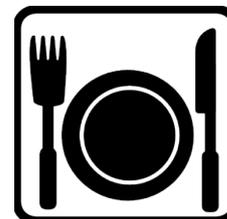
- Ice Skating:** The Pavilions ice rink costs approximately - £6.50
Bowling: Tenpin at the Barbican Leisure Park £6.99 (1 game)
Tennis: There are courts next to the college and tennis rackets are available to borrow (for a small deposit) in the office.

What To Do In Plymouth?

Eating out

There are some good places to eat in Plymouth, below are a few places to eat which are close to the Mayflower College:

- Café Bene (*various snacks and hot food*)
- Café in the park (*Pier Street*)
- West Hoe Fryer (*Fish and chips opposite college*)
- The Terrace (*Madeira Road*)
- Pier One (*West Hoe Road*)



The Barbican has many restaurants and pubs which serve food, such as Quay 33, Seafood and pasta bar, The Harbour and Captain Jaspers (take-away).

For more places to eat and things to do around the Barbican, please have a look at the following website:

<https://www.barbicanwaterfront.com/>

Music and Dancing

There are several discos including Pryzm, Popworld and Annabel's (open from 10pm to 4am). Entry costs can range from £4 to £6 (drinks are not included). There is a Karaoke night at The Bank pub on Wednesday evenings.



Popular pubs in Plymouth:

- The Bank (*Karaoke on Wednesday nights*) near the Theatre Royal
- Union Rooms near the city centre
- Gog and Magog on The Barbican
- The Waterfront on the Hoe – very close to Mayflower College
- The Minerva - (*Plymouth's oldest pub, live music on Friday and Saturday evenings and Sunday afternoon jazz*).

You must be over 18 years old to drink alcohol. You must not attempt to purchase alcohol for anyone under 18 years old - it is illegal. Many pubs operate an ID25 policy. This means that you will be asked for ID if they think you look 25 or under.

Personal Expenses

Expenses will vary for every student. The following information is approximate and is intended as a guide only:

Cup of coffee in café/restaurant	£3.50
Glass of wine in café/restaurant	£7.50
Pint of beer in pub	£6.50
Burger and chips in McDonalds	£8.50
Cinema ticket	£10
Paperback book	£10
Theatre ticket	£40.00
20 Cigarettes	£15.00
1 Litre of petrol	£2.50
Toothpaste	£2.50



Shampoo	£3.00
National newspaper	£2.00
Waterproof jacket	£60.00
T-Shirt	£25.00
Umbrella	£10.00

If you need any information about costs of particular items/services, please ask the office staff.

We would like to acknowledge the help of UK Council for International Student Affairs, NHS, Devon and Cornwall Police and other sources for their assistance in providing information. Although every care has been taken to ensure that all the information is accurate, the Mayflower College cannot accept any responsibility for data which may have changed since the handbook was updated in September 2021.

Useful Contact Numbers

Mayflower College: (01752) 673784
Mayflower College Emergency Mobile: 07889420601

Police (Emergency): 999
Police (Non-Emergency): 101

NHS: 111
Accident & Emergencies (Derriford Hospital)
Address: Derriford Hospital, Derriford Road, PL6 8DH
Tel: 01752 202082 or 439091.
<https://www.plymouthhospitals.nhs.uk/emergency-department>.

Cumberland Centre (Minor accident unit) 01752 434400
Damerell Close, Devonport, Plymouth, Devon, PL1 4JZ
<https://www.livewellsouthwest.co.uk/wellbeing-hub>

Dental Access Centre, 01752 434664
Seventrees Clinic, 1a Baring Street, Plymouth Devon, PL4 8NF

