



# CAMBRIDGE ACADEMY OF ENGLISH

## Terms and Conditions

### General Information

- **Insurance and Health**

We advise you to take out your own Personal Insurance before you travel which will cover you for any loss of or damage to possessions, course cancellation after arrival in the UK through injury or illness, and the cost of urgent medical treatment.

Members of EU countries see a doctor free but pay for medicine.

Non-EU citizens pay for a consultation with a doctor plus medicine.

Visitors to Britain are normally given free accident emergency treatment.

- **Valuables**

CAE cannot take responsibility for money or valuables lost.

For safety we advise that private money is held in our Accounts Office or transferred to our CAE bank account. You can collect your money each week from school.

Bring enough English money with you for the first few days.

- **What to bring**

A variety of clothes including a waterproof jacket, warm sweater/s and sports shoes.

Your Passport/ID card is required for registration on your first day - this is very important.

Please also bring a passport size photograph for your CAE student identity card.

- **Telephoning**

At your homestay your host will take messages for you until 21.00. You MUST ask permission to use their telephone.

Students cannot receive telephone calls or use their mobile phones at school in class/lesson time.

In emergencies the number to call is +44 1223 277 230

- **Smoking**

In the UK it is illegal to smoke in public places, e.g. pubs, restaurants, buses, trains, schools etc.



## Student Code of Practice/School rules

The CAE Student Code of Practice and Young Learner School rules are set up to ensure the safety and wellbeing of all students and staff.

We expect our students to treat other students, staff and homestay hosts with respect, and to follow the CAE Student Code of Practice/ School rules. Students who break UK law or compromise CAE regulations may be asked to leave CAE, with no refund of fees.

A copy of the Student Code of practice (adult students) is available here.

Contact [cae@cambridgeacademy.co.uk](mailto:cae@cambridgeacademy.co.uk) to request copies of the Student Rules for children and teenagers joining CAE Young learner courses.

## Policies

### Educational Policy

It is our aim to teach language and to help students to develop a successful approach to language learning, so that they can ultimately become independent of their teachers and continue to learn and use English on their own. As well as teaching study skills and techniques this involves giving students maximum opportunity to use the language in a wide variety of contexts, and so gain confidence in their ability. The friendly relationship between students and teachers is an important factor in developing this positive attitude.

In the welcoming atmosphere of our school students can expect courtesy, tolerance and punctuality from CAE staff and students, and will be expected to observe the same standards of behaviour themselves. In fostering good relations between students from countries all over the world we hope to promote international understanding and peace.

### Admissions Policy

CAE courses are open to students from all over the world. Please make sure that you complete the appropriate enrolment form for your requested course and send it to CAE in good time. Please note that some of our courses have minimum age and English language level requirements. They may also have limited capacity at certain times of the year and can fill up very quickly. We are always happy to advise you about availability and answer any questions that you may have about our range of courses and services.

### Safeguarding Policy

CAE offers a portfolio of courses for children, teenagers and adult, general and professional students. Courses are aimed at children (9 to 13 years); teenagers (12 to 16 years) and adults (17 years plus). Professional Centre Courses are aimed at students 25 +. CAE has a responsibility for the wellbeing of all students and a statutory duty of care to children under the age of 18, whatever their course of study. The CAE Safeguarding Policy aims to promote best practice by: providing children and young people with appropriate safety and protection whilst in the care of CAE; informing CAE staff and all other adults involved in the delivery of CAE courses of their responsibilities and duty of care when working with children; allowing all staff to make informed and confident responses to safeguarding and child protection issues.

### Care of children and young people under 18 years of age

CAE has a responsibility for the well-being of all students, and a statutory duty of care, especially to all children under the age of 18 - whether they are joining a children's or an adult programme of study.

17 year olds are expected to join the CAE Adult programme. Full details of how we provide for U18s on Adult courses is available here.

Contact [cae@cambridgeacademy.co.uk](mailto:cae@cambridgeacademy.co.uk) for full details of safeguarding and welfare provision on CAE Young Learner courses.



## Admission and support of students with learning difficulties or disabilities

Cambridge Academy of English is committed to equality of opportunity and will endeavour to make reasonable adjustments and/or provide reasonable support to students who declare a learning difficulty or disability.

### Admissions

If a student, or his or her parents or sponsor, feels that the student has any specific learning requirements or special needs (for example dyslexia) or physical disabilities, then they are strongly urged to declare them at the application stage. In this way the school can ensure that as a school we are in a position to consider any such requirements in a professional and appropriate manner.

Please note that CAE's main building is a Grade II listed building with very limited wheelchair access or access for students with visual impairment. Planning restrictions mean that the school is not in a position to alter stairways or install lifts to enable easier access.

### Exams

The school will seek to comply with arrangements for examinations for candidates with disabilities in line with the regulations of the examining bodies, provided the candidate provides us with a doctor's note on registration.

Contact [cae@cambridgeacademy.co.uk](mailto:cae@cambridgeacademy.co.uk) for a full version of this policy.

### Health and Safety Policy

The school has a detailed Health and Safety policy which ensures the school conforms with UK legislation and complies with and carries out the regulations set out in our national association's Health and Safety manual. CAE's Health and Safety Committee meets twice a year and is responsible for: setting up, reviewing and updating CAE's Health and Safety policies and procedures; carrying out risk assessments; ensuring relevant training is carried out by CAE staff; keeping up-to-date records and documentation on Health and Safety matters.

### Student Discipline/Exclusion Policy

At CAE we are rarely faced with problem students but if student behaviour is considered to be unacceptable then the following will apply:

In the case of minor infringements, the individual/s should be spoken to by their class teacher and informed that they must cease such behaviour. This should be reported to the Director of Studies/ Course Director and recorded in the Student's file.

If the behaviour continues then the individual/s involved should meet with the Principal.

In the case of teenage students they will be asked to sign a contract and may have a privilege removed, e.g. they are to be excluded from the social programme.

Continued unacceptable behaviour will lead to a suspension from all classes and social programme. At this stage either the parents and or the agent will be informed that another recurrence will lead to expulsion at their expense.

N.B. Cases of violent or criminal behaviour will lead to immediate expulsion at the student's expense.

Contact [cae@cambridgeacademy.co.uk](mailto:cae@cambridgeacademy.co.uk) for a full version of this policy.

### Complaints Procedure

On arrival at CAE, students are given details of who they can contact if they have a specific problem or complaint. Our staff are happy to help whenever they can. However, if your complaint cannot be dealt with by a member of staff, you should arrange an appointment with the Principal. Please note that there is an 'Important notice for all students' at CAE, giving further information about what our national association, English UK, does to safeguard the interests of students studying at CAE. In other words, if you have a problem at CAE, and this problem cannot be resolved satisfactorily by the school, you can still contact English UK for advice or assistance. CAE prides itself on solving any problems or dealing with complaints, and is proud to report that no student complaints have ever needed to be taken up by English UK to date.