

STUDENT HANDBOOK



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WELCOME

We are very pleased to welcome you to the International Business College Manchester!

IBCM is proud to be able to welcome students from countries all over the world as well as within the UK.

This handbook contains information on all aspects of your study at IBCM, as well as information on your stay in Britain for our international visitors. You will find details about our location, what to expect, school facilities, frequently asked questions, and information about some important policies and procedures.

We hope it answers all your questions. If you still have questions after reading this handbook, please come and speak to us.

Best wishes, and enjoy your studies with us at IBCM.

Mark Harrington
Managing Director/Principal



CONTACT DETAILS

IBCM – International Business College Manchester

Europa House

55 Mosley Street

Manchester

M2 3HY

United Kingdom

Tel: +44 161 228 3607

Fax: +44 161 236 4906

Emergency number in the UK: 07760 811 088

Email: enquiries@ibc-manchester.com



ABOUT THE SCHOOL

International Business College Manchester was originally founded in 2011.

At International Business College Manchester, you can choose from a range of high-quality Business & Management programmes covering a wide range of different areas. You can focus on Leadership & Management, Human Resources, Finance or Hospitality. We also offer programmes in Mechanical, Electrical and Petroleum Engineering. These programmes are accredited by Leading UK Awarding Bodies.

Specific programmes include HNC/HND in Business, ILM Certificates and Diplomas in Leadership and Management, HNC/HND in Petroleum Engineering, Mechanical engineering or Electrical Engineering, as well as a range of tailor made, bespoke IBCM programmes to suit **your** specific requirements.



As an institute with a global perspective, you can be assured of a quality academic programme and a complete package of student support including one to one support, together with advice and help on University progression and/or career planning.

Our programmes are designed to provide you with the most effective learning experience. All teachers are qualified teaching professionals or equivalent and have extensive industry experience. Classes are carefully monitored to ensure the highest quality at all times.

Class sizes of up to 12 students allow more **individual attention** and a **friendly learning environment**. Smaller groups allow for more focus and greater opportunity for student and teacher interaction.



Our focus is on helping with your personal and professional development and providing you with an invaluable experience which will enrich your academic and social experience. We understand that an important part of your student experience will be mixing with colleagues from many different walks-of-life and from all over the world. At IBCM, we actively encourage, student interaction through social activities and a range of networking activities.



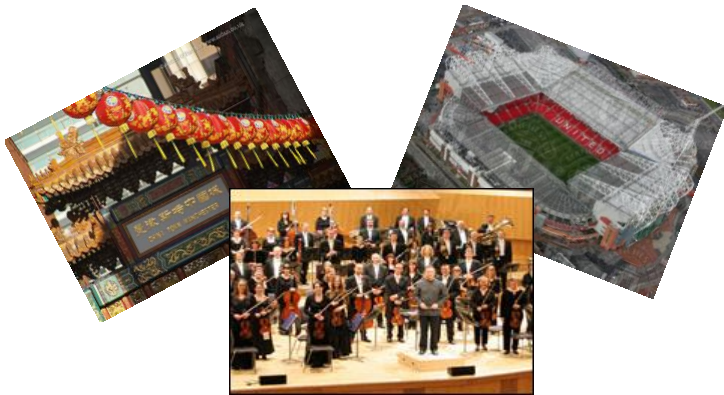
International Business College Manchester is located on 55 Mosley Street in the Financial Quarter of Manchester City Centre. As well as offering WIFI throughout the building, there is also a computer room with fifteen workstations with **free internet access**. There is a library, a meeting room with interactive whiteboard and TV, and a **coffee shop** where students can relax between lessons on the first floor.

Manchester is the 'uncrowned' capital of the North and as the **premier city location** outside of London, it offers the advantages of a **vibrant city** set within close proximity to some of the most beautiful scenery in England. It combines the sophistication and energy of a thriving metropolis with easy access to the stunning scenery of the Lake District and Wales.



With **leading universities** on the doorstep, you will find a **large international student population** in Manchester, and a city whose bars and restaurants reflect its **cultural diversity** – sample the culinary delights of China Town, or try a spot of salsa dancing in a Latin-style café!

Whether your interests lie in visiting Manchester United football ground, in attending the concert of your favourite band, or simply in enjoying superb shopping, **you won't be disappointed!**



OUR COURSES

We offer courses in the following areas:

- Business Management
- Leadership and Management
- Hospitality
- Petroleum Engineering
- Mechanical Engineering
- Electrical Engineering
- Health and Safety

As well as programmes accredited by leading Awarding Bodies, we are also able to offer bespoke programmes tailor made to your specific needs and requirements.

Visit our website on www.internationalbusinesscollege.co.uk for further information

OUR TEAM

IBCM has a team of committed and experienced staff, who will do their best to ensure that your time at IBCM is both productive and enjoyable and contributes to your personal and professional development.

We are available and willing to help you with any queries that you may have. For initial/general enquiries please contact Reception on **0162 228 3607** or email reception@berlitzmanchester.com

Specific staff information and contact details are as follows:

Mark Harrington	Managing Director and Acting Principal	mark@berlitzmanchester.com	Overall responsibility for IBCM and its policies, procedures and activities.
Debby Dawson	Quality Manager; Programme Lead for HN business programmes; Pearson Quality	pl@ibc-manchester.com	All queries relating to the higher nationals in business; liaison with Pearson and other external bodies;

	Nominee		internal quality assurance
Wendy Quigley	Programme Lead, ILM, Tutor/assessor on all business programmes and International Foundation Year	ilmpl@ibc-manchester.com	
Rachena Kumari	Business Development Manager	bdm@ibc-manchester.com	Dealing with all enquiries relating to IBCM programmes; External and marketing information and publicity
Chima Enyi	Programme Lead, Petroleum Engineering Higher Nationals and short courses;	chimaenyi@yahoo.com	All aspects of the Petroleum Engineering programmes offered at IBCM
Diego Perez	Programme Leader, Mechanical and Electrical Engineering Programmes Tutor on Engineering and International Foundation Year courses (and bespoke Maths programmes)	diegoandresperezrui z@yahoo.com	All aspects of the Mechanical and Electrical engineering programmes at IBCM Requirements for bespoke maths programmes/tuition
Ahmad Kozal	Tutor, Electrical Engineering	Tutor-electrical@ibc-manchester.com	Tutoring and assessing on electrical programmes
Russell Hall	Programme Leader, International Foundation Diploma	Russell@ibc-manchester.com	All aspects of the International Foundation Diploma at IBCM Any information relating to English support lessons
Rob Squires	Finance Officer	finance@berlitzmanchester.com	All queries relating to invoices and payments/fees etc
Ethan Gregory	Accommodations Officer	Reception	All queries regarding any accommodation requirements during your study at IBCM

COMMUNICATION

Our aim is that all IBCM students feel confident to discuss all aspects of their programme of study and air any concerns with members of staff. We have an “open door” policy to be available when possible to speak on a face to face basis with students. However, due to a busy schedule of meetings and

teaching, along with having part-time staff members, you may prefer to make an appointment to speak specifically about certain aspects of your course. You can also contact the staff members above on their email address or via the IBCM telephone number 0161 2283607.

If you wish to communicate regarding your aspects of your programme then your tutor or Programme Leader is your first point of contact. You will have regular, scheduled programme reviews during your study at IBCM and these provide the opportunity for you to raise any issues about your programme, request any assistance or help and identify improvements which could be made – both to your course specifically and to student life at IBCM generally. Due to our small class sizes, there are plenty of opportunities to discuss issues in an informal way, but if you do have any specific concerns or grievances, you can raise these with your Programme Leader, the Quality manager or the Principal. We do have formal complaints procedures and appeals procedures which are detailed further in this handbook.

When student numbers permit, there will be other opportunities for communication including via a Student Representative and at the student forum. You will also be issued with a student survey where you can share your views on all aspects of your programme/IBCM and help us to improve the service that we provide.

How we communicate with you:

Your Programme Leader/tutors will communicate with you regularly from induction right through your course. As above, the progress reviews provide the opportunity for you to raise issues as well as for your Programme Lead to inform you of your progress and discuss your targets with you.

We will also communicate with you via email as necessary and may contact you by telephone if there are any urgent matters arising.

Any new policies/policy updates or Awarding Body updates will be discussed with you/issued to you in class and confirmed via email. Your timetable, assessment arrangements will be discussed on a regular basis both as a group and individually. Feedback on your assessed work will be given to you at a formative stage as well as at the end of each module. Formal Assessment Record Sheets will record the feedback given to you.

The noticeboard in the café area will also give details of all social events being organised.

PROGRAMME STRUCTURE AND LESSONS

Duration

The programme information given to you when you enquired will indicate the duration of your course. Standard duration is one year full time for the International Foundation Diploma and for level 4 (HNC) programmes and two years full time for level 5 (HND). Different durations apply for bespoke and commercial courses and for programmes at higher levels. The duration of your programme will be confirmed in your offer letter and at your induction.

Calendar and timetable

You will be issued with an academic calendar which will provide details of your term dates and holidays, along with scheduled times for specific assessment activities and quality assurance. You will also receive a timetable for your lessons (on a termly basis) which will indicate when you are required to attend IBC as well as time allocated for self-study. Full time students will normally attend IBCM 3-4 full days per week.

Induction

The first week of your programme* will be an induction week. During this time you will, as above, receive your calendar and timetable. Your tutor/Programme Lead will explain this to you and outline the requirements for attendance and participation (see attendance information below). You will have the chance for a full look around the college and be given information in respect of the facilities here at IBCM as well as an introduction to the location of Manchester. You will be issued with important policies and procedures which your Programme Lead will explain to you, giving you the opportunity to ask any questions that you may have.

Your induction week will include full details of all requirements relating to your programme in terms of its structure, the different modules you are undertaking, the terminology used and what you need to do in order to pass the module/unit and obtain the required number of credits to pass each module/unit as well as the overall qualification. At induction we will also explain exactly how you will be assessed and what systems are in place here at IBCM to quality assure the assessment and tuition you receive and to ensure that we abide by all the requirements of the awarding body for your programme.

During induction we will also provide you with some specific lessons that will be helpful to you in your programme of study* These include assignment writing lessons, research and study skills and Harvard Referencing. Each student will

be seen on an individual basis where we will prepare Individual Learning Plans for you tailored to your specific requirements and your own aims for your time at IBCM. Should any support needs be identified, we will discuss these with you so that we can provide you with the most appropriate help in order for you to succeed in your programme of study. Any previous qualifications and work experience will also be discussed with you in order to identify anything that can be counted towards your current programme (**see Recognition of Prior Learning policy**)

Assessment

Whatever programme of study you are undertaking, you will be assessed on whether you have achieved the desired outcomes of each module/unit that makes up the qualification. Depending on your programme of study assessment may be by a formal written examination, the completion of an assignment or project, writing reports and/or delivering formal presentations. Most programmes will have a combination of these methods of assessment.

The assessor will be looking to see the extent to which you have mastered the content of the module and achieved the relevant Learning Outcomes.

Your assessor will give you both formal and informal feedback when they conduct assessments. You will receive formative feedback early on in the module which will help you to identify your areas of strength and those you need to develop further. You will then receive summative feedback at the end of the module. This will inform you whether you have met the relevant criteria or not. Some examinations and modules may be marked externally by the awarding body, all others will be internally quality assured at IBCM so that all students can be confident that the assessment has been conducted consistently and fairly throughout. For unit/modules which are assignment based The **assignment submission procedure** document details the process for submission and marking of assignments, along with the process for being able to resubmit assignments, where a “retake” can be offered and repeating a unit/module.

As well as Internal Quality Assurance processes, each programme will be subject to review by the awarding body/external verifier (also known as Standards Verifier) who will undertake visits to IBCM to check all the assessment and internal quality assurance processes.

LESSONS

- Group classes have a maximum of twelve students.
- Your timetable will indicate the room and tutor for each lesson. If a lesson is listed as supervised study, your tutor will be with you in the

classroom. For self study your tutor will advise whether you need to be present at IBCM or can study at home/in the library etc.

- Attendance is mandatory. You must advise IBCM by 0930 on 0161 228 3607 if you are unable to attend and provide relevant evidence such as a dental/doctors appointment. Details of attendance requirements are set out in the **attendance policy**
- .If you are absent for more than seven days, you must provide a doctor's certificate. For less than seven days you must provide your tutor with details of your illness/reason.
- All students with a student visa must enroll for a course of at least 15 hours per week, and they must attend at least 80% of their classes.If the school finds that a student's attendance has dropped below 80%, then the student will be warned by letter. If the student's attendance fails to improve, the school is obliged to inform the Home Office of this.
- .Morning classes begin at 9.30am and finish at 12.30pm with a 15 minute break at 11.00am.
- Afternoon classes begin at 1.30pm and finish at 4.30pm.

STUDENT RESPONSIBILITIES

- As indicated above, you will be provided at your induction, with a number of policies and procedures which outline both what IBCM will provide for you and also your own responsibilities whilst studying here.
- Staff and students have worked together to produce a list of rules in order to make the most of your learning.
- A copy of these rules can be found in each classroom. They include:
- Switch off your mobile phone when in class.
- Try to only speak in English when in class.
- No eating in classrooms.
- Listen to the tutor and pay attention in class.
- Remember you books, laptop, pens, paper

- Make lots of notes
- Students are encouraged to participate as much as possible in class.
- It is the school's policy to refuse entry into a class for students who are more than 15 minutes late. They will be marked absent in the attendance register. If a student is late during the first part of the lesson, they may join the class after the break.
- We expect all students to have a commitment to their studies and everyone at IBCM will do their best to support this.

(See classroom rules policy)

STUDENT MISCONDUCT

It is in everyone's interests that the school remains a pleasant place to work and study.

In order to ensure that all students and staff are happy, the school has a policy which is outlined below and will also be explained to you on your arrival:

- If any damage is caused to the school or your home stay and its contents, it must be paid for.
- The school reserves the right to cancel a student's course in the case of serious misconduct.
- Refunds will be at the discretion of the school.
- If anyone in the school is not happy with the behaviour of a student, the following action will be taken:

Stage 1

Verbal warning from your tutor or the Principal.

Stage 2

Written warning from the Principal.

Stage 3

In extreme cases, you will be asked to leave the school.

Behaviour that would be regarded as **serious misconduct** & might lead to you being asked to leave the school includes:

- Stealing and/or consuming drugs.
- Deliberate & serious damage to the school building or its fittings, property or equipment.
- Improper use of school facilities (e.g. accessing pornography on the Internet).
- Breaching health & safety rules (e.g. tampering with fire extinguishers).
- The use of threatening or abusive language.
- Physical violence and bullying.

(see **Student Misconduct Policy**)

MALPRACTICE AND PLAGIARISM

Malpractice refers to any act or practice which compromises the integrity of any qualification at IBCM. Malpractice can include (but is not limited to) plagiarism, cheating fraud, fabricating evidence, copying work, disruptive behavior, failing to abide by examination conditions and taking another's place in an exam.

Cheating is when someone aims to get unfair advantage over others, such as by taking unauthorised material into an examination room or getting an examination paper before it is released. Fraud occurs when someone has deliberately allowed or paid another person to do their work (including submitting essays from essay banks). All cases of suspected malpractice will be investigated and should this be proved then appropriate action will be taken. (**see malpractice statement**)

Plagiarism is when someone presents another person's work, images, ideas or opinions as his or her own. It is also when any written work, artwork or images are used without properly acknowledging where they are from. Examples of plagiarism include copying other written work without saying where it is from,

using information from the internet and presenting it as your own, or rewording someone else's work without referencing them.

Assignment submissions are put through plagiarism software "Turnitin". All cases of plagiarism will be investigated as per the **Plagiarism policy** and appropriate sanctions applied should the plagiarism be confirmed.

IBCM will ensure that you are made fully aware of the plagiarism policy during your induction and will guide you throughout your programme in terms of applying its requirements.

HEALTH & SAFETY

IBCM is aware of its legal and moral responsibility to provide a safe place of work and study for all students, staff and visitors. Details can be found in the Health and Safety Policy. Some important pointers are listed below;

In School

- Make sure you know all the fire escapes and the location of the fire extinguishers.
- If you hear the fire alarm, please vacate the building.
- Our meeting point is on the corner of Charlotte Street.
- Read the health and safety policy that you will be issued with during your induction.
- To call the emergency services from a school phone, first press 9 (for an outside line) then 999.

Outside School

- The emergency number is 999.
- The school emergency number is 07760 811 088.
- Take good care of your valuables.



- Avoid walking alone after dark and use your common sense at all times.
- If you feel ill, you can phone NHS Direct on 0845 4647. You can also make an appointment with your GP or go to the nearest NHS Walk-In Centre or A&E (for more details look under NHS).

(See Health and Safety Policy)

SAFEGUARDING

IBCM also has a Safeguarding Policy which outlines our responsibilities in terms of protecting all students studying here from any type of harm or abuse. The policy exists to provide protection for learners and to provide staff and volunteers with guidance and support on procedures they should adopt in the event of suspecting any learner to be at risk of harm.

- The policy applies to all staff, including senior managers, volunteers, paid staff, work experience, host families, students and/or anyone working on behalf of the school.
- All staff are required to complete an on-line Safeguarding course.
- All learners will be valued, respected and listened to. You should not be afraid of discussing any concerns that you might have.
- Any concerns which do arise will be shared only with the relevant and appropriate agencies.

(see Safeguarding Policy)

EQUALITY AND DIVERSITY

IBCM has an Equal Opportunities Policy which details how we will ensure that neither students or staff are discriminated against because of any of the protected characteristics as defined under the 2010 Equality Act:

- Gender

- Age
- Disability
- Race
- Religion
- Marriage or civil partnership
- Sexual Orientation
- Pregnancy
- Gender Reassignment

We will treat all school users with respect and dignity. We will seek to make any reasonable adjustments to our premises to ensure access for people with disabilities.

(See Equal Opportunities Policy)

Bullying: IBCM will not tolerate bullying in any form. All students will be informed that all types of bullying and harassment are unacceptable. Any complaints of bullying, harassment and prejudice will be taken seriously. Any student who feels that they have been subjected to bullying should report to their tutor, the Programme Leader, Quality Manager or the Principal. All such conversations will be confidential and no further action taken without the express permission of the complainant.

COMPLAINTS and APPEALS

IBCM has a **Complaints Policy** along with a form for you to complete, if you are unhappy with any aspect of your experience at IBCM. In the first instance you should discuss your concerns with a relevant IBCM staff member (i.e. your tutor or programme leader) so that we can try to resolve the situation quickly and informally. The policy outlines the stages of the process if you wish your issue to be escalated further. If your complaint is in respect of welfare or administrative matters, please speak to the Welfare Manager or one of the Administration Officers. If your complaint is a general Academic Concern please speak to IBCM Programme Manager.

There is also an **Appeals Policy** which relates specifically to concerns/disagreements you may have in respect of assessment decisions made about your academic work. This Policy also outlines the stages that you can go through to resolve the issue, but again we would ask that you initially

discuss this with your assessor/tutor and/or the internal verifier for the assignment/module.

If your issue is in respect of your admission, then we also have an **Admissions Appeals** policy which outlines the process you can go through. This is available on the website.

FACILITIES

Computer Room

There is a computer room with work stations on the bottom floor of the school. Each computer has broadband access and there are links to English language websites. There is also a WIFI access if you have your own laptop in addition to a scanner for student use.

You are welcome to use the computers in your free time and between classes. Your teacher will sometimes also use them in your lessons.

You will also find forms there for holidays and complaints.

Learning Resource Centre

If you want to study in a quiet space on your own, please feel free to use the Learning Resource Centre (Self-Access Room) on the bottom floor next to the computer room. There is one computer and other resources available are graded reading books, grammar books, University prospectuses and DVDs. You can also find brochures with details of event listings in Manchester.

Coffee Area

We have a coffee area on the first floor where you can buy hot and cold drinks, snacks and sandwiches. There is also a large seating area where you can relax during your breaks and meet other students.

Internet Cafe

We have an internet cafe situated within the Coffee Area with 3 PCs for student use.

SOCIAL ACTIVITIES

The school regularly organizes events around Manchester and other cities in the North West in cooperation with our sister language school, Berlitz Manchester.

We have free tours of **Manchester Art Gallery**, tours of **Manchester United football stadium**, trips to the **Lake District**, **theatre trips**, **5-a-side football** tournaments, outings to the **cinema** and much **more!**

You will find a list of the activities taking place each month on the notice board in every classroom and at reception. They are a great way to meet other students as well as chatting to your teacher outside of the classroom.



Manchester United Tour



BBC Manchester Tour

TOURIST INFORMATION

For information about events in and around Manchester, please look at the information racks in reception or visit the tourist information centre which is on Portland Street near Piccadilly Gardens. You can also find information about events in Manchester at the following websites:

<http://www.visitmanchester.com/>

<http://www.creativetourist.com/>

<http://www.manchesterconfidential.co.uk/>

Cinemas

There are many cinemas in Manchester; the biggest ones in the city centre are the Odeon in the Printworks on Exchange Square and AMC Cinemas on Deansgate. If you have an Orange phone you can get 2-4-1 tickets on a

Wednesday, see their website for more information: <http://more-from.orange.co.uk/>

The Cornerhouse is an independent cinema on Oxford Road. They show foreign films and on a Monday and Tuesday they have the Reel Deal - for £12.50 you can get a drink, pizza and film ticket. See their website for more information: <http://www.cornerhouse.org>

Sports

There are a number of fitness centers in and around Manchester. In the city centre, Manchester Aquatics Centre is the largest. They have a pool, gym and variety of exercise classes. You can also rent sports courts.

University sports centers, like the Sugden Centre, tend to be the cheapest as they do not charge a monthly fee. See this website to find the closest sports centre to you: <http://www.manchestersportandleisure.org/>

Art, Theatre and Concerts

Manchester has an incredible arts scene. Manchester Art Gallery is located very close to the school and there are lots of theatres where you can see plays and musicals.

<http://www.manchestergalleries.org/>

<http://www.manchestertheatres.com/>

The city is famous for its musical history and there are many music venues which have tours by international stars. MEN Arena, the O2 Apollo and Manchester Academy are the biggest concert venues in the city.

ACCOMMODATION

Home Stays

We offer home stay accommodation for students who would like to experience living with a British family. Costs vary according to requirements, as detailed below:

Type	Description	Price per week
Standard Homestay	Single room, half board: Breakfast and evening meal weekdays, breakfast, lunch and dinner at the weekend.	£155
Homestay with special diet	Halal, Kosher or Vegetarian are available	£170
Executive Homestay	Details as standard homestay; room with ensuite bathroom	£215
Executive Homestay with special diet	As for executive homestay, with halal, kosher or vegetarian diet	£250
Standard student residential	Standard	£145
En-suite student residential	With en-suite facilities	£165
Student Flat Self catering/standard	Shared house, single room	£140
Student Flat self catering/en suite	Shared house, single room, en-suite	£165

It costs from **£155** per week and this cost covers your room, bills, insurance and food (breakfast and dinner during the week and all meals at the weekend).

Student Halls

We also provide rooms in University Student Halls of Residence. These rooms cost from **£145** and cover bills.

Private Accommodation

If you decide to rent a room, flat or house, you will have to get in touch with a letting agency or landlord. You will be responsible for paying your own bills and council tax. If you need any further help or advice the Accommodation and Welfare Officer will be happy to help.

Bed & Breakfast/Hotels

We have a list of available hotels. B&B prices are typically between £30 - £40 per night. Hotel rates start at £45 per night and can go up to £150 depending on the quality of the hotel.

NHS - MEDICAL TREATMENT

You can have **free treatment** from the NHS if you are from the EEA (European Economic Area) or Switzerland, or if you are from a country which has a "bilateral healthcare agreement" with the UK.

If you are in the UK with a visa which lasts for six months or more, you should be able to have free treatment from the NHS from the start of your stay in the UK. You have to be accepted as being an "ordinary UK resident", which means being in the UK for a "settled purpose" (a short-term course of study may not be considered enough for this).



- you need medical attention, please go to your nearest **Walk-in Centre** or in case of an emergency either phone an ambulance (999) or go to Accident and Emergency in your nearest hospital.
- The Walk-In Centre closest to the school is the Manchester Piccadilly NHS Walk-In Centre, 1st Floor Gateway House, Station Approach, Piccadilly South, Manchester, M1 2GH OR in Boots on market Street.
- To find another NHS Walk-In Centre, look at

<http://www.nhs.uk/england/noappointmentneeded/walkincentres/nearestsearch.aspx>.

- If you are a long-term student we advise you to **register with a doctor**. You have to register with a doctor near your house. To find a doctor close to you and how to register with a doctor look at www.nhs.uk.
- Even if you can have free treatment from the NHS, you will probably have to pay some charges for medicines and for dental and optical check-ups or treatment. A prescription charge per item of medication is currently at £8.40.

- Treatment at GUM ("genito-urinary medicine") clinics, which deal with sexual diseases, is free for everybody.

Private Health Care

There may be some advantages in paying for **private health care** instead of free NHS care.

You may be able to receive treatment faster, and the quality of service may be better.

There is a detailed guide for overseas visitors on this site: <http://www.dh.gov.uk>

Dentists

Manchester University offers a free dentist as a training centre for students, if you would like more details please look at: www.nhs.uk

Opticians

There is a standard charge for eye examinations but the charge for spectacles varies from optician to optician.

It is worth contacting a number of opticians to obtain a price you are happy to pay.

Some students may be entitled to free examination and details can be obtained from any optician premises. See for more information:

<http://www.specsavers.co.uk/> and <http://www.boots.com/en/Opticians/>

COST OF LIVING

Life in Manchester is cheaper than London, but is still more expensive than many cities in the world!

The most significant costs for students will be accommodation and transport. If you are in a home stay, most of your food will be included in your cost. Clothes are relatively cheap and you can get good deals on mobile phones these days too.

Look at the list below to calculate the amount of money you may need during your stay in Manchester.

Bills

Unless you are living with a home stay you will have to pay for your electricity, gas, water and phone bills.

If you are living alone in a one bedroom flat the average that you will pay per week is as follows:

Gas (for heating and/or cooking) - £5

Electricity - £10

Water - £5

Internet

There are several internet providers but for most you also need to have a landline connection and sign up to a twelve-month contract.

Mobile Phones

It is recommended that you get a Pay As You Go phone rather than a contract phone.

With a PAYG phone you can control the amount of money that you spend, and don't have to sign up to a contract.

Tesco supermarkets often have good deals on PAYG phones.

Food & Drink

Sandwich - £3+

Half a litre of milk - 60p

Can of Coca-Cola - 70p

Whole chicken - £4.50

Loaf of bread - £1.00

Jar of coffee - £4

6 eggs - £1.00

Bottle of wine - £4+

Travel

Bus - weekly student pass available (cost dependant on journey)

Metrolink - day return available

Coach (long distance travel)

Train – Oxford Road, Picaddilly, Victoria

Entertainment

Pubs/Restaurants/Arenas – see also social activities calendar

Cinema ticket - £5-£10

Club entrance - £4-£10

Museum & gallery entrance - usually free

BANKING

Opening a bank account in the UK is not easy due to strict laws and you will find that every bank requires different information and documentation. The following are only guidelines.

See www.ukstudentlife.com for more information.

Banks are normally open between 9:00/9:30 – 16:30/17:00pm Monday to Friday and Saturday till 12:30/16:00.

Here are some of the documents you need to open a bank account:

- **Proof of Identity** You need an official document with a photo to show who you are, for example a passport.
- **Proof of Address** You need an official document to show where you live, so you can either show a utility bill with your name, the contract with your landlord or a letter from the school. The documents accepted change from bank to bank.

- **Proof of Home Country Address** Again, documents accepted change from bank to bank, but usually a letter from your bank at home with your address or a letter of acceptance from the school to your home address are fine.
- **Proof of Student Status** A letter from school stating your length of enrolment and confirming your student status is enough.
- **Credit Record** Sometimes the bank wants to see a previous credit record, you will need a letter in English from your home bank to prove this.
- **Source of income** Often the bank wants to know where you get your money from, so you need a letter either from your family, friends, sponsor or employer saying that they will pay for your stay.

If you need further help or advice please do not hesitate to ask the Accommodation and Welfare Officer.

LEGAL MATTERS

It is your responsibility to comply with the British law.

- Like in most European countries the possession of drugs is illegal.
- You are not allowed to buy tobacco or alcohol if under 18.
- If you want to drive in the UK make sure you fulfill the legal requirements and familiarize yourself with the British Highway code.
- If in doubt ask your teacher or Welfare Officer for help.
- If you are in trouble, please do not hesitate to use the school Emergency phone on **07760 811088**.
- If you require legal help the Citizens Advice Bureau can provide information and advice. Their website is www.nacab.org.uk or www.citizensadvice.org.uk.

Police Registration

Some international students need to register their stay with the police within seven days of their arrival.

You can find out if you need to register by looking at the stamp in your passport.

To register you need to take this to the local police station:

- a) Your passport
- b) Two recent photographs
- c) Registration fee
- d) A letter from the school

The most convenient police station is:
Greater Manchester Police – Aliens registration Office
Bootle Street Branch
Manchester
M2 3WH
Tel: 0161 856 3315



If you change your accommodation before the end of the course, you need to inform all correspondents of your new address, in order to enable them to send mail to you at your new location.

Traffic Regulations

Be careful when crossing the road or driving in Britain.

The British drive on the **left-hand** side of the road and only overtake on the **right**.

For more information about driving in England please look at page 18 of your British Council 'Safety First' booklet.

Insurance

We strongly recommend you have insurance.

The company we use is Gibbs Denley. IBC Manchester can arrange your insurance for you.

If you are staying in a home stay, the insurance is included in the accommodation fees.

Work

Depending on the type of visa you have, you may or may not be entitled to work in the UK. Please ask a member of reception for advice on this matter.

Worship

You can find a list with places of worship for most religions at: www.manchester2002-uk.com or ask at reception.

USEFUL NUMBERS

In case of emergency call 999

It is for use when an "immediate" response is required and should only be used in cases where a crime is happening now or if anyone is in immediate danger.

Other Useful Telephone Numbers:

Ambulance Service

0161 438 4162

Doctor (Emergency)

0161 273 8272

Immigration (Airport)

0161 489 3000

Manchester Airport

0161 489 3000

HSBC Bank

0845 600 7010

Manchester Local Authority

0161 234 5000

Train Enquiries

08457 484 950

Local Bus & Train (GMPTE)

0161 228 7811 21

POLITE BEHAVIOUR

Manners are important in every country so please take the time to read the following advice:

- **Do stand in line** - In England, we like to stand in queues, for example when waiting for a bus. It's rude to jump the queue.
- **Do say 'Excuse me'** - We like to say 'excuse me'. If you want someone to move out of your way say 'excuse me' and they will move. Remember, you can never use it too much.
- **Do Pay as you Go** - Pay for drinks as you order them in cafés, pubs and other types of bars.
- **Do say 'Please' and 'Thank you'** - It's very good manners to say 'please' and 'thank you'. It's rude if you don't. For example when you need a letter, say PLEASE!
- **Do cover your mouth** - Always cover your mouth with your hand when yawning, coughing or sneezing.
- **Do shake hands** - When you are first introduced to someone shake their right hand with your right hand.
- **Do say 'sorry'** - If you accidentally bump into someone, say sorry. They will say it as well, even if it's your fault.
- **Do smile!!** A smiling face is a happy face.