



## Orientation Guide

Please read this orientation guide carefully before the start of your course. If you have any questions or you do not understand something, please contact us.

## Important contact information

**Emergency telephone number +44 7773 389 143**

If you have a complaint or are not happy with the course contact:

**David Goodier – Academic Teacher Manager**

**Email** [academic@homelingua.com](mailto:academic@homelingua.com)

**Telephone** +44 208 312 8075

**Emergency** +44 7773 389 143



### **Before the course starts checklist**

- ✓ Take the online placement test
- ✓ Complete the student information form
- ✓ Complete parent consent forms (for under 18s only)
- ✓ Send your flight / travel details
- ✓ Reply to your teacher's welcome email

### **What should you bring with you?**

- ✓ Towels and bedding are provided by the teacher
- ✓ You should bring toiletries (shampoo, toothpaste etc) and clothes
- ✓ If you want to go swimming or play sports, make sure you bring suitable clothing and trainers
- ✓ Bring any books or materials you want to study from during the course

### **Study schedule**

Before starting your course your teacher will discuss the weekly schedule with you. The schedule is a plan of your tuition times, non-tuition activities with your teacher and your independent time.

### **Tuition time**

Your lessons will normally take place on weekday mornings and afternoons. There may be some flexibility in lesson times. Please discuss this with your teacher.

### **Non-tuition time with your tutor and independent time for adults**

You will be welcome to join some additional activities arranged by your teacher outside of lesson time. This will be made clear to you by your teacher and in your weekly schedule.

### **Study materials**

Your teacher will prepare suitable study materials for use during your course. Because every student has their own individual learning needs, your teacher will use a variety of books and resources. There are many different books and resources for learning English and your teacher will use what they think is best for you. Our experience tells us that using a variety of resources is the best way for students to learn and gives you and your teacher most flexibility.

Students doing a Cambridge, IELTS or TOEFL exam preparation course will receive an exam preparation book. Your teacher will often give you a variety of printed sheets during your course. If you require additional material for home work and self-study, please ask your teacher. Your teacher will usually have extra material that you can use for grammar practice outside lesson time. If you have any questions about materials and resources, you can contact Bucksmore HomelinguA at any time.



### **Activities and excursions**

In addition to the number of hours of (15, 20, 25 or 30) tuition, your teacher will offer you 2 afternoon or evening activities/excursions during the week and 1 at the weekend if you are on a 2 weeks or more course.

If you make a request for a specific activity which means a special expense (e.g. afternoon tea in a restaurant or a visit to an attraction with a high entrance fee) your teacher will request you to pay their expenses as well as your own expenses. You must inform Bucksmore Homelingua about any requests before the course starts so we can arrange this with the teacher.

You will need to pay travel costs outside the local area.

We recommend bringing £50 / €70 per week spending money for souvenirs, gifts and other small expenses.

### **Make the most of your course!**

- Interact with your teacher and their family as much as possible and join in with any activities offered even if it is not something you would typically do at home.
- It is in your interest to do any homework or coursework that your teacher gives you.
- Be on time for your lessons. If you are not on time for your lesson, you will lose that lesson time and the teacher may not be able to make it up.

### **Some simple rules**

- Behave and speak in a courteous and respectful way to your teacher and their family.
- Respect the teacher's property and belongings and do not take anything without the teacher's permission.
- Please do not eat in the bedroom.
- You may only use the home telephone with the permission of your teacher.
- Your teacher may restrict internet access, especially at night

### **Keep safe**

Please keep your student ID card with you at all times. You can find this in your arrival pack when you get to your tutor's home.

### **Students aged 9 and under:**

- Are not allowed out of the home alone and are completely cocooned by the teacher and host family, for which an additional supplement is charged.
- If the parent is accompanying the child on a course, the parent is responsible for the child outside of lesson hours.

### **Students aged 10-15:**

- Are required to be accompanied at all times, but may have supervised independent time in the teacher's home
- May not use public transport by themselves

### **Students aged 16-17:**

- May have controlled independent time (normally 1-2 hours max) only in the local area if they have a full orientation beforehand and must observe a 17.30 curfew
- May use public transport by themselves if agreed by the parent/guardian and if Homelingua is satisfied that the student is competent to do so
- May only be left alone in the teacher's home if at all, for very short periods of time (to collect children from school for example) and only if the teacher is satisfied that the student is comfortable with being left home alone
- If the teacher is concerned about your safety then they may refuse permission for free time outside the home.



### **Attendance**

Don't be late for lessons! If you need to change your lesson times, speak to your teacher.

### **Complaints**

If you have any problems or complaints during your course it is important that you contact us as soon as possible. Most problems can be sorted out quickly and easily by Bucksmore Homelingua staff liaising between the student and teacher or host family. We will assist you in resolving the problem and will keep in touch with you to let you know how the problem has been solved.

Bucksmore Homelingua must be made aware of and have opportunity to resolve any complaint about your accommodation or course content before the end of your course. If you feel that the complaint or problem was not satisfactorily dealt with during your stay, please contact the Managing Director as soon as possible after the end of your course. Bucksmore Homelingua will reply to your enquiry within 48 working hours.

If you would like to make a complaint or if you have any suggestions for the improvement of your course, please contact:

**David Goodier, the Academic Teacher Manager**

**Email: [academic@homelingua.com](mailto:academic@homelingua.com)**

**Telephone: +44 208 3128075**

**Emergency: +44 777 3389143**

We will ask you to complete an online feedback form at the end of your stay to help us improve our services for the future. However, if you are dissatisfied about any aspect of your course you must tell us when you are here. We can only make things better if we know there is a problem.

*\*Please note that students may be removed from their course if their behaviour is deemed to be unacceptable.*

### **Feedback and progress report**

- In the first week of the course the Academic Teacher Manager will call you to check that everything is ok and check with the teacher about academic matters.
- Your teacher will give you regular feedback throughout the course. If there is anything you do not understand, please ask your teacher.
- After your course has finished, you will be sent a progress report from your teacher reviewing your performance and giving you advice on how to improve your level of English.
- You will receive a certificate of attendance from Bucksmore Homelingua.

### **More information about our policies**

Please visit our website for more information on policies:

[homelingua.com/what-is-home-tuition/school-policies/](http://homelingua.com/what-is-home-tuition/school-policies/)



## Bucksmore Homelingua Terms and conditions

### Cancellation Policy

If cancellation is received more than 60 days before arrival all fees will be refunded less the deposit.

If cancellation is received 30-60 days before arrival 50% of the course fees will be refunded.

No refund will be given if cancellation is received less than 30 days before arrival, or if the student leaves once a course has started.

In the event of a student not being able to attend the course due to a Visa Refusal, if evidence is provided and Homelingua are satisfied with the authenticity, a full refund of course fees will be made, excluding the non-refundable deposit. All other costs that have been incurred by Homelingua will also be deducted from the total refund value.

### What we provide

Our homestay home tuition courses include: a personalised course, tuition, private bedroom, towels for use during the course, laundry once a week, all meals in the teacher's house, 2 half-day trips or activities per week and one full-day weekend trip for courses of more than 2 weeks, study materials during the course, insurance, academic evaluations and reports, support from Bucksmore Homelingua throughout the course.

### Booking alterations

Once the student confirms the course and teacher, any alterations made to the course or teacher selection may incur a charge.

### Insurance

Insurance is included in our course fees. The key facts of our policy can be found on our website.

<https://www.homelingua.com/how-to-book-a-course/insurance-policy/>

### Meals

Breakfast, lunch and dinner will be provided by the teacher. On excursion days, a packed-lunch/meal will be provided. Please inform Bucksmore Homelingua about any allergies or diet requests before the course starts. Meals in restaurants or cafes are not included in the course fee.

### Student behaviour

Bucksmore Homelingua reserves the right (without refund of fees) to remove any student from a course in the case of criminal offence or persistent antisocial or unacceptable behaviour. Bucksmore Homelingua will not be liable for any resulting costs in the case of expulsion.

### Teacher sickness

In the unlikely event of a teacher being unable to teach the course, Bucksmore Homelingua will provide an alternative teacher as a solution for the student to evaluate. If a teacher is unable to teach a lesson, the hours will be made up on a different day.

### Cancellation of lessons

If the student requests to cancel a lesson or is late to a lesson, the lesson time will be forfeited, unless prior agreement is made with the teacher.

### Teacher communication

All teacher personal information is highly confidential and covered under the United Kingdom Data Protection Act 1998. Do not pass on teacher's personal information to any other party.

### Excursions and activities

Teachers offer students a range of local leisure activities to choose from. Some of these will be free and some will incur entrance fees. The student should inform Homelingua and the teacher of any excursions or places they want to visit before the course starts so we can arrange this. If students choose an excursion with high entrance fees or a significant distance from the teacher's home, they will be asked to cover the cost of travel and entrance for themselves and the teacher. All reasonable local travel costs are included in the fees. We recommend bringing £50 / €70 per week spending money for souvenirs, gifts and other small expenses.

### Events outside of our control

We will not be liable or responsible for any failure to deliver a course, delay in delivering a course or excursion and any other obligations due to events outside of our control. If an event outside of our control takes place, we will contact you immediately to inform you of the situation and make reasonable arrangements.

### Our rights to cancel

We may have to cancel the contract before the start date of the course due to the unavailability of teaching staff or other key service providers or due to an event outside our control. In the unlikely event that we have to cancel the course, we will refund you the deposit and any course fees paid.

If the course has already commenced, we may cancel the course at any time by providing you official notice. If we find that you are in breach of our rules of conduct and behaviour, no refund will be provided. Otherwise any advance payment for the unused portion of the course will be refunded.

### Some simple rules

Behave and speak in a courteous and respectful way to the teacher and their family.

Respect the teacher's property and belongings and do not take anything without the teacher's permission. Do not eat in the teacher's bedroom without permission. The home telephone may only be used with the permission of your teacher.

#### Students aged 9 and under

Are not allowed out of the home alone and are completely cocooned by the teacher and host family, for which an additional supplement is charged.

If the parent is accompanying the child on a course, the parent is responsible for the child outside of lesson hours.

#### Students aged 10-15

Are required to be accompanied at all times, but may have supervised independent time in the teacher's home.

May not use public transport by themselves.

#### Students aged 16-17

May have controlled independent time (normally 1-2 hours max) only in the local area if they have a full orientation beforehand and must observe a 17.30 curfew.

May use public transport by themselves if agreed by the parent/guardian and if Homelingua is satisfied that the student is competent to do so.

May only be left alone in the teacher's home if at all, for very short periods of time (to collect children from school for example) and only if the teacher is satisfied that the student is comfortable with being left home alone. If the teacher is concerned about your safety then they may refuse permission for free time outside the home.

## Tips for learning English

- Listen to English. Listening will help you learn new words and improve your pronunciation.
- Use the words you know. You probably know a lot of English words from school, films, songs, TV, books and the Internet. Your homestay is a chance to practise using these words and expressions.
- Improve your pronunciation. It is useful to learn the 'word stress' of new vocabulary as this is very important for effective English pronunciation. For example the syllables in **BOLD** in the words below are stressed but the others have little or no stress. Try saying these words with your teacher!

LONdon	baNAna	communiCAtion	CAnada	SCOTland	eLIZabeth
--------	--------	---------------	--------	----------	-----------

Remember that it is important **not** to stress every syllable. **BANANA** sounds very strange!

Make a note of the stress of new words and expressions.

- Mistakes are ok. Making mistakes in your speaking or writing is the first step towards better English. All speakers of English make mistakes, even native speakers! Your teacher will help you with your most important mistakes so your English will improve.
- Keep a diary. This will help you remember all the things you learn.
- Use every opportunity to speak with different people. This will increase your confidence.
- Ask your teacher if you have any questions. Your teacher will be pleased to help you.
- Organise your notes so you can review your learning effectively.
- Read regularly. Reading will help you learn new vocabulary and help you with your grammar. There are many reading books for students of English.
- Don't worry, be happy. Being relaxed and positive will help you remember new words and become more fluent in speaking.

## Know your irregular verbs!

Base Form	Simple Past	Past Participle
awaken	awoke	awoken
be	was, were	been
beat	beat	beaten
become	became	become
begin	began	begun
bend	bent	bent
bet	bet	bet
bite	bit	bitten
bleed	bled	bled
blow	blew	blown
break	broke	broken
bring	brought	brought
broadcast	broadcast	broadcast
build	built	built
burn	burned / burnt	burned / burnt
burst	burst	burst
buy	bought	bought
catch	caught	caught
choose	chose	chosen
come	came	come
cost	cost	cost
cut	cut	cut
deal	dealt	dealt
dig	dug	dug
do	did	done
draw	drew	drawn
dream	dreamed / dreamt	dreamed / dreamt
drive	drove	driven
drink	drank	drunk
eat	ate	eaten

fall	fell	fallen
feed	fed	fed
feel	felt	felt
fight	fought	fought
find	found	found
fly	flew	flown
forbid	forbade	forbidden
forget	forgot	forgotten
forgive	forgave	forgiven
freeze	froze	frozen
get	got	got
give	gave	given
go	went	gone
grow	grew	grown
hang	hung	hung
have	had	had
hear	heard	heard
hide	hid	hidden
hit	hit	hit
hold	held	held
hurt	hurt	hurt
keep	kept	kept
kneel	knelt	knelt
know	knew	known
lay	laid	laid
lead	led	led
lean	leant / leaned	leant / leaned
learn	learnt / learned	learnt / learned
leave	left	left
lend	lent	lent
let	let	let
lie	lay	lain
light	lit / lighted	lit / lighted
lose	lost	lost



make	made	made
mean	meant	meant
meet	met	met
pay	paid	paid
prove	proved	proved / proven
put	put	put
quit	quit	quit
read	read	read
ride	rode	ridden
ring	rang	rung
rise	rose	risen
run	ran	run
say	said	said
see	saw	seen
seek	sought	sought
sell	sold	sold
send	sent	sent
set	set	set
shake	shook	shaken
shoot	shot	shot
show	showed	shown / showed
shrink	shrank	shrunk
shut	shut	shut
sing	sang	sung
sink	sank	sunk
sit	sat	sat

sleep	slept	slept
speak	spoke	spoken
spend	spent	spent
spill	spilled / spilt	spilled / spilt
split	split	split
spread	spread	spread
stand	stood	stood
steal	stole	stolen
stick	stuck	stuck
stink	stank	stunk
strike	struck	struck
swear	swore	sworn
swim	swam	swum
swing	swung	swung
take	took	taken
teach	taught	taught
tear	tore	torn
tell	told	told
think	thought	thought
throw	threw	thrown
understand	understood	understood
uphold	upheld	upheld
upset	upset	upset
wake	woke	woken
wear	wore	worn
win	won	won
withhold	withheld	withheld
withstand	withstood	withstood
write	wrote	written





## UK Quiz

How much do you know about the United Kingdom and its people?

### Geography

1. What is the difference between the Great Britain, the UK and the British Isles?
2. In which famous city is the Mini made?
3. What is the capital of Wales?

### History

4. Who built the Tower of London?
5. When did Elizabeth II become queen?

### Food

6. What is a Yorkshire pudding?
7. What is in a traditional Full English Breakfast?

### Politics

8. What is the address of the Prime Minister's London residence?
9. What is Big Ben?

### Culture

10. What is Elton John's original name?
11. Where was Shakespeare born?

### Sport

12. How many players are there in a rugby team?
13. What is the name of England's national football stadium?

### Science

14. In what decade did Charles Darwin write the Origin of Species?
15. Who discovered penicillin?

## IMAGES OF GREAT BRITAIN

Can you find the 15 words in the square? Some answers have more than one word put together for example FISHANDCHIPS

AFTERNOONTEA  
BEATLES  
BIGBEN  
FOOTBALL  
GARDENS  
HARRYPOTTER  
LONDON  
MUSEUMS

PUBS  
QUEEN  
SHAKESPEARE  
STONEHENGE  
TOWERBRIDGE  
UNIONJACK  
WEATHER

N H V **F** Y N J J A L Z J T S R  
 E Q R T **I** F X F F C H P U T E  
 E N E F Y **S** B P T U U N M O T  
 U I H H O I **H** M E N I G U N T  
 Q K T X G T O **A** R O W R S E O  
 L L A B T O O F **N** C T R E H P  
 Y G E Q G Y P J O **D** V F U E Y  
 W N W P U P A A O H **C** G M N R  
 S W J S D C P M N V C **H** S G R  
 R N B M K N C S T O S I **I** E A  
 U U E R A E P S E K A H S **P** H  
 P G G D I E G F A Y D G U R **S**  
 T O W E R B R I D G E Z X K F  
 I Z D B E A T L E S L P T K G  
 V S A L Z Z G N O D N O L G A



## Quiz Answers

### Geography

1. GB = England, Scotland and Wales. UK = E, S, W and Northern Ireland. British Isles = E, S, W, NI and Republic of Ireland.
2. Oxford
3. Cardiff

### History

4. William the Conqueror in 1078
5. 6<sup>th</sup> February, 1952

### Food

6. A kind of baked pancake that is eaten with beef and gravy
7. Normally there are sausages, bacon, fried eggs, baked beans, tomato, mushrooms and bread or toast.

### Politics

8. 10 Downing Street, London
9. Big Ben is the name of the bell of the clock tower of the Houses of Parliament

### Culture

10. Reginald Kenneth Dwight
11. Stratford-upon-Avon in April 1564

### Sport

12. 15 in rugby union and 13 in rugby league
13. Wembley

### Science and technology

14. The 1850's (1859)
15. Sir Alexander Fleming, a Scottish biologist, in 1928