



A very warm welcome

ADDRESS:

DOCKLANDS ACADEMY, LONDON

11 Selsdon Way

London E14 9GL

+44 (0)207 515 9695

www.docklandsacademy.co.uk



The nearest stop is Crossharbour (DLR)

On arrival you will be given two 24-HOUR ACADEMY NUMBERS

In the UK you can call 999 for all the following emergency services:

- Police
- Ambulance service
- Fire Brigade
- Coastguard

Key Staff

Principal:	Aysegul Yesildaglar
Academic Head:	Murray Cooper
Operations Manager	Vincent Khushal
Accommodation Officer	Vera Rocha
Safeguarding Officer and Social Programme Coordinator:	Stacie Eriksson
Reception and Welfare Officer:	Eglina Bubliauskaite

General Information

This guide is designed to help you get ready for what we hope will be the experience of a lifetime, and it's packed with useful and important information. There's a lot to take in, so please take the time to read it carefully.

Preparing for your journey

Being well prepared for your journey makes your life a lot easier. With this in mind, make sure you've got everything organised with plenty of time to spare before you leave home.

Before you leave your country

- If you would like us to meet you at the airport or coach station and take you to the accommodation, you must inform us as soon as you know your arrival details.
- Organise your travel insurance - we highly recommend that students have health and travel insurance and insurance against theft or loss.
- Be prepared to adapt to a different culture, weather, food and customs from the one you are used to in your home country. This may sound obvious, but it is very important to prepare yourself and be patient when you arrive - it will take some time to get used to the English way of life.

Useful information

Transport in London

Oyster card is a form of electronic ticketing used on public transport in London.

You will need to buy an Oyster Card. Then top it up (weekly or monthly). We recommend that you top up your oyster with a monthly travel plan. London is divided into 9 travel zones. You will need a weekly card for **Zones 1, 2 & 3**.

The **weekly** plan is currently **£36.80** for zones 1, 2 and 3 per week.

The **monthly** plan is **£141.40**



Where can you use an Oyster Card?

- The London Underground
- Any London bus
- The railway network in Greater London
- Docklands Light Railway (DLR)
- Over-ground Railway
- 33% discount on scheduled river services

Where is the best place to buy an Oyster Card?

The most convenient place to buy Oyster Cards is Underground Station ticket offices.

To buy an Oyster card in a London Underground Station you pay a **£5 deposit** which is refunded when you return the Oyster card.

Bank

We advise you not to carry a lot of cash with you. If you are going to stay in England for more than three months, we suggest you open a bank account as soon as you arrive in London. To open a bank account you will need your passport and a school letter. To get the letter please ask at reception for the Welfare Officer who will be able to advise and direct you to the closest bank.

Medical Care

We strongly advise all students to take out medical and travel insurance cover prior to their departure. Your insurance policy should cover the following:

- medical expenses
- cancellation or curtailment
- personal accident
- baggage, clothing, and personal effects
- loss of money
- travel delay

The NHS is the UK National Health Service. If you need to see a doctor or dentist while in London, speak to the Welfare Officer, who will help with your enquiry. We have a First Aid box at the Academy. You will need to pay for to see a dentist or optician. If you have a serious medical problem or an emergency that cannot wait until the next working day, you have the right to free emergency care and the nearest Accident and Emergency medical services are:

Newham General Hospital

Glen Road
Plaistow
London
E13 8SL

Tel: 020 7363 9200

The Barkantine Walk-In Centre

121 Westferry Road
Isle of Dogs
London
E14 8JH

Tel: 020 7791 8080

Arrival at School

Registration and Testing

On your first day try to arrive early at 9am. We will interview you and find out what you need and want. We will also give you a short written and spoken English test. This allows us to assess your level of English and place you in the right class. If you are not sure where to go and what to do when you arrive at the school, just ask the school reception, and let them know it's your first day at Docklands Academy and they will assist you.

- We test your written English
- We test your spoken English
- We ask questions to find out what you need and want
- We place you in a class

Attendance

Students should attend their classes. If you miss your class, you are wasting your money and missing a great learning opportunity. It is very important that you tell us if you have to miss a class. If you missed your class because you were sick, please fill in the Sickness Absence Form.

Welfare

Care and Support for U18

We take our responsibility to care for and support U18s very seriously. Every U18 will receive a full induction programme when they arrive. They will get a welcome pack with important information on how to be safe and what to do in an emergency. We also introduce them to key staff members they can approach at any time, including 24 hr emergency phone numbers.

All U18s in our Academy are fully supervised by a suitable adult at all times on the premises. We also ensure that U18s have a suitable adult staying with them in their accommodation. We have two Safeguarding Officers, who are trained in issues of child protection and we make sure that all our staff have suitability checks. We also have a Welfare Officer that welcomes all students when they arrive and is always available for care and support. We have a very full social programme at no extra cost, which gives young people properly supervised activities every week outside of class hours. Whenever they go out for a trip or sports activity, members of our team will join them.

Safeguarding Children

You must inform the safeguarding officer if you think you have seen, heard about or experienced harm of any kind to anyone under 18 years of age.

Abusive Behaviour, Bullying & Harassment

Docklands Academy, London believes that everybody has the right to study in a safe, supportive and friendly environment. We do not tolerate any abuse behaviour. Abuse can be:

- Verbal: calling someone names, saying bad things or using bad language
- Physical: shoving, hitting, and kicking people or damaging property
- Emotional: making someone feel disliked, ridiculing or teasing

We want to provide you with a safe and comforting environment at all times, so any form of bullying or harassment will be subject to disciplinary action. In extreme cases, the police may be called, for example, if there is any discrimination. We respect individuals regardless of their culture, ethnicity, race, gender, nationality, age, religion, disability, sexual orientation, education, experiences, opinions and beliefs.

Things to do in London

Please see our social calendar or speak to the Academy Social Programme Coordinator for organised trips.

Museums and galleries

- **British museum** **FREE entry** (Address: 44 Great Russell St, London WC1B 3DG; Tube: Tottenham Court Rd; Opening hours daily 10am-5.30pm)
- **V&A museum** **FREE entry** (Address: Cromwell Rd, London SW7 2RL; Tube: South Kensington; Opening hours Mon-Thu, Sat, Sun 10am-5.30pm, Fri 10am-10pm)
- **Natural History Museum** **FREE entry** (Address: Cromwell Rd, London, SW7 5BD; Tube: South Kensington; Opening hours: Mon-Sun 10am-5.50pm)
- **Science Museum** **FREE entry** (Address: Exhibition Rd, London, SW7 2DD; Tube: South Kensington; Opening hours: Mon-Sun 10am-6pm)
- **National Gallery** **FREE entry** (Address: Trafalgar Square, London, WC2N 5DN ; Tube: Charing Cross; Opening hours: Mon-Thu, Sat, Sun 10am-6pm, Fri 10am-9pm)
- **Tate Modern** **FREE entry** (Address: Bankside, London, SE1 9TG; Tube: Southwark/Blackfriars; Opening hours: Mon-Thu, Sat, Sun 10am-6pm, Fri 10am-10pm)
- **Royal Museums Greenwich** **FREE entry** (Address: Romney Rd, London, SE10 9NF, Transport: Cutty Sark DLR; Opening hours: Daily 10am-5pm)
- **Museum of London** **FREE entry** (Address: 150 London Wall, London EC2Y 5H; Tube: St Paul's; Opening hours: Mon-Sun 10am-6pm)
- **Madame Tussauds Museum** (Address: Marylebone Rd, London, NW1 5LR; for opening hours and tickets check the website <http://www.madametussauds.com>)

Markets and bazaars

- **Camden lock/ London Camden town** (Address: Camden High Street, London NW1; Tube: Camden town; Opening hours: daily 10am-6pm)
- **Covent garden** (Address: The Piazza, London, WC2; Tube: Covent Garden; Opening hours: daily 9am-5pm)
- **Greenwich market** (Address: College Approach, London SE10 9HZ; Transport: Greenwich Railway station; Opening hours: Tue-Sun 10am-5.30pm)
- **Borough Market/ London South Bank** (Address: Borough High Street, London SE1; Tube: London Bridge; Opening hours: Fri noon-4.30pm, Sat 9am-4pm)

Sightseeing tours

- **Hop-on Hop-off London tours** (check the website for more information <http://www.theoriginaltour.com/tour-information/hop-on-hop-off.htm>)
- **London Duck tours Road and River Adventure** (check the website for more information <http://www.londonducktours.co.uk>)
- **London by night sightseeing tour** (check the website for more information <http://www.london-by-night.net/london-by-night-sightseeing-bus-tour.htm>)
- **London City cruises/ Sightseeing tour on the Thames** (check the website for more information <http://www.citycruises.com>)

Parks and gardens

- **St James's park** (Address: London, SW1A 2BJ; Tube: St James's park)
- **Green park** (Address: London, SW1A 2BJ; Tube: Green park)
- **Hyde park** (Address: London, W2 2UH; Tube: Hyde park corner/ Marble Arch)
- **Kew gardens** (Address: Kew, Richmond, TW9 3AB; Tube: Kew Gardens)
- **The Regent's park** (Address: Chester Rd, London NW1 4NR; Tube: Regent's park)
- **Greenwich park** (Address: London SE10 8QY; DLR: Greenwich)
- **Kensington Gardens** (Address: London, W2 2UH; Tube: Queensway/ Lancaster Gate)

Squares and plazas

- **Trafalgar Square** (Tube: Charing Cross)
- **Piccadilly Circus** (Tube: Piccadilly Circus)
- **Covent Garden Piazza** (Tube: Covent Garden)
- **Leicester Square** (Tube: Leicester Square)

Castles, palaces and places of interest

- **Big Ben** (Tube: Westminster)
- **Buckingham Palace** (Tube: Green Park)
- **Hampton Court** (To get there: <http://www.hrp.org.uk/HamptonCourtPalace/planyourvisit/gettingthere>)
- **House of Parliament** (Tube: Westminster)
- **Kensington Palace** (Tube: High Street Kensington)
- **London Eye** (Tube: Waterloo/ Embankment/ Westminster)
- **London Zoo** (How to get there: <http://www.zsl.org/zsl-london-zoo/visitor-information/directions-to-zsl-london-zoo>)
- **Royal Albert Hall** (How to get there: <http://www.royalalberthall.com/visit/getting-here/default.aspx>)
- **Shakespeare's Globe theatre** (Tube: St. Paul's)
- **St. James's Palace** (Tube: Green park)
- **St. Paul's Cathedral** (Tube: St. Paul's)
- **The Emirates Air Line (Cable Car)** (Tube: North Greenwich)
- **The O2 Arena** (Tube: North Greenwich)
- **The Shard** (Tube: London Bridge)
- **Tower Bridge** (Tube: Tower Hill)
- **Tower of London** (Tube: Tower Hill)
- **Wembley Stadium** (Tube: Wembley)
- **Westminster Abbey** (Tube: Westminster)