



HARROW SCHOOL  
**SHORT  
COURSES**

HARROW SCHOOL  
**STUDENT  
HANDBOOK**

**SERIOUS STUDY... SERIOUS FUN!**

Accredited by the  
  
for the teaching  
of English in the UK





# WELCOME TO HARROW SCHOOL SHORT COURSES

We are very happy that you are coming to England to study with us at Harrow School this summer.

This handbook is full of useful information about being a student at our summer school. Please read it carefully before your trip. If you have any questions, just ask.

E-mail: [summerschool@harrow-school.org.uk](mailto:summerschool@harrow-school.org.uk)  
Phone: +44 (0)20 8426 4638  
Emergency phone: +44 (0)7545 429424



## OVERVIEW

We have welcomed students to study on short courses at Harrow School since 1995.

We offer:

- Summer courses for students aged 9-11 and 12-17 (split 12-14 & 15-17)
- Online courses year-round for students aged 8-22 years.

Our summer courses are accredited under the Accreditation UK Scheme by the British Council and we are a member of English UK. Accreditation UK is a UKBA approved accreditation body under the Immigration Rules for visitors.

## WHAT TO PACK

### ALL COURSES

- Casual clothes for everyday wear, including warm and cold weather conditions
- Something to wear at a party
- Shoes or trainers that are comfortable to walk in
- A raincoat
- A towel for going swimming and a swimming costume
- Some shorts and a t-shirt you don't mind getting wet for Sportsfest
- Toiletries (shampoo, body wash, deodorant, toothpaste, toothbrush, etc.)
- An adapter for UK electronic plugs
- A mobile phone (optional)
- A hairdryer (optional)
- A small backpack or bag for excursions

It is helpful if you have your items labelled with your name. Harrow School provides a free-of-charge laundry service.





# WHAT TO EXPECT

## YOUR FIRST DAY

When you arrive, you will check-in with the Summer School Registration Team at the Vaughan Library on the High Street, Harrow on the Hill, HA1 3HT. After 2pm, we will show you to your boarding house and you will have a choice of showering and sleeping or joining in some activities to get to know people on your course.

If you arrive at a meal time, we will take you to our dining hall to get something to eat. There will be packed meals for anyone who arrives after a meal time and is hungry.

All students who are new to Harrow School Short Courses will be introduced to a student buddy who has studied with us before and can help show you around.

## THE NEXT DAY

After breakfast you will go to a Student Welcome Address where we will introduce you to all the important staff on your course.

Students will then take a written test and a listening test to check their level of English. You will find out what class you are in at breakfast the next morning. Don't worry, this test is only used to put you in a class with other students who have a similar level of English to you, it's not a test you can fail.

After your test you will have a course photo and go for lunch.

In the afternoon you will do some team activities to help you get to know all the other students on your course.

## WHEN YOU LEAVE

If you have requested a transfer, our team will take you to the airport. Goodbyes can be hard, but we would like to keep in touch with you, and for you to keep in touch with your new friends, so please follow our social media accounts:

**Facebook** @HarrowSchoolShortCourses

**Instagram** @HarrowSchoolShortCourses

**YouTube** @HarrowSchoolShortCourses

We always recommend that you continue your English studies and keep practising. If you need support, many of your teachers work year round for us on our online virtual campus, HSSC Online.

You can find out more information on our website including how to book courses.

[www.harrowschoolshortcourses.co.uk](http://www.harrowschoolshortcourses.co.uk)

## ANY PROBLEMS?

If you have any problems while you are here, please speak to a member of our staff and we will do our best to help you. Our Welfare Officer (the Pastoral Manager) is responsible for making sure all of our students are happy and safe while they are in our care. The Welfare Officer can be found in the Vaughan Library and you are welcome to visit any time from 8am to 6pm.

In an emergency you can call our 24-hour emergency telephone number: +44 (0)7545 429424. This number is active from 5 July-13 August 2024.

You can also ask your family to speak to us. They can call the HSEL Office on +44 (0)208 426 4638 or email [summerschool@harrowschool.org.uk](mailto:summerschool@harrowschool.org.uk)

Once you arrive, you can contact the Course Office for all of your needs on: +44 (0)208 872 8140.

If you have a problem and you don't want to tell anyone you know, you can call Childline on +44 (0)800 1111.

If you have reported a problem to our summer staff and you feel we have not responded properly to this, please contact the HSEL Business Director who is responsible for the summer school: Harry Ogden, [hseldirector@harrowschool.org.uk](mailto:hseldirector@harrowschool.org.uk) +44 (0)208 872 8072.

If he cannot resolve matters immediately, he will ask you to put your complaint in writing and will respond to you in writing within three working days. If you still feel that your complaint has not been resolved in a satisfactory manner, please send a written complaint to The Ombudsman, English UK, 47 Brunswick Court, Tanner Street, London SW1 3LH or email [info@englishuk.com](mailto:info@englishuk.com) or call +44 20 7608 7960.



# PHONE, INTERNET AND POCKET MONEY

## WI-FI AND CALLS

If you are bringing a mobile phone with you there is free Wi-Fi across Harrow School to access the internet and make calls. Calls can also be made from the Course Office. Please ask for further assistance.

## HSSC APP

When you arrive, if you have brought a mobile phone with you, we will help set up the HSSC App on your phone which will give you lots of information about your course, activities, excursions and other useful information.

## POCKET MONEY

Your course fees include all excursions or activities, but you will need some money to buy snacks, presents and souvenirs. We suggest about £150 per week. We recommend that your parents organise a pre-paid debit card or a credit card as many attractions are now cashless in the UK. We will look after your money for you and give you your pocket money on a regular basis. Please bring enough for the whole course.

Your parents can increase your pocket money via Flywire or by arranging a UK bank transfer whilst you are on our course. There will be an administration charge of £30 each time they do this. Pocket money will only be available when the money has reached our account. We cannot lend you money. Please note that our student insurance policy will only cover the loss of up to £250 in cash.

# MEDICAL

## TRAVEL INSURANCE

All students are insured when we receive their deposit. A summary of insurance cover is available on request.

## MEDICAL TREATMENT

You will receive any necessary medical care during the course. We have a medical centre on site and first aid trained staff.

If you prefer private treatment, we will check with your parents first and they will have to pay for your treatment.

Students from the European Economic Community (EEC) can receive emergency treatment and treatment for pre-existing conditions in a government hospital or doctors' surgery. Important: You must bring your European Health Insurance Card (EHIC) with you. The latest information regarding this can be found on the English UK website and [www.gov.uk](http://www.gov.uk)

Students from countries with reciprocal healthcare agreements with the UK can receive "immediately necessary" treatment in a government hospital or doctors' surgery.

Non-EU students without an EHIC may be charged extra healthcare costs. Your parents or guardians will be responsible for these costs.

## MEDICATION

All essential medication provided must be in date, be accompanied by a letter in English explaining what medical condition the medication is for, when it has to be given and the dose, for how long and the medication must be identifiable in English. It is essential that your medical questionnaire is completed accurately and returned to HSSC before you arrive.

The boarding houses all have a supply of pain relief medication, travel sickness tablets, decongestants/cold relief medication, Dioralyte/diarrhoea relief medication, antihistamines/allergy relief medication. Please do not send any of these medications as we will use our supply.

Antibiotics will not be accepted without a current prescription and details of what infection they have been prescribed for. Antibiotics that have not been prescribed will be destroyed as they are not legal in the UK without a prescription. Any student that becomes unwell will be assessed by our nurse as a first step.

Any medication you bring must be handed in at registration, except for:

- Adrenaline auto-injectors for severe allergies
- Insulin pens
- 'Preventer' and 'Reliever' inhalers



# GENERAL INFORMATION



## ENGLISH LESSONS AND TIMETABLE

### WE WANT ALL OUR STUDENTS TO:

- Speak English as much as possible
- Make friends with students of other nationalities
- Join in all classroom activities
- Enjoy learning – studying should be fun!
- Tell your teacher if you have any problems

Our lessons will help you improve your speaking, listening and pronunciation skills, giving you the confidence to communicate more confidently in English.

### COURSE MATERIALS

Our teachers plan your course of English lessons based on the interests and needs of you and your classmates. You will be given an exercise book to keep notes and your teacher will use many different, useful and interesting resources in the classroom such as videos, reading books, apps, etc. all to help with your learning.

### FIELDWORK SESSIONS

As part of your course your teacher will take you outside the classroom to practise your language in real-life situations, such as asking for information at the local businesses and services or interviewing local people.

### ENGLISH LANGUAGE OPTION

Senior students have chosen an English Language option for five two-hour lessons of their course. Options are:

- Projects and Presentations – create a project and present it to other classes in the group
- English for Analysis and Debate – learn the bases of how to argue and debate on topics in the world today chosen by you

Normally, you cannot change to a different academic option when you are here, so please choose carefully before the summer.

### TIMETABLE

A provisional timetable for your course will be sent to you via e-mail before you come. When you arrive, the daily timetable is available on notice boards and your activity leader will remind you of what you are doing and where you need to meet.

### MEALS



All meals are provided during your stay. When on excursions you will have a packed lunch or a meal in a restaurant.

### YOUR ACCOMMODATION



You will sleep in a single or twin bedroom in Harrow School's own boarding houses. Each house has at least one common room or recreational area. Older students can use the kitchen to make hot drinks (but cannot cook food). There are plenty of showers and toilets in each house. Each room has a small lockable safe.

### LAUNDRY



We wash your clothes every week. Please make sure your name is on all your clothes. We cannot be held responsible for any damage caused during washing. We do not offer a dry cleaning service.

### LOST PROPERTY



Lost/unclaimed property will be kept for one month after the end of the summer programme. If you wish to be sent any items there will be a charge to cover postage.

### RULES



Any students breaking the rules may be asked to leave the course with no refund of fees and any unavoidable travel costs will be charged to the parent/guardian.

### NAME BADGE



You will be given a name badge when you arrive. This must be worn at all times.

### INDEPENDENCE



Students aged 12-17 are allowed to move about the School campus and Harrow on the Hill village with limited unsupervised free time. Older students aged 15-17 may be granted more independence such as shopping in small groups on supervised excursions arranged by HSSC and going to bed at a later time.

# WELFARE



## UNHAPPY WITH LESSONS?



Speak to your teacher or see the Director of Studies in Modern Language Schools, Room 1.

## UNHAPPY WITH ACTIVITIES OR EXCURSIONS?



Speak to your Activities Leader or see the Centre Director in the Vaughan Library.

## UNHAPPY WITH YOUR HOUSE OR MEALS?



Speak to your House Parent or see the Pastoral Manager in the Vaughan Library.

## FEELING ILL?



See a member of staff who will take you to the Nurse.

## UNHAPPY ABOUT ANYTHING ELSE?



See the Pastoral Manager in the Vaughan Library.

## IF YOU NEED TO TALK TO SOMEBODY IN AN EMERGENCY



Call + 44 7545 429424 immediately and someone will be there to help.

## CHILDLINE

If you have a problem and you don't want to tell anyone you know, you can call Childline on +44 (0)800 1111.

# COURSE RULES

**1**



Go to all meals, classes, activities and excursions on your course on time.

**2**



Keep your room tidy and make your bed.

**3**



Be careful with school buildings and equipment. Your parents will have to pay for damage.

**4**



No alcohol, drugs or smoking/vaping.

**5**



You cannot go into other boarding houses without permission from the Centre Director.

**6**



Be nice to everyone - no bullying.

**7**



Be in your room at the time your House Parent tells you.

**8**



Turn mobile phones off during lessons and activities.

**IF YOU DON'T FOLLOW THE RULES, WE WILL TELL YOUR PARENTS, YOU WILL BE PUNISHED, AND WE MAY EVEN SEND YOU HOME.**

## LEVEL 1 WARNING -

Warning from your Activities Leader, House Parent or Director of Studies.

## LEVEL 2 WARNING -

Warning from the Centre Director or Director of Studies. We will tell you how your behaviour must improve, and you may miss an activity or excursion. We will tell your parents.

## LEVEL 3 WARNING -

Final Warning from the Centre Director and Director of Studies. You will miss an activity or excursion and your parents will be told. We may send you home.

**STUDENTS WHO DO NOT FOLLOW THE COURSE RULES AND REPEATEDLY MISBEHAVE WILL BE ASKED TO LEAVE THE SCHOOL IMMEDIATELY. PHYSICAL AND SEXUAL ASSAULT AND THE TAKING OF ILLEGAL DRUGS WILL RESULT IN IMMEDIATE EXPULSION.**

# ENGLISH ONLINE

**STUDY  
YEAR-ROUND  
WITH A  
TEACHER**



**WHENEVER  
AND  
WHEREVER  
YOU LIKE**



**THERE IS A WORLD OF OPPORTUNITY OUT THERE. MAKE THE MOST OF IT BY LEARNING ENGLISH ONLINE WITH US.**

For more information and to book visit  
[harrow-school-shortcourses.co.uk/online-tuition](https://harrow-school-shortcourses.co.uk/online-tuition)

# YOUR ARRIVAL

## ARRIVALS

When you arrive in the UK, you should:

1. Go through Passport Control and collect your suitcase from the baggage collection.
2. Go through customs and then through to the arrivals gate.
3. Look for the staff representative.
4. If you cannot see the representative go to the Information Desk and ask:

**“Can you please ask the Harrow School representative to come to the Information Desk?”**

5. In an emergency, please ask the Information Desk to telephone the Course Office (See Course Contact Details sheet) or the 24-hour emergency number which is: +44 7545 429424.

The representative WILL be there to meet you. This part of the information is only in case there is an emergency.

If you are being brought to Harrow School by an adult, please arrive between 2pm-5pm.

## WHEN YOU MEET THE TEAM

- Please ask the school representative for the password. Email us for this year’s password before departure.
- When the representative says the password, say your name and do what they ask you to do
- If the person does not know the password, go to the Information Desk for help
- Do NOT leave the airport with anyone who does not know the password
- If travelling as an Unaccompanied Minor the airline staff will take you to meet our representative in the Arrivals Hall
- Our representative will have a letter to show the airline staff that he/she has permission to collect you. You should give the airline the contact name and mobile telephone number on your travel confirmation letter

## SIGNS AND UNIFORM

Our team will be at the arrivals gate with a sign saying Harrow School Short Courses and your name on the sign. They will be wearing a dark green and pink uniform saying Harrow School Short Courses on the back.







# YOUR DEPARTURE

## DEPARTURE DAYS

- Our staff will help you to check in
- Our staff will take you to the security gate and wait until you have gone through, even if you are with a parent or guardian. We cannot go through the security gate with you. This is an airport rule. You will wait in the departure lounge until your flight is called and you can board your flight
- If you are travelling as an Unaccompanied Minor our staff will help you check-in and you will then be in the care of the airline staff at all times, including on the plane
- You must pay the cost of excess baggage and Unaccompanied Minors charges. Please check at the time of booking the airline's arrangements for the payment of airport departure tax and the maximum luggage allowance
- If an adult who is not your parent will collect you, we require written confirmation of the name from a parent or guardian 48 hours in advance. The adult must provide photographic ID to our staff before we let you leave
- We will only provide transfers for children wishing to meet adults at the airport check-in desk if they are booked on a flight or train leaving that day. We cannot drop students to the airport more than three hours before a flight departs, so please ask any adults collecting you to come to Harrow School if they would like to meet you earlier. If the adult is late or delayed meeting our staff at the airport, you will be checked in and sent through security

# FREQUENTLY ASKED QUESTIONS

Q: What will happen if the flight is delayed for arrival?

A: Our staff will wait for all students. If a flight is delayed or changed less than 48 hours before the course starts, please ask your parent/guardian to telephone or e-mail the Head Office (see Course Contact Details on page two of this handbook) and tell us the new flight details.

Q: What will happen if the flight is delayed for departure?

A: The Operations Team is in constant contact with our staff at the airport. If the flight is delayed on departure, the HSSC staff will wait with you. You will not be left to check-in alone. We will make sure you understand exactly what is happening and help you to contact your parents to inform them of any delay.

Q: How long do I have to wait at the airport before transferring to Harrow School?

A: Normally around half an hour. Students will not have to wait longer than two hours, but if, for example, there has been a flight delayed it could be longer. A member of our staff will be with you all the time.

Q: Can my parent or guardian telephone the Course Office to confirm that I have arrived?

A: Yes, but we will also ask you to telephone home as soon as possible after you arrive at the School. Please tell your parent or guardian suitable times to telephone you during the course. If your parent/guardian needs to telephone when you are in lessons, or on an excursion, our staff will take a message and ask you to return their call.

Q: If I am arriving by car, where should I come to register?

A: Harrow School, The Vaughan Library, High Street, Harrow on the Hill, London, HA1 3HT.

Q: Can my parent, guardian or friend take me out during the course?

A: Yes. We must have advance permission in writing from your parent or guardian. The person picking you up must show photographic ID when collecting you.

Q: What happens if I want to change my photography permission?

A: Pink lanyards are given to students who have given permission via the consent form to appear in photographs/video taken by Harrow School Short Courses during their course which may be used on social media, our website and for marketing. Green lanyards are given to students who have not. To change your preference simply ask your parent or guardian to email us on [summer.school@harrowschoolshortcourses.co.uk](mailto:summer.school@harrowschoolshortcourses.co.uk) with their permission and visit the Course Office to swap your lanyard. The majority of students on our courses choose pink lanyards. Students with green lanyards may be asked to step out of some group photos.



# CHECKLIST

- YOUR AIR OR TRAIN TICKETS, UNLESS YOU ARE ARRIVING BY CAR**
- A VALID PASSPORT (AND VISA IF REQUIRED)**
- A LETTER OF ACCEPTANCE FROM HSSC**
- A LETTER OF CONSENT TO TRAVEL FROM YOUR PARENT (IF TRAVELLING ALONE)**
- THIS HANDBOOK, ALL THE INFORMATION SHEETS AND THE CONTACT DETAILS SHEET**
- ALL THE CLOTHES YOU NEED FOR YOUR COURSE**
- ANY MEDICATIONS THAT YOU REQUIRE, ALL PRESCRIPTIONS MUST BE IN ENGLISH**



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**SHORT COURSES**

The Bursary, 5 High Street,  
Harrow on the Hill,  
Middlesex, HA1 3HP  
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+44 (0)20 8426 4638