

ATLAS
LANGUAGE
SCHOOL



Student Handbook - Liverpool

Student Handbook - Contents

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1 Welcome to Atlas Language School

Hello and welcome to Atlas Language School! We hope you have a great learning experience with us. Here are some of the people who work at Atlas Language School:

Heads of Atlas Language School

Alan Brennan
Director



Nico Dowling
Director



Sebastian Schmidt
Operations
Manager



Liverpool Team

Amanda Morley
School
Manager



Tim Morley
Director of
Studies



SJ Smith-Williams
Front of House
Officer



Johanna Sautel
Front of House
Officer



and all **Atlas teachers!**



We are proud of having a multicultural staff, many of whom have travelled widely and have taught English internationally. Therefore, we understand what it is like to be new to a country and what help is required when you first arrive. Our helpful and dedicated staff will try to assist you in any way they can and offer advice on settling into life in Dublin. Our staff is committed to delivering the highest possible levels of teaching so as to ensure students will attain the best possible learning outcomes during their studies.

This Student Handbook has been written to help you in your time here with us at Atlas Language School. It will provide you with a guide on how we at Atlas Language School work, what is required of you as students, plus answer many questions you may have. We hope you find it useful! Please read it carefully and, of course, if you have any questions do not hesitate to let us know. We are always happy to help!

Alan Brennan / Nico Dowling

Directors

A note from our Academic Manager:

At Atlas Language School we have built a great team of teachers who provide a professional language learning experience in a warm, personal and motivating environment. Our teachers bring with them not only their qualifications but also a wide range of key experiences and knowledge of different cultures and learning styles.

Teaching methodology at Atlas is based on the communicative approach and a focus on language use, rather than just memorising form (grammar). We believe that learning a language means developing active, engaged learners who are able to take control of their learning and link their classroom learning experience to life outside the class. As such, each day you will have two sessions taught by different teachers to give you exposure to a variety of accents and teaching styles:

- Session A focuses on grammar, structure and vocabulary development. These are taught with an emphasis on developing your reading and writing skills.
- Session B focuses on interactive communication with an emphasis on effective real-life communication and ways of practicing and achieving it (listening and speaking skills).

The courses are based on a textbook but our teachers try to connect to your life and your interests. We also use a variety of supplementary materials such as newspapers, magazines, audio and video files, songs, etc. In linking your classroom learning experience to life outside the class a lot of these materials will have a focus on Liverpool and English life and culture. For those interested in an external exam, we introduce all students to internationally-recognised exams appropriate for their level and also offer additional IELTS, Linguaskill, and University of Cambridge Exam Preparation (FCE, CAE, etc.).

Gary Tennant
Academic Manager

2 Atlas Language School

Atlas Language School is located in a beautiful Victorian building in Queen Square, in the heart of Liverpool city centre. The school has large bright classrooms as well as a comfortable student area where you can relax after class. Each course has a maximum of 15 students, ensuring a high level of individual attention. We offer a variety of courses at different levels and have a team of qualified and experienced teachers who are committed to your learning success. Most courses are structured to allow students time to explore the sights of Liverpool and to become immersed in the surrounding culture and lifestyle.



The school address is:

St John's House
2 Queen Square
Liverpool, L1 1RH



Courses:

- General English Fluency – 20 lessons (50 minutes)/week (offered in the mornings)
- General English Fluency Plus – 26 lessons/week, combining 20 lessons of General English in the morning with 6 extra lessons in the afternoons
- General English Fluency Plus Exam Preparation (IELTS) – 26 lessons/week, combining 20 lessons of General English in the morning with 6 extra lessons in the afternoons to prepare for the IELTS exam.

For a full list of our courses please see our brochure or [website](#):

www.atlaslanguageschool.com

Classes:

Our full-time morning classes start at 9.00 am and finish at 12.30 pm. Session A runs from 9.00 am to 10.30 am and Session B runs from 11.00 am to 12.30 pm. Break time is from 10.30 am to 11.00 am.

For students enrolled in a 26 lesson programme, the extra afternoon classes start at 1.30 pm and finish at 3:30 pm, on Mondays, Tuesdays and Wednesdays for small group lessons. Students must participate in a minimum of 20 lessons per week.



Timetable

Monday		Tuesday		Wednesday		Thursday		Friday		Saturday & Sunday
General English A: 9.00 – 10.30		General English A: 9.00 – 10.30		General English A: 9.00 – 10.30		General English A: 9.00 – 10.30		General English A: 9.00 – 10.30		'Daytripper Excursion' every week See whiteboard in student room for details See Reception for details on how to book
Break		Break		Break		Break		Break		
General English B: 11.00 – 12.30		General English B: 11.00 – 12.30		General English B: 11.00 – 12.30		General English B: 11.00 – 12.30		General English B: 11.00 – 12.30		
Lunch		Lunch		Lunch		Lunch		Lunch		
Conversation class: 1.30 – 3.30 GE26 students only	Orientation tour: 3.00 New students	Conversation class: 1.30 – 3.30 GE26 students only	Free time	Conversation class: 1.30 – 3.30 GE26 students only	Elective class: 1.30 – 3.30 Open to all students!	Free time	Elective class: 1.30 – 3.30 Open to all students!	Free time		

Please note: There are free elective classes every week from 1.30 pm to 3.30 pm which will help you to enhance your speaking skills in English whilst having fun!

A few examples of elective classes are English through music, Drama class, Storytelling etc.

Your Level and Assessment:

- Pre-arrival assessment:

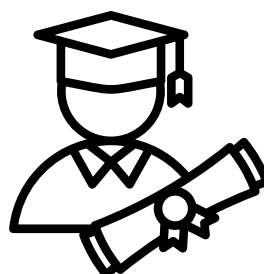
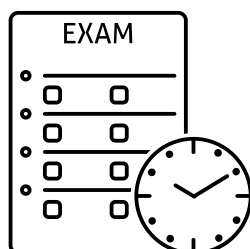
Before commencing your course, you will be asked to complete an **Online Placement Test**. This is a short grammar and vocabulary test which gives us an initial estimation of your English level. This test will help us determine whether you have the required English level to register on your chosen course.

- Assessment on arrival:

On your first day at Atlas, your **speaking** abilities will be tested to help us determine your level of English. You will then be placed in a class suitable for your level; from Elementary (CEFR A1) to Advanced (CEFR C1).

- During your course:

During your course, your progress will be assessed through **regular testing** by your teachers. As you progress, you may also change classes to ensure that you are in the most suitable class according to your English language level.



Atlas Language School Certificate:

A Certificate of English Language (level of proficiency) is issued to all students who successfully complete their course. The Certificate states which course the student completed, the dates the course ran, the percentage of attendance and the level the student attained, based on the Common European Framework of Reference (CEFR) which organises language proficiency in six levels from A1 to C2.

Accreditations:



UK Accreditation from ASIC (Accreditation Service for International Schools, Colleges, and Universities) with Premier Status for its commendable Areas of Operation.

Atlas Language School is an authorised test centre for the following exams:



3 Social Programme

Day Tripper, our Social Programme partner, organises the trips and activities offered each week. Every Monday, the social and cultural activities for the following week are posted on the student's room board so please keep an eye out for upcoming events and trips!

On Monday, there is an Orientation Tour of Liverpool for all new students. Details of times and where to meet will be given to you at the induction meeting. You will be guided around Liverpool, introduced to some places we think are important to see at the start, such as landmarks, shops and pubs.

Day Tripper organises activities on Wednesdays and Thursdays. If you'd like to go on any of the activities, you'll need to sign up on the Day Tripper website or go to reception if you want us to do it for you. Day Tripper also offers weekend trips. Again, you will need to sign up on their website or at reception if you would like to join any of them.




 North Wales



 Oxford



 Snowdonia



4 Emergency Contacts

Atlas Language School:

Phone: 0151 203 5880

Opening Hours: 8:30 am – 4:30 pm

Medical, Health, Allergy and other Conditions :

Students must provide Atlas Language School with accurate information on any relevant allergies, intolerances or medical conditions and disabilities, as well as on any conditions related to learning or special needs.

Atlas Language School needs to know the course of action to be taken in cases of emergencies. Please refer to the Medical & Special Educational Needs Form attached below (p.10).

Police, Fire, Ambulance:

Emergency telephone number: **999**

When you dial 999, the operator will ask you what service you want - fire brigade, ambulance or the police. Then they will ask for your name, address, telephone number and what you require assistance for.

If your English is not good, say "Fire", "Police" or "Ambulance" and tell the operator what country you are from, you will be put through an interpreter.

Medical Appointments:

In order to access the services of a doctor in the UK as a foreigner, it is necessary to register with a General Practitioner (GP). This can be done easily via the National Health Service (NHS) website: <https://www.nhs.uk/service-search/find-a-gp>.

Once you are registered with a GP, you will be able to book an appointment either online or by phone.



Hospitals:

- Royal Liverpool University Hospital, Mount Vernon Street, Liverpool, L7 8YE
0151 706 2000
- Liverpool Women's Hospital, Crown Street, Liverpool, L8 7SS
0151 708 9988



Police Stations:

- St Anne Police Station
St Anne Street, Liverpool, L3 3H
0151 709 6010
- British Transport Police Station:
2nd Floor, Rail House, Lord Nelson Street, Liverpool, L1 1JF
0151 434 4535

Medical & Special Educational Needs:



Medical & Special Educational Needs

If you have any existing **sickness, disability, allergy, mental health issue, special educational need**, or any other relevant medical information, please fill in this form and return it to Reception.

Student details	
First name of student	
Last name of student	
Date of birth	
Mobile phone number of student while in Ireland	
Email address of student	

Emergency contact details	
First name	
Last name	
Relationship to student	
Phone number	
Mobile phone number	
Email address	

Please tick (✓) yes or no and give additional details if and where required.

MEDICAL DETAILS

1. Do you have any allergies (e.g. to pets, food, medication, etc.)?	YES <input type="checkbox"/> NO <input type="checkbox"/>
If yes, please list allergies:	
2. Do you have any medical condition or illness that requires medical treatment?	YES <input type="checkbox"/> NO <input type="checkbox"/>
If yes, please specify in detail:	
3. Are you taking any medication at present?	YES <input type="checkbox"/> NO <input type="checkbox"/>
If yes, please provide the name of the medication:	
If yes, can you take/administer the medication yourself or do you need assistance?	
4. Do you have a history of anaphylaxis (life threatening allergic reaction requiring an EpiPen)?	YES <input type="checkbox"/> NO <input type="checkbox"/>
If yes, do you carry an EpiPen?	

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5. I agree that in the case of an emergency I should be attended by a doctor or hospitalised or operated in an emergency, and may be given medication according to a qualified doctor's advice.

YES NO

If required, please specify which actions Atlas staff or the host family should take in a case of an emergency:

SPECIAL EDUCATIONAL NEEDS

1. Do you have any special educational needs or conditions that affect your learning (e.g. autism, dyslexia, visual or hearing impairment, etc.)?

YES NO

If yes, please specify in detail:

2. Are there any additional relevant requests or information about your health and learning that Atlas staff should know?

YES NO

If yes, please specify in detail:

3. Would like to speak to a member of Atlas staff in confidence?

YES NO

This information is confidential and will be dealt with with utmost care on a need to know basis.

Please sign below and return to Reception as soon as possible.

Signature of student: _____ Date: _____

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5 Public Transport

Bus:



Merseytravel operates an extensive network of routes in the city of Liverpool and the county of Merseyside. Atlas Language School is located less than a 2-minute walk from Queen Square Bus Station, allowing all students easy access to the school by bus .

You can find more information on <https://www.merseytravel.gov.uk/>

Train:



Merseyrail is the regional railway system operator of the Merseyside area, and it is probably the most reliable way to get to class each day. Depending on where your accommodation is located in Liverpool, you might be able to take a train to Lime Street, Liverpool Central or Moorfield stations, which are all a 10-minute walk (or less!) from Atlas.

Travel Pass:

The Trio Card is one of the best options for getting around Liverpool by bus, train and ferry. It is a prepaid travel card that saves you carrying change and typically offers fares that are around 20% cheaper than cash single tickets.

If you only need one mode of transport, you can opt for a bus-only or train-only card instead of the full Trio Card. The Merseytravel website provides a variety of travel pass options, including weekly, monthly, and term-time passes to suit different needs and durations.

You can find full details and purchase options at:

<https://www.merseytravel.gov.uk/tickets-and-pricing/>



6 Accommodation

Homestay:

Liverpool has always been famed for its hospitality and staying with one of our host family is one of the best ways to experience this first-hand. Many students find staying with an British family a very rewarding experience as it offers them a unique insight into British culture and provides the perfect opportunity to improve their English by practising it in a natural everyday context. Over the years, we have built up strong relationships with a number of local families who host our students during their time in Liverpool, all of whom are personally interviewed by our Manager and are chosen for their experience and friendliness.

Please check our Policies and Guidelines for Students Staying in a Host Family.

Residence:

As an alternative, Atlas has a number of modern, fully serviced bedrooms available for short or long-term rent around the city. Due to high demand, residential accommodation generally needs to be booked several weeks before a student is due to arrive.

Please check our Policies and Guidelines for Students Staying in a Residence.

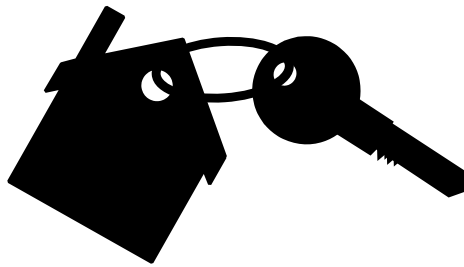


Moorfield
Residence



Hotel / Hostel:

If students require hostel or hotel accommodation during their stay in Liverpool, we are happy to suggest suitable places to stay in the area. Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to live in a good quality hotel / Airbnb for a long period of time.



7 Living in Liverpool

Liverpool is a lively, modern, and cosmopolitan city with a population of approximately 800,000 people. It is located on the west coast of England, near Wales, and at the mouth of the River Mersey. Liverpool has many of the advantages of a larger city whilst retaining the charm and tradition of a smaller one. With increased prosperity, the city has been attracting more and more people from all over the world to live, study and work here, and today it boasts a cultural diversity to match the most cosmopolitan tastes. Over the years there has been an explosion in foreign cuisine, with European, Asian and South American restaurants now a common sight around the city.

Surrounded by countryside and located on the coast, visitors to Liverpool are never too far away from a scenic view. As one of the main transport hubs in the UK, it also makes it the perfect base from which to explore Europe and the rest of our beautiful country.

To learn more about our great city, check out the websites below:

- <https://liverpool.gov.uk>
- <https://www.visitliverpool.com>

Liverpool Seasons / Weather:

Liverpool experiences four seasons of summer, autumn, winter and spring. It has a mild temperate climate, which means that our summers don't get too hot and our winters don't get too cold! Generally, the average temperature in winter is about 5°C and in summer is around 20°C.

One thing to note is that the weather is very changeable, so be prepared for everything! We suggest you to always carry an umbrella or a raincoat with you.



Shopping in Liverpool:

Shopping in Liverpool focuses on several places of interest located in the city centre. Most shopping centres/areas are just a few minutes' walk apart, but are somewhat different.

- **Liverpool One:** Combining open-air shopping, dining and entertainment, Liverpool One is the most lively area to go shopping in the city. It features more than 170 stores, restaurants and bars, offering a mix of high-street favourites, designer brands and independent boutiques. The complex also includes a mini golf, cinema and green spaces to relax after your shopping trip. In short, Liverpool One is the perfect mix of retail, culture and leisure.
- **Bold Street:** Located in the heart of Liverpool city centre, Bold Street is the perfect blend of independent shops, vintage stores, world food restaurants and quirky cafes. Bold Street is known for its vibrant atmosphere (day and night) and has been featured in various guides highlighting its eclectic mix of shops and eateries.
- **Metquarter:** This shopping centre, located just a 3-minute walk from Atlas Language School, is a smart and upscale shopping area with a mix of high-end international brands (Hugo Boss, Jo Malone London, MAC Cosmetics), local independent retailers and dining options. Liverpool's most "luxurious" cinema, Everyman Cinema, is also in Metquarter, with plush seating and in-screen dining options.
- **St John's:** Established in 1969, St John's shopping centre is just a 3-minute walk from Atlas Language School. St John's has everything of an old-fashioned shopping centre: it includes a large food court catering to various tastes and offers a mix of shopping options, from the most affordable (Aldi, Home Bargains) to the fanciest brands (JD Sports).



- **Lark Lane** offers a delightful shopping experience, blending vintage charm with contemporary flair. This street is home to a variety of independent boutiques and eclectic shops that cater to diverse tastes. For example, Number 13 is a treasure trove of unique gifts, quirky cards, and houseplants, perfect for finding something a bit different. Its neon-lit windows make it a standout stop, especially in the evening. In brief, Lark Lane your ideal destination if you want to take a break out of the city (but only a 10-minute train ride!) and enjoy a quieter area, almost giving village vibes.
- **Baltic Market** is Liverpool's first street food market, nestled in the heart of the Baltic Triangle at Cains Brewery. It's a vibrant hub where food lovers can enjoy a diverse range of local and independent food vendors; from gourmet burgers and bao buns to vegan delights and sweet treats. The market also hosts live music and events, creating a lively atmosphere perfect for socialising with friends or family.



8 Services

Telephones:

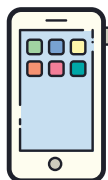
When making an international phone call, you need to dial the international access code, the country code, the area code (if required) and lastly the phone number.

Please note that when adding a country code to a number, any leading 0 on the area code following is NOT dialed.

Mobile/Cell Phones:

There are 4 main mobile phone operators in the UK:

- Vodafone
- O2
- Three
- EE



Services are provided on either a pre-pay or bill-pay basis. If you use a bill pay phone your calls will be cheaper but you will have to sign a contract, normally for 12 to 18 months.

Medical Care:

If you require urgent medical care, Atlas is authorised to seek and provide appropriate medical care. There are doctors available at the Emergency Department of the local hospitals.

What happens if you become sick?

- Phone the doctor or medical centre to make an appointment. If you cannot attend your appointment, phone to cancel.
- Go to your appointment. Your doctor will ask questions about your health and may give you a prescription for medicine.
- Get a medical certificate. If you are away from your classes, you will need to prove you were sick. A medical certificate from your doctor will show that you were unable to attend classes.

- Pay your bill. You may need to pay all of the fees yourself but, depending on your health insurance policy, you might be able to claim some of the fees back at a later date.

Medicines:

If you are sick, your doctor or GP (General Practitioner) might prescribe some medicine. Prescription medicines can be bought at chemists and pharmacies. Some medicines may be covered by your Health Insurance, but not all. Ask the customer service officer at the health insurance centre which medicines are covered. Please also note that your Health Insurance will only pay for prescription medicines above a certain value.

If you normally take any prescription medicines, you should have a letter from your regular doctor with details about your condition and the medicine you are taking. This will help if you need treatment or medicines for your medical condition.

Pharmacies:

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a pharmacy or a chemist to obtain the medication.

Dental, Optical and Alternative Therapies:

Dental, optical and alternative therapies are not covered by your Health Insurance and may be expensive compared to your home country.



9 Insurances



Health Insurance:

Health Insurance is compulsory for international students wishing to obtain a student visa to study in the UK. When applying for your visa, you are required to pay the Immigration Health Surcharge (IHS), which allows you to access most NHS services free of charge.

Please note that certain medical services (such as dentistry and ophthalmology) are not fully covered by the NHS and can be expensive. Therefore, we encourage you to consider purchasing complementary private health insurance, which you can purchase through Atlas prior to your arrival.

For EU students: Students from the EU who are planning to stay in the UK for less than 6 months should travel with their European Health Insurance Card which still covers parts of public medical care.

Travel Insurance:

You can arrange this through Atlas Language School or make your own arrangements prior to leaving your home country. Atlas organises Travel Insurance through One Broker Insurance and the cost is £7 for 1 week cover. One Broker covers a wide range of protection, including: cancellation, medical expenses, personal belongings etc. This is usually arranged before students arrive in the country, during the admission process.

Travel Insurance is provided through a third-party company, therefore any claim needs to be made by the student (policy holder) to the company directly. Atlas is not part of any claim application process.

You can find more information at:

<https://www.onebroker.co.uk/business/business-sectors/student-travel-insurance/>

10 Managing your Finances

Exchanging Money:

The currency in the UK is the Pound Sterling (£). You can exchange your home currency into pounds at money exchange offices, airports, or any bank. It's important to compare exchange rates beforehand, as they can vary between providers. Airport rates are often less favourable, so if possible, plan ahead to exchange money at a better rate.

Banks and ATMs:

Banking services in the UK are offered by traditional banks, building societies, and credit unions. Major banks operating in the UK include Barclays, HSBC, Lloyds Bank, NatWest, and Santander. These banks have widespread ATM networks across the city for convenient access to cash. Most banks are open from 9:30 AM to 4:30 PM, Monday to Friday, with some branches also open on Saturday mornings.

Digital and Modern Banks:

Modern banks such as Revolut and Metro Bank offer digital-first services that can be especially useful for travellers and international residents. These banks often provide competitive exchange rates, low or no foreign transaction fees, and convenient mobile apps for managing your money on the go. Revolut, in particular, is popular for its multi-currency accounts and real-time exchange rates. Metro Bank also offers extended opening hours, including weekends, and in-branch currency exchange with favourable rates.



11 Safety Tips

Although Liverpool is a very safe city, we suggest you take some precautions:

Mind Your Money:

Make arrangements to store your excess cash, passport and other valuables in a safe place in your accommodation.

- Don't carry all your money together. Only carry what you intend to spend on that day.
- If you have to carry excess cash or valuables, use a discrete money belt inside your clothing.
- Be careful when withdrawing money from cash machines.

Out and About:

- It is not a legal requirement to carry your passport or ID card in the UK. Some students like to carry a photocopy and leave their passport at home.
- Mind your bag when in crowded areas. Use a handbag or shoulder bag that can be held securely.
- Keep to populated areas and avoid deserted streets at night. Look confident at all times.
- Don't wear expensive jewellery or leave belongings exposed.
- If you are travelling to a remote area to walk or cycle, inform somebody where you are going.
- Always camp in approved sites only - never pitch a tent in open spaces or public areas.



12 Studying at Atlas Language School

Enrolment Dates:

New students should refer to their Welcome Letter for enrolment dates. The enrolment dates are also included on the Invoice received.

Continuity of Enrolment:

Enrolment of a current student will be terminated if:

- The student or their agent notifies Atlas Language School of his/her wish to terminate their enrolment;
- The student withdraws from their nominated course;
- Atlas Language School terminates the student's enrolment, suspends or excludes the student in accordance with the provisions of our Policies and Procedures;
- The student has completed all course requirements.

Refusal and Cancellation of Enrolment:

Atlas Language School may cancel an enrolment, refuse to enrol, or refuse to re-enrol a person/student for the following reasons:

- Beginner level of English;
- Misconduct (refer to the section on Code of Conduct);
- Failure to satisfy the minimum academic requirements for the chosen course(s);
- Failure to arrive on the commencement date;
- The student has gained admission by misrepresentation, falsification of documents or other fraudulent means;
- Failure to fulfil the normal admission or enrolment requirements;
- Non-payment of tuition fees;
- Cancellation of a student's visa;
- Non-attendance or consistently low attendance;
- Other reasons as deemed by the Manager of Atlas Language School.



School Policies

This section includes important school policies such as refund policy, holiday policy and other additional policies. By registering with Atlas Language School, students agree to these policies. Failure to agree or abide by these policies and conditions may result in your registration being cancelled without refund.

13 Refund Policy

Cancellations Due to Reasons other than Visa Refusal:

A full refund of tuition fees, with the exception of the registration fee and the accommodation placement fee (where applicable), may be available to a student if the student cancels an enrolment with the school no later than 7 days prior to commencement of the course. The request to cancel an enrolment **MUST** be made in writing to Atlas Language School.

Any refund payable will be paid to the person who originally paid the course fees. For refunds made payable overseas, bank charges deducted will be borne by the student. All monies due, will be refunded within 4 weeks of the date Atlas Language School receives the written request from the student.

Please note that courses are not transferable and that tuition fees are non-refundable once a student has commenced their course.

Moreover, please note that no refunds will be given if Atlas Language School cancels a student's enrolment due to unsatisfactory attendance or unacceptable behaviour.

Cancellations Due to Visa Refusal:

All course fees are refunded with the exception of the registration fee, the accommodation placement fee (where applicable) if a visa application is rejected and the applicant provides a copy of the refusal letter from the Department of Justice.

CANCELLED

Refund Procedure:

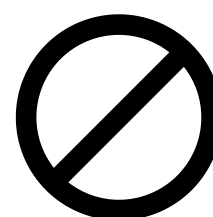
1. Enquiries regarding refund calculations must be made in writing to the Admissions Manager at admissions@atlaslanguageschool.com
2. If a refund is valid it will be processed and sent to the original account within 30 days.
3. Students, parents/legal guardians have up to 30 days to lodge a formal grievance from the date they receive the remittance advice of their refund. This must be done in writing and addressed to the School Director, Alan Brennan. The School Director will consider the formal grievance. After consideration of all the available evidence, the Director may decide to
 - a. uphold the grievance and issue a refund of the appropriate amount, or
 - b. dismiss the grievance.
4. If the grievance is not resolved to the satisfaction of the student, parents/legal guardians or nominee, a copy of the written complaint together with the reasons for the grievance should be forwarded to the Directors for review.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under the relevant Consumer Protection Laws.

Accommodation Cancellation:

Homestay:

- If homestay accommodation is cancelled more than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee.
- If homestay accommodation is cancelled less than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee and one week's accommodation.
- If homestay accommodation is postponed less than 7 days before arrival, the student will be charged for one week's accommodation.



Residence:

- If residential accommodation is cancelled more than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee.
- If residential accommodation is cancelled less than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee and one week's accommodation.
- If residential accommodation is postponed less than 14 days before arrival, the student will be charged for one week's accommodation.

- No refund will be made if a student makes alternative arrangements during the time of their stay.
- No allowance will be made for absence from accommodation during the time arranged or for late arrival or early departure.

Airport Pickup Cancellation:

If a student does not arrive at the airport due to a cancelled or missed flight without notifying Atlas, no refund of the airport pickup fees can be made.



14 Holiday Policy

Holidays can be taken in one week blocks, and you must notify reception (liverpool@atlaslanguageschool.com) of your intention to use your holidays. Please note that holidays won't be given after the week has already begun. If students take a holiday break during the course, it cannot be guaranteed that they can join the same class when they return (in case the class is full).

Holiday Policy for short-term (less than 25 weeks) students:

Students on courses of 12 weeks or less:

Generally, no holidays are allowed for students who are studying on courses that are less than 12 weeks.

Students studying on courses from 12 to 24 weeks:

One week's holiday is allowed for students who are studying on courses from 12 to 24 weeks. To request a holiday, please send an email to liverpool@atlaslanguageschool.com. This request will be logged on the school online system. **Holidays must be requested at least one week in advance.**

Holiday Policy for long-term (25 weeks or more) students:

In the exceptional case where a long-term student wishes to take holidays during their course, this holiday period must be requested at least one week in advance.

On a student visa, you are generally allowed to enter and stay in the UK for up to 11 months.

Therefore, the total duration of your course + your holidays cannot exceed 11 months.

Additionally, holiday periods cannot at any point exceed 1/3 of the total weeks elapsed.

This means that students need to have completed 9 weeks of their course before they can take holidays for the first time. After 9 weeks they can then take up to 3 weeks of holidays as they need to have studied 3 weeks for each week they want to book holidays for.

Students need to have 4 weeks of their course remaining, i.e. cannot take holidays in their final 4 weeks.

15 Attendance and Punctuality Policy

Attendance:

The attendance of all students enrolled at Atlas Language School is monitored closely to ensure that everyone in class is following the whole course and able to maximise their opportunities for success. Maintaining a good attendance rate as well as arriving to class on time is key for students to achieve their academic progress targets.

Attendance is taken at the beginning of each lesson by the teacher and entered into our school database at the beginning of the following week. Students are requested and strongly encouraged to attend 100% of classes to ensure successful academic outcomes in their studies. Any class session missed regardless of cause reduces the opportunity for learning and can adversely affect a student's achievement on their course. Missing a series of classes can also disturb the learning of other students because the student who was absent will have some gaps in knowledge that are required building blocks for learning further language items.

Monitoring of attendance involves reviewing the completed class attendance registers, reviewing medical certificates and the sending of attendance concern emails by the school.

Punctuality:

Morning classes: Session A: 9.00 am to 10.30 am // Session B: 11.00 am to 12.30 pm.

Afternoon classes: 1.30 pm to 3.30 pm.

To have full attendance marked, a student must be present for both Session A and B.

Our classes start promptly at the indicated time. Students can enter the class up to 15 minutes late if this happens occasionally. Arriving up to 15 minutes late every day is not permitted. If this happens, students will be asked to leave the class to meet a member of the Academic Department to try to resolve the issue. Arriving more than 15 minutes late to Session A, students may not enter the class and must wait until Session B. Students are marked absent for that first session. For Session B, no late arrivals are allowed. Students who arrive late to the second session are not admitted to class and are marked absent.



Atlas Language School endeavours to intervene with the students to improve attendance by counselling them when their attendance begins to fall. Caution and warning emails will be sent out offering counselling to ascertain reasons for low attendance and suggest ways of improving it. Please make sure we have your contact details up-to-date! Atlas Language School reserves the right to also contact students by phone if the student does not respond to emails.

Students who do not meet the attendance requirements may not be eligible to receive an end-of-course certificate and are putting themselves at risk of being expelled. If a student's final course attendance is lower than 50%, the student will not be given a certificate.

In order to alert a student of their lower than expected attendance, Atlas Language School issues a series of caution and warning emails:

Week attendance is lower than 50%: If a student is seen to be attending less than half the classes in a week, they will be notified. Should attendance continue at this unsatisfactory level for a second consecutive week and the student's overall attendance drops below 75%, the student will be removed from the class register and be sent an email, outlining their poor attendance and giving instructions to when and where to meet with the Academic Department to discuss their situation before being allowed to return to class.

Expulsion: Should a student be removed from the class for a total of three times due to low attendance as described above, the student can be expelled by the school. The student will receive an email that they are at danger of being expelled with instruction on how to arrange a meeting with the Academic Manager. The final decision to expel a student after this meeting is at the discretion of the director of Atlas Language School. By this stage we will have given the student every opportunity to discuss with us if there are any particular reasons for their low attendance. The decision will be issued by email.

If the expulsion is not contested by the student, this will be reported to the student's agent (where applicable), parents (where applicable) and visa services (if visa-required). The student will not receive a certificate for the course and no refunds will be issued.

If a student contests the expulsion, the student may appeal by responding by email within 5 working days of receiving the notification of expulsion. The final decision will be made within 5 working days and the student will be informed by email. If the appeal is successful, the student may continue the course the following Monday.

Excused Absences: Students may be excused for their absences under exceptional circumstances. The application for being excused must normally be accompanied by documentary evidence (e.g., medical certificate).

Sick Leave: In the event that a student is unable to attend lessons due to illness, all students must:

- Notify Atlas Language School by email (liverpool@atlaslanguageschool.com);
- Produce evidence of the sickness (i.e. with a doctor's certificate).

Once this certificate is produced, the sick leave will be recorded on our online school system and the student's attendance will not be affected by the days missed.

In the event that no doctor's certificate is produced, the student will be marked absent for the days that they are ill and not attending lessons.

Please note that sick days will not be added to the end of the course period.

Serious illness of a family member: In the event that a student is unable to attend lessons due to serious illness of a family member, the student must:

- Notify Atlas Language School by email;
- Produce evidence of the family member's illness.

Once evidence is produced, the Admissions Department will assess the case and respond to the student. If the request is accepted, the student's attendance will not be affected and the leave will be recorded on our online school system. In the event that no evidence is produced, the student will be marked absent for the days that they are not attending lessons.

Bereavement: In the unfortunate event of a death of a close family member, students can be excused for their absence. The student should:

- Notify Atlas Language School by email;
- Produce evidence of the bereavement.

Once evidence is produced, a student's attendance will not be affected and the leave will be recorded on our online school system. In the event that no evidence is produced, the student may be marked absent for the days that they are not attending lessons.

Putting a course on hold: Under exceptional circumstances, if it is necessary for a student to return to their home country due to serious illness or death of a close family member, students may apply for their course to be put on hold for a certain period of time. In this case students must:

- Notify Atlas Language School by email;
- Produce evidence of illness or bereavement of the family member.

The Admissions Department will assess the student's case and notify the student if and when they can take the remains of their course. If the request is accepted, the course will be put on hold from the following Monday.

Under 18 year old students:

Students who are under the age of 18 attending a full-time course in our adult centre are required to be punctual and attend 100% of the classes. Should an under 18 year old not be on time or not able to attend class they must inform the school by email or phone stating the reason and their whereabouts.

The school may contact the student's parents/legal guardians and/or the agency as the student might not be supervised during their absence.

Any under 18 year old students arriving late for lessons will not be barred from entering the class as adult students are, but will need to report to reception before going to class which will be reported and followed up on. Under 18 year old students are indicated in class registers and teachers must report if they leave before the scheduled end of the lesson.

If a student under the age of 18 is absent, the school will follow the following procedures until the student's well being is ensured:

1. Contact the student;
2. Contact the host family,
3. Contact the parents/legal guardians and/or agent,
4. Involve the local police station.

16 Policies and Guidelines for Students Staying in a Host Family

British families are known for their friendliness and welcoming disposition. Polite manners are very important in the UK so using “Please” and “Thank you” is the norm and is expected. Our carefully selected host families fully understand the difficulties you might have using the English language and settling into a new culture and that sometimes misunderstandings can happen. If there is ever anything you do not understand or are unhappy about do not be afraid to ask.

Always be aware you are now part of a family environment and not a hotel. Try and fit in by being respectful and taking family rules seriously. Do not smoke in the house.

Safety: Always lock the house the way the family has explained to you and make sure you understand the house alarm. Let the family know if you are going to stay out late so that they do not worry unnecessarily. Exchange phone numbers. If you are returning home late, please be respectful and be as quiet as possible.

Mealtimes: Breakfast and dinner can be included in the package. Please communicate any allergies or dislikes to the family but be open minded about trying new foods as this is part of the experience. Please let the family know should you either be home late for dinner or eating out.

Showers: You should limit showers to less than 10 minutes, once a day unless you have a special reason to require a second shower. Please be aware you are usually sharing the bathroom with other family members and leave the bathroom the way you found it. Shower gel, shampoo etc. are not supplied by the family.

Payment: Please always pay through Atlas or your agent where applicable and do not ask the host family to come to private financial arrangements. You must inform and pay Atlas in advance should you wish to extend your homestay.

Visitors: If you wish to invite a friend over, you should ask your host’s permission first.

Pets: Atlas cannot accept any pets into host families. We might be able to accommodate certified guide dogs.

Laundry: Your host family will either wash your clothes or explain the washing machine to you.

Sickness: Please inform your host family and Atlas if you are sick and unable to go to school and whether you need to see a doctor. It is not acceptable to stay home on weekdays unless you are actually sick.

Underage Students: Should you not have reached your 18th birthday there are a few things to remember:

- Buying and consuming alcohol is prohibited.
- Buying cigarettes is prohibited.
- Please agree on a curfew with your host family. This must be no later than the last bus.
- Adhere to family rules.
- Should the family have to go away for a weekend it is not possible for an underage student to stay in the house by themselves. We will relocate you with an alternative family.

We hope you enjoy your stay in the host family. We are happy to help and answer any questions you might have.

Code of Conduct in a Host Family: During your time in an Atlas host family, you must:

- Be respectful to your host family and respect family rules;
- Try and speak English as much as possible;
- Inform the family should you not be home for dinner, stay out late, not come home at night, etc.

17 Policies and Guidelines for Students Staying in Residences

The below rules and regulations are designed to contribute towards an enjoyable, safe, harmonious and peaceful living experience in our student residences. We ask all of our students to be respectful and to take these rules seriously.

- Parties are not allowed.
- Guests are welcome in the residence but are not allowed to stay overnight. If a guest stays overnight without permission, that will result in your immediate eviction. No accommodation fees shall be refunded in such a case.
- Noise must be kept to a minimum after 10pm.

- Smoking is prohibited inside the building.
- Illegal drugs are not permitted to be kept or consumed on the premises.

- It is forbidden to hang/stick anything to the internal/external walls of the property.
- Entrance doors must be kept locked properly at all times.
- Atlas is not responsible for damage or loss of personal belongings.
- Atlas cannot be held liable for any personal injury to any tenant or tenant's guests in the student residences.

- Aggression and/or violence of any kind towards other tenants or members of staff will not be tolerated and may result in immediate eviction.
- Residence staff members or hired technicians may require access to your room during day time hours for maintenance purposes. Notice will be given where possible.

- Think of the environment! Only use as much electricity, gas and heating as you actually need.
- Waste: Please separate your rubbish accordingly - paper, plastic, regular waste and glass.

Residence staff are entitled at any time to verify that the rules are respected and are allowed to enforce them. Any failure in respect of the above may result in a warning or possible immediate eviction from the accommodation.

We hope you enjoy your stay in the residence. We are happy to help and answer any questions you might have.

18 Code of Conduct

At Atlas Language School we value:

- Difference and diversity;
- Cooperation;
- Respect;
- Tolerance;
- Academic debate;
- Freedom of expression balanced with social responsibility.



While on campus or engaged in any Atlas Language School sponsored activity, all students, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

Atlas Language School aims to provide a quality education and training service in which all students are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour can hinder the academic progress or work performance of others. The purpose of the Code of Conduct is to clearly define student and staff rights and responsibilities that relate to appropriate behaviour. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

Teaching and Learning Code of Behaviour:

In order to achieve a happy, healthy and positive working and learning environment, where a sense of mutual respect is fostered, all staff and students are expected to follow the rules set out in our Teaching and Learning Code of Behaviour.

- We aim to provide a fully immersive environment so students can meet a variety of people from around the world and maximise their opportunities to practise their English. Please speak in English inside the school and on Atlas-organised trips at all times. Not speaking English in the school limits your learning opportunities, and damages the learning environment for others.
- Arriving late, even by 5 or 10 minutes, can be disruptive for the class so please be on time! If you are late once or twice, the teacher can make an exception, but if you are consistently late the teacher will no longer admit you to class.

- Participation in all classroom activities and staying on task are essential for success. So as not to annoy or distract other learners, mobile phones, tablets, and any other electronic devices must be turned off during class time unless the teacher has specifically permitted their use for a particular purpose or period.
- Atlas Language School is a language teaching organisation with an international outlook. We value difference and diversity, cooperation, and freedom of expression balanced with tolerance and social responsibility. While in school or engaged in any Atlas-sponsored activity, all students, staff and visitors are expected to behave in a considerate and courteous manner when dealing with others. You should at all times treat staff members and fellow students with respect and politeness.
- Atlas prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to age, gender, sexual orientation, race or nationality, ethnic or ethos-religious background.
- Teachers are responsible for setting the tone within the learning environment and upholding the principles of respect, cooperation and equal opportunity. The Academic Manager is responsible for assisting students and staff in resolving complaints of unacceptable behaviour and discrimination in the learning environment by ensuring fair processes are understood and adhered to.

Unacceptable Conduct:

Disciplinary action will be taken against students for breaching Atlas Language School's rules and directions concerning acceptable and unacceptable behaviour on campus as well as on course related activities.

Unacceptable behaviour includes but is not limited to:

- Disobeying any reasonable direction by an Atlas Language School staff member;
- Not observing class rules set by the teachers;
- Smoking in the building (you may only leave the building to smoke during breaks);
- Swearing, abusing or disrespecting other students or staff;
- Endangering the lives of others;
- Selling, consuming, distributing and/or being in under the influence of drugs and/or alcohol whilst attending classes;

- Wilful damage to or theft of Atlas Language School property, or property entrusted to the School's care;
- Accessing, storing, processing or transmitting any information deemed to be threatening, obscene, pornographic or harassing in nature;
- Unauthorised use of Atlas Language School intellectual property including School name, logo, training manuals/materials, trademarks, designs, confidential information and copyright material;
- Behave in a manner that interferes with the learning of others;
- Failure to return library or other property loaned by Atlas Language School property by the required date;
- Viewing or distributing offensive material via the Internet, email or other means;
- Discrimination, harassment and victimisation;
- Bullying and intimidation;
- Making racist or sexist comments;
- Behaving in a disruptive manner such as swearing, yelling or using offensive language;
- Stealing, vandalising or causing wilful damage to Atlas Language School property;
- Assaulting or attempting to assault anyone while on Atlas Language School premises;
- Inappropriate possession of guns, knives or other weapons while engaging in Atlas Language School activities.

Consequences of Unacceptable Conduct:

Where behaviour is unacceptable, disciplinary action can be taken. A teacher can ask a student to leave the classroom or refuse entry to a classroom if behaviour is disruptive or dangerous. The teacher issuing the suspension will advise the Academic Manager immediately and complete an incident report.

The Academic Manager will discuss the reason for suspension with the student and will give the student a reasonable opportunity to be heard in respect to the misconduct. At this point the Academic Manager will:

- Modify or dismiss the charge;
- Reprimand and warn the student against repeating the behaviour;
- Recommend that further action be taken.

A student may also be suspended by the Academic Manager, or expelled by the School Director for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, damages or threatens Atlas Language School's property, or the good order of Atlas Language School.

Violence, intimidation, theft and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The police will be contacted in cases of alleged criminal behaviour

Disciplinary Appeal Process:

If the student wishes to appeal the decision made they must complete a Student Complaints and Appeals Form within 7 days of the decision being made. The appeal will be dealt with in accordance with the school's Complaints Policy and Procedure.

19 Access and Equity Policy

At Atlas Language School we have an open access policy and encourage participation in our courses from the whole of the community. We seek to meet the needs of individuals and the community through the integration of access and equity guidelines to ensure all people are provided with the opportunity to participate and successfully achieve their outcomes.

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Atlas Language School prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to:

- Gender;
- Marital Status;
- Pregnancy;
- Parental status;
- Race or nationality, ethnic or ethos-religious background;
- Age;
- Impairment (physical, mental or illness);
- Lawful sexual activity;
- Political belief or activity;
- Trade union activity.



20 Additional School Policies

Mobile Phones:

Mobile phones should be switched off during class. Urgent messages may be left at Reception and can be passed to you in your break time. However, in the event of an emergency, messages will be passed on immediately.

Book Policy:

All students registered for a course of 2 weeks or more are expected to have a book in class. Course books can be purchased at reception for £40, but students may wish to purchase their books elsewhere. Teachers will only provide students with photocopies of the course material for a maximum of one week. If you have been studying with us for a short time, and you haven't used your book much, please ask at the reception for our book return policies.

Changes to Personal Details:

Atlas Language School needs to keep all student records up to date. Should you change your name, address or contact number please inform our receptionists immediately.

Valuables:

Atlas Language School cannot be held responsible for items of value that are stolen or go missing. Please try not to bring these items to Atlas Language School. Keep your purse, wallet, or other items of value with you at all times. Students who are found to have in their possession the property of other students or staff, without the express permission of that other person, risk expulsion from Atlas Language School and further legal action.

Academic Conduct:

Students are expected to perform academically in order to maintain enrolment. Students having difficulties with their English language studies will be provided with counselling and given additional assistance. It is a requirement of international student visas that students meet course requirements, including satisfactory academic achievement.

21 Privacy Notice



This privacy notice refers to information collected by Atlas Language School and describes:

- What personally identifiable information is collected from you through our forms, communications and website;
- What choices are available to you regarding the use of your data;
- The security procedures in place to protect the misuse of your information;
- How you can correct any inaccuracies in the information,
- Information Collection, Use, and Sharing.

We are the sole owners of the information collected on our website. We only have access to information that you voluntarily give us. We will not sell or rent this information to anyone. We will use your information to respond to you regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfil your request.

Your access to and control over information: You may opt-out of any future contacts from us at any time. You can do the following at any time by contacting us via email. You can also contact us to:

- See what data we have about you;
- Change/correct any data we have about you;
- Ask us to delete any data we have about you;
- Express any concern you have about our use of your data.

Security: We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

While we protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job are granted access to personally identifiable information. The computers/files in which we store personally identifiable information are kept in a secure environment.

If you feel that we are not abiding by this privacy policy, you should contact us immediately by email.

What student information do we collect and why do we use it?

- We need to collect information from you when you book a course with us. You will be asked for your name, nationality, date of birth, contact details and medical emergency contacts.
- You may also be asked for your passport or visa details if required, and specific medical and dietary information regarding your accommodation or study needs.
- During school activities, photographs may be taken of students. School photos may be used on our managed social media pages and marketing materials.
- All your personal information and photos will be kept securely and only used:
 - To enrol you in our school;
 - To process transactions;
 - To help with visa applications;
 - To book accommodation;
 - To officially promote Atlas Language School.

Atlas Language School requires permission to use this information or any photographs taken of you. You may request this data at any time or tell us to remove it from our school records unless it is kept for legal reasons.

Data Protection Statement:

What do we use your information for? Any of the information we collect from you may be used in one of the following ways:

- To reply to emails;
- To personalise your experience - your information helps us to better respond to your individual needs;
- To improve our school - we continually strive to improve our language programmes based on the information and feedback we receive from you;
- To complete financial transactions;
- To administer our health & safety records;
- To be able to act appropriately in cases of emergencies.

Who are we? Atlas Language School is the data controller. This means Atlas Language School decides how and why your personal data is used and kept.

How do we process your personal data?

Atlas Language School complies with GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:

- To provide our booking team with relevant information to successfully enrol students on our language programmes and accommodation options;
- To help our academic team and teachers place students in a class at the correct level;
- To process financial transactions and operate the language school;
- To maintain our student, employee, agent and host family files;
- To maintain our health and safety records;
- To maintain our own financial accounts and academic records;
- To meet our accreditation requirements;
- To assist non-EEA students in applying for a student visas in the UK;
- To assist in opening British bank accounts where applicable;
- To order insurances where requested and required;
- To maintain attendance records for immigration services;
- To promote the school and communicate with students regarding events and news;
- To enrol students in English language examinations.

What is the legal basis for processing your personal data?

These fall under either article 6 or article 9 – dealt with separately below:

Article 6 of GDPR- Lawfulness of processing:

- With the consent of the data subject
- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract;

- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract;
- Processing is necessary for compliance with a legal obligation (financial records are kept to meet our legal tax obligations, student records are kept for our accreditation requirements and immigration authorities);
- Processing is necessary to protect the vital interests of the data subject or another person (health and safety obligations);
- Processing is necessary for the legitimate interests of the data controller except where such interests are overridden by the interests, rights or freedoms of the data subject (to promote the language school and communicate information to students).

Article 9 of GDPR- Processing of special categories of personal data:

- Explicit consent of the data subject;
- Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity (visa applications and visa requirements for non-EU students);
- Processing is necessary for reasons of substantial public interest on the basis of EU or Member State law (health and safety records, visa applications and visa requirements for non-EU students);
- Processing is necessary for the smooth operation of any student insurance policies;
- Processing is necessary for archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes (enrolment information).

Sharing your personal data:

Your personal data will be treated in the strictest confidence and will only be shared with relevant staff of Atlas Language School, or to meet its legal requirements. We will only share your data with third parties with your express consent.

How long do we keep your personal data?

In order to meet our operational obligations, we keep your personal data indefinitely, unless you request your data to be removed from our system.

Your rights and your personal data:

Unless subject to an exemption under GDPR you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which Atlas Language School holds about you;
- The right to request that Atlas Language School corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Atlas Language School to retain such data;
- The right to withdraw your consent to data processing at any time;
- The right to request that the data controller provides the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable), unless required for legitimate or legal reasons;
- The right to lodge a complaint with the Data Protection Commissioner.

Transfer of Data Abroad:

Your personal data may only be transferred to countries or territories outside the EU with your express consent if required.

Further processing:

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Contact Details: To exercise all relevant rights, queries of complaints please in the first instance contact liverpool@atlaslanguageschool.com

22 Further Conditions

1. Registration will be confirmed for each student only upon receipt of completed Booking Form and full payment of fees.
2. We do not accept responsibility for costs incurred due to flight delays or cancellations.
3. We do not take responsibility for loss or theft of belongings.
4. Refunds or partial refunds will not be given for Public Holidays, for days missed during the course or for late arrival or early departure.
5. If a student wishes to return to their home country or take holidays elsewhere during the term of their English Language Programme they are free to do so, but no credit will be given for missed study time.
6. In the event that students are unable to attend lessons due to illness, these sick days will not be added to the end of the course period.
7. Promotional Photographs and Videos: Atlas or its representatives may take photographs and videos of classes or other school activities during a student's time with us, which may be used for promotional purposes. If students do not wish to appear in any promotional materials, please advise us at the time of booking.

23 Complaints and Appeals Procedure

The following procedures should be followed if a student has a complaint about any aspect of their time at Atlas Language School.

- If a student has an issue with the lessons they are attending, they should first speak to their teachers. Where a student is dissatisfied with the teacher's response or does not feel comfortable discussing matters with the teacher, they should go see:
 - Tim Morley (Director of studies)
- In relation to any non-academic issues, students can speak to any member of the team:
 - Amanda Morley (School manager)
 - SJ Smith Williams (Front of House Officer)
 - Johanna Sautel (Front of House Officer)

1. The person responsible records the issue of concern or complaint and makes suggestions / takes action to resolve the issue.
2. If the student is not happy with the results, they have the further right of appeal, to be done in writing, by completing a "Complaints Form" and submitting it to the relevant manager. This written statement will explain the issue and include all the relevant information.
3. The person responsible for this service will respond to the complaint in writing, including the reasons for his/her decision, within 5 working days from the date of the complaint. The decision will be agreed with one of the Directors of Atlas Language School prior to informing the student both verbally and in writing.
4. If the student is not satisfied with the solution provided, they are advised to take the matter to an independent agency, such as ACELS (Advisory Council of English Language Schools).

24 Fire and Emergency Evacuation Procedure

All our employees are trained as part of the induction process and during fire drills. There is also at least one Fire Warden on duty in the building at all times.

If you are in class and hear the fire alarm you should follow your teacher's instructions and follow them calmly to the nearest exit. If you are not in class and hear the fire alarm you should leave the building by the nearest available exit. Proceed to the designated assembly point and report to your teacher or an Atlas staff member. In every room and hallway, there is a floor plan which clearly shows the nearest available exit and alternative exit.

When asked to exit, teachers leave with their class and gather at the designated assembly point. It is important that teachers check that all students are present. Any missing students/staff should be reported to a Warden.

In normal circumstances, exit should be made through the regular classroom doors. In the event of fire outside a classroom, or in the hallway, exits may be via alternative corridors or via the Fire Exit doors.

Evacuation Procedure:

1. The alarm is activated;
2. During the sounding of the alarm, please follow your teacher to the closest exit;
3. If you are in class please leave all belongings (bags, coats, etc.) behind you;
4. If you are not in class proceed to the nearest exit on your own;
5. Once outside please proceed to the assembly point;
6. When the "all clear" has been given, by the Warden, all occupants can return to the building.

