



LEWIS SCHOOL OF ENGLISH

Your Pre-Arrival Guide



Preparing for Your Stay at our Adult School



Welcome to Lewis!

It's nearly time for your English language course here at the Lewis School, and we imagine you must be excited about your stay!

We have created this guide to assist you in preparing for your stay and to answer some of the questions you may have about our courses. If you would like any further information, please feel free to ask - we are here to help you!

We look forward to seeing you very soon.

Best wishes

Alistair Walker,
Director



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Before You Arrive

What to Bring

- Passport or national ID card*
- Clothes for hot and cold weather - English weather is changeable!
- Umbrella or raincoat
- Mobile phone
- UK adaptor
- Any medicine you normally take and translated prescriptions from your doctor
- Insurance policy details
- Letters from school. Keep these in your hand luggage.

*It's a good idea to carry a photocopy of your passport in case you lose it.



Spring



Summer



Autumn



Winter

Seasonal Temperature Guide

Spring - average max. 14°C, average min. 6°C

Summer - average max. 22°C, average min. 13°C

Autumn - average max. 16°C, average min. 9°C

Winter - average max. 9°C, average min. 3°C

Customs

There are restrictions on the amount of tobacco, alcohol and gifts you can bring to the UK. Do not bring in any meat or dairy products if you are travelling from outside the EU. There are also restrictions on traditional medicines, food products such as eggs, fish, honey and some fruit. For more information:

Food - www.gov.uk/bringing-food-animals-plants-into-uk/food

Other goods - www.gov.uk/duty-free-goods



ETA (Electronic Travel Authorisation)



The UK government recently introduced the ETA to enable a quicker and more secure digital immigration system. You can get an ETA instead of a visa if you are planning to travel to the UK to visit for up to 6 months, including for study. Travellers from visa-exempt countries such as EU/EEA countries will need to apply for an ETA before travel.

It costs £10 to apply and you will normally get a decision in less than three days.

- Eligible non-Europeans can now apply for an ETA and will need an ETA to travel from 8 January 2025
- Eligible Europeans can apply from 5 March 2025 and will need an ETA to travel from 2 April 2025.

For more information and to check if you can apply, visit the website below.

<https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta>

Healthcare & Insurance

Insurance Cover

We strongly recommend that you have comprehensive insurance to cover you in case of accident or emergency. International students may be charged high fees for NHS services - see below. The Lewis School can arrange insurance cover for you. For fees and more information, visit: <https://lewis-school.co.uk/adult-useful-links/insurance-cover-adult-programmes>.

National Health Service (NHS)

The NHS is the UK's publicly funded healthcare system. As an overseas visitor, you may be charged for NHS services, and these fees can be very high. Treatment in Accident & Emergency departments and at GP surgeries (a GP is a doctor who provides general medical treatment for people who live in the local area) is free for everyone, however.

Students on a Short-term Study Visa: If you are studying in the UK for more than 6 months and require a Short-term Study Visa, you will need to pay an Immigration Health Surcharge as part of your visa application. This will enable you to use the NHS during your stay in the UK.

EU/EEA Students: If you are visiting from the EU, Norway, Iceland, Liechtenstein or Switzerland, bring your European Health Insurance Card (EHIC) if you are eligible to continue using it in the UK. This will enable you to get free NHS treatment. Certain restrictions apply - for full details, visit <https://www.gov.uk/government/publications/how-the-nhs-charges-overseas-visitors-for-nhs-hospital-care>

After You Arrive

If you arrange your own accommodation, we recommend that you register with a GP. If you come to Reception, we can give you a list of doctors surgeries in your area. If you are in a homestay and need to see a doctor, ask your host to take you to their GP.

Under 18?

If you are under 18 years and are travelling alone, you will need to bring a completed parental consent form and show it to airport staff and also at Passport/Border Control. Make sure you travel with this document and keep it in your hand luggage. If you don't have a copy of the form, you can download it from: <https://lewis-school.co.uk/useful-links/school-policies/>.

Information We Need Before You Arrive



Your mobile phone number



Health information and dietary requirements



Flight details. We need these at least one week before arrival.



Name and phone number of the person we should contact in an emergency

Please make sure you have passed this information to your agent, or to the Lewis School if you have booked directly through us.



Arriving at the Airport

If You Are from a Non-EU/EEA Country

- Complete a landing card during your flight and keep it with your documents.
- Show your letters from the Lewis School at Passport/Border Control.
- The Border Force officers will ask you simple questions about your stay in the UK.

If You Are Under 18

- Show your parental consent form at Passport/Border Control.

Airport Transfers

If you have booked an airport transfer with us, you will be met at the airport. The driver will be holding a sign similar to the one opposite. For your safety, we will email you a password, which you should ask the driver to tell you when you meet. You will be taken directly to your accommodation. Do not worry if your flight is delayed as the driver will check flight information and will adjust their arrival time if necessary. The driver will have your mobile phone number to contact you, so please make sure that your phone is turned on and charged.

See <https://lewis-school.co.uk/useful-links/travel-visa-preparation> for airport transfer fees.

If you are travelling independently to Southampton, please see the next page.



Any Problems?

If you experience any problems at the airport, please call the school number on +44 23 8022 8203. If the school is closed, listen for the emergency number on the voicemail message.



Travelling to Southampton

By Public Transport

Southampton is easy to travel to by coach or train, and also has its own international airport. If you wish to travel by public transport, here are our recommendations.

Travelling from	Suggested Routes and Prices (Single Journey)
Heathrow Airport (LHR)	Coach: National Express (direct; journey time 2 hours, price approximately £18-£23)
Gatwick Airport (LGW)	Coach: National Express (direct; journey time 2.5 hours, price approximately £17-£25) Train: direct; journey time 2 hours, price approximately £9-£19
Stansted Airport (STN)	Coach: National Express (1 change; journey time 4.5 to 5 hours, price approximately £27-£36) Train: 2-3 changes; journey time 3 hours, price approximately £21-£71

Please note: these are our recommendations for public transport. Other routes are available but may be longer or more expensive.

We can also provide a taxi transfer service to your accommodation. See <https://lewis-school.co.uk/useful-links/travel-visa-preparation> for prices.

Useful Websites



Coaches

www.nationalexpress.com



Trains

www.nationalrail.co.uk



Airports

Southampton (SOU) - www.southamptonairport.com

Bournemouth (BOH) - www.bournemouthairport.com

London Heathrow (LHR) - www.heathrow.com

London Gatwick (LGW) - www.gatwickairport.com

London Stansted (STN) - www.stanstedairport.com

“My experience in Lewis School has been so exciting.” Jesus, Portugal



Homestay Accommodation

Living in a Homestay

Staying with a homestay host can be a valuable part of your language course. All homestays have been personally chosen by us and are regularly inspected. Your host will welcome you into their home and will treat you like a family member.

Your host will:

- Provide you with food and a safe place to stay.
- Provide towels and bed linen.
- Wash your clothes.
- Show you how to travel to school on your first day.
- Help you learn about British culture.
- Help you practise your English.

You should:

- Keep your room tidy and make your bed.
- Put your dirty clothes where you are asked to.
- Make sure you know the bathroom arrangements.
- Clean the bath, shower or basin after using it.
- Not spend too long in the bathroom!
- Not smoke or burn candles/incense in the house without permission.



Please also do your best to:

- Be respectful and polite. The British love saying 'please' and 'thank you'!
- Be helpful around the house. In the UK, men and women often share household chores. It's a sign of respect to offer to help.
- Sit with the host at mealtimes and in the evenings. Try to find things to talk about.
- Be respectfully quiet at night.

Please remember that this is a home, not a hotel. Different homestays have different rules. It is important that you take time to understand and respect the rules of your new home. You may need to think about what you say and how you say it. Please ask us for help with this.

If you would like to have friends or visitors, please always check with your host first and make sure your visitors respect the house rules.

Houses in the UK May Be Different

- Tap water is safe to drink in the UK.
- Houses may be smaller than in your country.
- Air conditioning is not common in homes. If you're hot, ask for a fan or you can buy one from a shop.
- In the winter, the heating is usually switched off at night. If you feel cold, tell your host and they will give you extra blankets.
- The bathroom is normally shared with other household members, so please leave it as clean and tidy as you found it.
- Bathroom floors don't usually have a drain, so please don't get the floor wet!
- Toilet paper can be flushed in the UK but please don't put anything else in the toilet.
- Toilets don't have a hose. Bring a travel hose if you don't wish to use toilet paper.

Meals

Half Board & Full Board












If you've booked half board, your host will provide breakfast and dinner Monday to Friday and all meals at the weekend. With full board, your host will also provide a packed lunch on school days.

If you're not at home for lunch on Saturday or Sunday, your host will give you a packed lunch. Remember to ask for one!

Typical Breakfast Food

					
Cereal	Toast	Jam	Eggs	Yoghurt	Fruit
A typical breakfast may include some (not all!) of the above					

Typical Food Eaten at Dinner

					
Meat	Fish	Curry	Pie / Quiche	Pasta	Pizza
					
Soup	Vegetables	Salad	Chips / potatoes	Rice	
Your dinner (main course) may include one or more of the above					

The food may be different to what you normally eat in your country, so please be open-minded and try it! However, do tell your host if there are certain things that you don't like to eat. If you require a special diet such as vegetarian, vegan, Halal, no pork, coeliac or lactose-free, you must indicate this on your booking form.

"My host family was perfect! They always tried to support me during my stay." Emi, Japan

Pets

The British are animal lovers, so many hosts have pets in the house such as dogs or cats. These animals are loved and treated with kindness. If you're nervous around animals, politely let your host know. Pets are trained to use the bathroom outside or in dedicated areas. They are vaccinated against diseases such as rabies, worms and parasites so are more hygienic than wild animals.

We ask you for your preferences regarding pets on your booking form and we provide details of any pets with your homestay confirmation letter.

Keys

You will be given a key to enter and leave as you wish. Please be respectful and make sure your host knows if you will be coming home late at night, missing a meal, or going away for the weekend. If you don't let them know, they will worry!

Important Information

Problems or Concerns

If you have any problems or concerns, please discuss these with your host first. If these cannot be resolved, tell our Welfare staff at Reception, who will be able to help you. It is important to deal with any concerns as soon as possible.

Payment

All accommodation payments must be made to the school, not the host. Unused accommodation fees are refundable.

Damage

You must pay for any damage you cause, even if it was by accident. Please tell your host if you have damaged something - they will respect your honesty.

Changes to your Booking

If you would like to make any changes to your booking such as changing from full board to half board, requesting a special diet such as Halal, or changing your departure date, you must discuss this with the school. You are required to give one week's notice if you leave your homestay earlier than your original leaving date. Special reasons for leaving are treated separately.

If you have any questions before, during or after your stay, please contact us - we are here to help you.

We wish you a wonderful homestay experience!





Your First Day

Welcome, Induction & Placement Test

On your first day, you'll meet our staff and we'll give you a written and oral placement test. We will also provide you with a Welcome Pack, explain important information about the school, and take you on a tour of the city. We ask you to arrive promptly for 9.00 on your first day.

First Day Timetable

9.00	<p>Welcome</p> <p>Our reception staff will give you a warm welcome. We make a copy of your passport and take a photo of you for your student card.</p>
9.15	<p>Placement Test</p> <p>You'll have a grammar test and speaking test to find out your level. These replace your first lesson. During the speaking test, we learn about your aims and your learning needs.</p>
10.30	<p>Welcome Talk & School Tour</p> <p>We give you a Welcome Pack with a ringbinder, booklet and pencil, and we explain important information about the school and your course. You'll then have a school tour.</p>
11.00	<p>Meet our Students</p> <p>Enjoy biscuits and a chat with other students and make new friends!</p>
11.30	<p>Lessons Begin</p> <p>We'll introduce you to your teacher and you'll have your first class.</p>
13.00	<p>Lunch</p>
14.00	<p>Afternoon Lesson (if applicable)</p>
15.30	<p>City Centre Tour</p> <p>At the end of the day, on certain weeks, we show you important and useful places in the city centre, to help you familiarise yourself with the local environment.</p>

You will find more information about lessons on the next page.

"They care a lot about their students and do the best they can for each of us." Marisa, Portugal



Lessons

General English

On your first day, we place you in a suitable class based on your placement test score (grammar and speaking). See the table below.

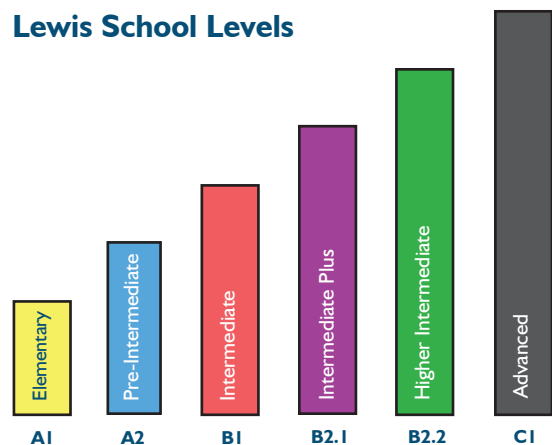
Changing Levels

We can change the level of your class any week, when you and your teachers feel that you are ready. Our teachers meet on a weekly basis to discuss which students are ready to move up. If you think your class is too easy or too difficult and you want to move to another level, please talk to your teachers.

What Will I Study?

You will follow our General English syllabus, which has weekly topics, language points and skills practice. It is designed so you can start and finish any week. You can see the full syllabus in the Student Zone of our website. Please note: we do not follow a textbook in General English.

Lewis School Levels



Levels are aligned to the Common European Framework of Reference for Languages (CEFR)

Other Courses

If you have booked an IELTS course, you will follow a coursebook. This is included in your fees if you have booked the 12-week or 3-week IELTS course. Please note that IELTS exam registration is not included in the course fees. If you wish to book an IELTS exam, we can do this for you. Please see <https://lewis-school.co.uk/english-courses-for-adults/ielts> for details and prices.

On the Academic Year programme, you can choose from all our group courses and you will have a personal tutor to help you decide which course is best for you.

Class Timetable

Lesson	Times
1st Lesson	9.30 - 11.00
Break	11.00 - 11.30
2nd Lesson	11.30 - 13.00
Lunch	13.00 - 14.00
3rd Lesson	14.00 - 15.30
Break	15.30 - 16.00
4th Lesson	16.00 - 17.30

Your normal timetable will be:

9.30 - 13.00 for General English, IELTS, Academic Year and all other 15-hour courses.

9.30 - 15.30 for General English and Academic Year Plus.

However, in busy times, particularly in July and August, your lessons may be timetabled any time between 9.30 and 17.30, and your schedule may vary from week to week.

Attendance & Punctuality

We have some important rules about attending class and arriving on time. For example:

- If you are going to be late or absent, you must phone or email us before school starts
- If you arrive more than 15 minutes late for the 1st lesson, you will not be allowed to enter
- You must arrive on time to the 2nd and 3rd lessons or you may be refused entry
- You need 80% attendance or more to receive a course certificate
- Students under 18 are required to attend all lessons

Please see the full Attendance & Punctuality Policy at <https://lewis-school.co.uk/useful-links/school-policies>.

Homework

Homework may be given as a follow-up to your lesson. If you would like more, please tell your teacher. We also have self-study facilities. See the next page for details.

Feedback

It is very important to us that you are happy and making progress. We ask you for your feedback at the start and end of the course. Also, from time to time, we may invite you to have a private talk about your classes, your teachers, your accommodation and anything else you wish to discuss. Everything you tell us will be treated as confidential.

Progress & Exit Tests

If you wish to check how much progress you have made at your current level, you can try one of our progress tests. In your final week at Lewis School, you will have the option of doing an exit test. This is similar to your placement test so you can compare the scores. You can also book an exit speaking test.



School Facilities

Food & Drink

We have a coffee room with a coffee machine and a vending machine for cold drinks and snacks. There is also a microwave for you to heat up your lunch. Our school is right in the city centre, so you will find lots of shops, cafes and restaurants just a short walk away. These include Solent University's restaurant, Starbucks, KFC, Nando's, Bella Italia, ASDA supermarket and numerous restaurants in West Quay shopping centre and West Quay Watermark.

Leisure & Internet

The school has free Wi-Fi and two computer rooms that are free for you to use. Outside, there are garden patios where you can relax. We also have table tennis. Opposite the school is a big, beautiful park which is very popular with our students.

Self-Study

Our Computer Room / Study Centre has various self-study facilities, including:

- **photocopiable materials** such as grammar and vocabulary exercises. Take these to reception and if you would like us to photocopy them for you.
- **a mini-library** where you can borrow storybooks ('readers') at different levels of English. You need to pay a £10 deposit to borrow these
- **reference books** such as dictionaries
- **computers** for online study

Prayer

We have a prayer room at school and there are churches, mosques and other places of worship nearby. You can find more information in our Student Zone at <https://lewis-school.co.uk/private-zone/student>.

"Everyone is really nice. The school building is great. This is the perfect place to learn." Laure, France



Social Activities

Join the Fun!

We believe social activities are a very important part of your learning programme. They provide the chance for you to socialise, practise your English and learn about British culture. All activities are optional. Some activities are free and others you have to pay to attend.

Trips

We arrange regular weekend trips to beautiful and interesting places near Southampton. Destinations include London, the Isle of Wight, Oxford, Bath, Brighton (above), Stonehenge and the New Forest National Park for walking, cycling or horse riding.

Other Activities

Evening activities include pub trips, barbecue parties, cinema trips, restaurant meals, bowling and international food nights. Daytime events include films, art and craft classes, football, cookery classes, local visits and much more!

Study Clubs

You can improve your English skills at our free Conversation Club. Our Conversation Club topics often link to trips and other events on the social activities programme, helping you to practise your English while you have fun!



Download this month's programme from:
<https://lewis-school.co.uk/private-zone/student/>

"I really enjoyed social activities and made many friends." Tatsuya, Japan



Southampton

Museums & History

There's lots to see and do in Southampton! SeaCity Museum celebrates Southampton's maritime history, including the sailing of the Titanic in 1912. Other museums include Solent Sky aviation museum, Tudor House & Garden, and the excellent Southampton City Art Gallery, which is free to enter. You can also walk the medieval city walls.

The Waterfront

Ocean Village (above) is Southampton's marina and offers bars, restaurants, cinemas and boat trips. Southampton is also the UK's cruise capital and you can see many cruise ships such as the Queen Mary 2. From Town Quay you can also catch a ferry to the beautiful Isle of Wight.

Shopping

WestQuay is one of the best shopping centres in the south of England is right in the centre of Southampton. There are over 90 stores, including John Lewis, Marks & Spencer, Apple, Hollister and Superdry.

Nightlife & Entertainment

Southampton is a vibrant city with excellent pubs, nightclubs, cinemas and restaurants. Check out the fantastic new WestQuay Watemark with its luxury cinema, 20 restaurants and a bowling alley. We also highly recommend watching a musical or ballet at the Mayflower Theatre. Southampton has several music and cultural events that take place in its parks and other locations. See <https://visitsouthampton.co.uk/>.

Sports & The Parks

With many large and beautiful city centre parks, our city is one the greenest in the UK. These are ideal for playing sport or just to relax. Elsewhere in the city you can take part in wide range of sports, including sailing, golf, horse riding and kayaking Football fans can also watch Premier League football at St Mary's Stadium, home of Southampton Football Club.

For more information, visit <https://lewis-school.co.uk/private-zone/student/>

Student Zone

View the Syllabus and Find Useful Information

Our Student Zone is full of useful information for you.

Visit <https://lewis-school.co.uk/private-zone/student>



Online Syllabus

See our full General English syllabus and read can-do statements for each week. Click on your level, then select the correct week. We will shortly be adding some free online practice here too!



Days Out

You can find travel guides to Bath, Brighton, Bournemouth, Bristol, London, the New Forest, Oxford, Portsmouth, Salisbury & Stonehenge, Winchester and Windsor.



UK & Southampton Information

We have pages about: Attractions in Southampton, Bank Accounts, British Laws, Driving, Health & Emergencies, Information for Non-EU/EEA Students, Phones, Places of Worship, Private Accommodation, Saving Money, Travel and Voluntary Work.



School Policies

You can find all our school policies here or at www.lewis-school.co.uk/policies. These include our policies on: Student Selection, Under 18s Joining Adult Courses, Attendance & Punctuality, Discipline, Health & Safety, Sex & Gender, Complaints Procedure, Safeguarding, Radicalisation & Extremism and Equality.

"I've learnt a lot of native expressions." Maria, Spain



Welfare

We're Always Here to Help You!

Studying English in the UK is a wonderful experience and we want you to be having the best possible time here at the Lewis School. However if you are having any problems with your lessons, your accommodation, or are facing any personal difficulties, please come and speak to us - we are here for you.

Please also feel free to ask any of us about your stay or about learning English. We're always happy to help!

Under-18s

Our minimum age in the Adult School is 16, and we have special welfare procedures for anyone under 18. This includes weekly tutorials to check that you are ok. For full details, see our 'Policy for Under-18s Joining Adult Courses' at <https://lewis-school.co.uk/useful-links/school-policies>.

Culture Shock

This is a term that we use for feelings that you may have when you first arrive in a new country. You may feel homesick and everything is very different from what you are accustomed to. You may feel frustrated because people don't understand what you are trying to say, you may not like the food or you may feel everything is confusing and overwhelming.

Please come and talk to us if you feel this way - there is always someone at school who is willing to listen to you. You can also talk to your homestay hosts. Not everybody feels this way, but it can be difficult and upsetting if you do. Sometimes it also helps to talk to other students from your country as they can understand what you are experiencing.

Emergency Phone Number:

We have a 24-hour number for students/parents/guardians. Please note: this is for **emergencies only!**

"Lewis School felt like a home for me." Clemilde, Angola



Welcome to Britain!

Things You'll Notice

Some things in Britain may be different to your country. Here are some things our students have told us that surprised them about the UK.

Britain is very green and there are lots of parks.

Cars drive on the left.

Summer days are long - it's still light at 9.30pm!

When it rains, life just goes on as normal!

The UK is very multicultural.

The weather is very changeable. When you go out in summer, you need sunglasses and an umbrella too!

Everyone queues for the bus. No one pushes in!

People always say 'thank you' and 'sorry'!

You can find food from all around the world.

"It was really enriching due to the mix of many nationalities." Victor, Spain

Let Your English Come to Life!

*Innovative language programmes for adults, juniors and teachers
Attractive locations within easy reach of London
Possibly England's friendliest school!*



LEWIS SCHOOL OF ENGLISH

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