

Express English College

Student Handbook Under 18

What you need to know to stay safe, well and
happy while you study with us.

2026/27 · Manchester, UK

Welcome to Express English College

Express English College (EEC) is a Manchester-based private college that offers quality English language education to international students who want to study English in the UK. We give students an engaging, motivational and memorable learning experience; we aim not only to improve your English but also to boost your confidence.

We take the welfare of all our students very seriously. We want you to be safe, secure and happy while you study with us.

This handbook is for every student under 18: students aged 16 and 17 on our adult courses, and students aged 12 to 17 on our residential Junior Summer Programme.

Our team

Edward

Principal
Designated
Safeguarding Lead (DSL)

Tracy

Welfare Officer
Deputy Designated
Safeguarding Lead
(DDSL)

Gabi

Administration Officer
First Aider, Fire Marshal

Welfare for under 18s statement

The Children Act 1989 treats anyone under the age of 18 as a child. Express English College is dedicated to fulfilling and, where we can, exceeding our duty of care towards all our students. For students under 18, this means the level of care you would expect from a reasonably attentive parent in the same circumstances.

We recognise that students under 18 from outside the UK may not know the local environment as well as young people who live here, which can put them at greater risk. Every young person deserves to be protected from abuse, to be safe from injury, and to live in a healthy environment while they are with us.

Our full commitments are set out in the Welfare of Under 18 Students document and in our Safeguarding Policy, both on our website.

How we can help you

- The staff at Express English College are here to help you 24 hours a day, 7 days a week.
- We will talk to you about your wellbeing during your induction on your first day.
- If you have a problem or a concern of any sort during your stay, please speak to any member of the team. All conversations are treated confidentially and no problem is too big or too small. If you are not sure who to see, go to the Welfare Officer.

- We want you to feel comfortable and happy during your time in Manchester. If you have a problem in class or in your accommodation, do not hesitate to speak to us. We are committed to making sure that everyone is treated with respect.

07483 911770

EEC emergency number, 24 hours a day. Outside school, call this number if you have a serious problem or emergency. It is on your student card.

999

UK emergency number for the police, an ambulance or the fire service.

0800 1111

ChildLine: a free counselling service for children and young people. Call if you have a problem and do not want to tell anyone you know.

Arrival at school

- On the first day of your course you are given a tour of the premises and told about the safety procedures to use in an emergency.
- You do a placement test and receive a full induction. You are placed in a class according to your placement test result.
- You have an Individual Learning Plan meeting with the Academic Manager to talk about your learning goals and targets.
- You receive a college ID and lanyard. Students under 18 wear a pink lanyard. Wear your ID at all times in the college, on class trips and on activities.

Safety, wellbeing and valuables

- Do not carry large amounts of cash with you.
- Keep a copy of your passport with you during your stay.
- Keep your passport, travel documents, tickets and valuables in a safe place. Ask your host family or residence staff where to keep them.
- Report any theft or loss immediately to the school (or ask your Group Leader to call us) and we will help you report it to the police.
- Try not to show expensive items such as jewellery or tablets in public places.
- Be careful in crowded places and look out for thieves.

- Keep your mobile phone charged and switched on at all times, except in lessons. We may need to contact you, and you may need to contact someone if you get lost or separated from your group.
- Keep the contact details of your group leader, host family or residence on your phone.

Health

- The Welfare Officer, your host family or residence staff can help you find a doctor, dentist or pharmacy.
- If you need to take medication during your stay, bring it in correctly labelled packaging, with the doctor's note or prescription, clearly stating doses and times. The only medication you can carry yourself on a trip or visit is an EpiPen, insulin pens and reliever inhalers.
- If you have a medical issue or feel unwell, talk to an adult: your Group Leader, the Welfare Officer, your teacher, the Academic Manager, your host family or residence staff.
- Talk to your teacher first if something is worrying you. If it is still worrying you, tell the Welfare Officer.

Road safety

Cars in the UK drive on the left. Look right, then left, then right again before crossing the road. Use a zebra crossing or cross at the traffic lights whenever you can. We will help you learn what to do.

What we expect

- Call the school or send an email if you are going to be late. If you do not call us, we will call you, so please answer your phone. If you do not, we will call your parents, host family or residence.
- Speak English at all times, including during breaks.
- Be on time for classes. Students arriving more than 15 minutes late are marked as late on the register. Students who arrive 15 minutes late without telling EEC in advance cannot join the first session. Students who are 10 minutes late after the break cannot enter the class and are marked absent. Students who are often late receive a verbal warning, then a written warning, and we may talk to your parents or guardian.
- Tell us if you are too ill to come to school. If you are ill and your host family will not be at home, a member of the school team may visit you.
- Your wellbeing is our first concern. EEC will contact your family or guardian immediately if we are concerned about your wellbeing or timekeeping.
- Do not use your mobile phone in class unless your teacher asks you to use it for your studies.

Going out: students aged 16 and 17 on adult courses

- If you go out in the evening or at weekends, tell your host family where you are going and who you are with.
- Your curfew is 11 pm. Tell your homestay family if you are going to be late home. If you are late without a good reason and have not told your family or the school, we will inform your parents or guardian.
- Outside school hours, lessons and scheduled activities you are not supervised by the school. You and your parents or guardian are responsible for your welfare and safety during these times.

Junior Summer Programme students (ages 12 to 17)

- You are supervised by EEC staff during lessons, activities, excursions and at the residence. You do not travel alone and you must follow staff instructions at all times.
- There is at least 1 adult for every 5 students on activities and excursions.
- The residence curfew is 9:30 pm.
- Airport transfers on your arrival and departure days are included and are arranged by the school.
- Travel and health insurance is required.

Do's and don'ts

Smoking and vaping

You cannot buy cigarettes or vapes if you are under 18. Smoking is forbidden in any enclosed workplace, public building or public transport vehicle in the UK. Express English College has a strict no-smoking policy, and smoking and vaping are not allowed on the Junior Summer Programme.

Drugs and alcohol

It is illegal to buy alcohol if you are under 18, or to drink it in public. It is illegal to buy alcohol for someone who is under 18. It is illegal to buy, take or supply controlled drugs. Express English College has a zero-tolerance approach to drug and alcohol misuse. If you have any worries about drugs or alcohol, please speak to the Welfare Officer.

Religion

Please speak to the Welfare Officer if you need information about practising your religion in Manchester.

E-safety

Do not send abusive or inappropriate messages or images. Sexting (sending or asking for a sexually explicit image, message or video) involving anyone under 18, including yourself, is

against the law in the UK.

Activities

EEC provides activities, trips and visits to improve your English outside the classroom and to help you make the most of your time in Manchester. When an activity or trip includes students under 18, we keep a ratio of at least 1 adult to every 5 students under 18.

For students on adult courses, the weekday social programme is free, though there may be small entry or travel costs. Most weekend excursions are run by Smile Adventures and usually cost £30 to £40.

For Junior Summer Programme students, afternoon activities and the Saturday excursion are included in the programme.

Your accommodation

Homestay (students aged 16 and 17 on adult courses)

- You should feel at home in your host family accommodation. Speak and interact with your family as much as possible.
- There will be an adult present at home throughout your stay.
- If there is anything you cannot eat, tell your host.
- Be at home in time for meals. If you will miss a meal because of the social programme, tell your host in advance.
- Respect your host family's house rules. It is their home and they are sharing it with you.

Residence (Junior Summer Programme)

- Junior students stay together in a supervised hall of residence in Manchester.
- Follow the residence rules and the instructions of residence staff, and respect the curfew.
- Tell residence staff straight away if you feel unwell, unsafe or unhappy.

Code of conduct

Everyone is entitled to feel secure at school and in their accommodation. This code of conduct makes sure everyone understands their responsibilities and helps make EEC a happy, safe place to learn.

- Always be aware of your surroundings.
- Behave well, both outside on an activity and inside the classroom. Loud, abusive or bad behaviour is not tolerated.

- Look after your belongings, including your phone and other electronics. Do not leave your luggage unattended.
- Be on time for all lessons. Call reception in the morning if you are late.
- Your student ID must be visible at all times. A replacement costs £10 from reception.
- Present yourself neatly.
- Students must not contact staff members outside college, including by personal email or social media. This does not include the emergency number in a real emergency.
- Bringing alcohol or illegal drugs to the college is not allowed. It is dealt with under the disciplinary procedure and leads to immediate dismissal.
- Do not bring any knives to the college.

Feedback

- At the end of your induction day you are given a questionnaire about your arrival and induction.
- During the first week you have an Individual Learning Plan meeting with the Academic Manager, who will ask you to fill in an Early Days questionnaire.
- Every month you have a tutorial meeting with the Academic Manager and are asked for feedback on your course. The Welfare Officer asks for feedback on your accommodation.
- In your final week you have an end-of-course review meeting and complete a questionnaire about your overall experience.

Complaints

Express English College listens to all complaints, formal and informal, and always tries to solve your problem in the best way.

Your course

If you are unhappy about your course, class, level, teaching materials or books, talk to your teacher. If the complaint is about your teacher, speak to the Academic Manager. If the Academic Manager does not fully deal with the problem, you can go to the Principal. We try to resolve any complaint within 7 working days. If your issue is still not resolved, you can contact complaints@englishuk.com.

Anything else

If you are unhappy about another part of your stay, such as accommodation, administration or the activity programme, talk to the Welfare Officer, who will listen carefully and try to resolve it quickly. If the problem is not fully dealt with, you can go to the Principal. We try to resolve any complaint within 7 working days. If your issue is still not resolved, you can contact complaints@englishuk.com.

Harassment, bullying and abusive behaviour

Express English College wants an environment free from harassment and bullying, where everyone is treated with respect. If you face any harassment or bullying by staff, students or visitors, talk to the Welfare Officer. All complaints are confidential and are dealt with quickly.

Any behaviour that disturbs the safe environment of the college is unacceptable and is dealt with seriously. This includes direct or indirect discrimination against a person because of their gender, disability, background, race or religion. Unacceptable behaviour at Express English College includes:

- Any form of bullying, verbal or physical.
- Nationalistic, religious and cultural racism, sexism and homophobia.
- Swearing and using offensive language.
- Sexual harassment.
- Violence towards visitors, students or staff.
- Stealing property from EEC or other people.
- Intentionally damaging property.
- Involvement in illegal activities.
- Reading or sharing extremist materials.
- Doing or saying things that oppose British values (based on the UK government's Prevent duty).

All staff are aware of the signs of abusive or bullying behaviour. If any is witnessed, they contact the DSL or the DDSL, who decide what to do. Abusive behaviour can result in immediate dismissal from the course without a refund.

Procedure

The Welfare Officer gives a verbal warning, followed by a warning letter. If the behaviour happens again, the student is dismissed from the course with no refund. In the most serious cases the college may dismiss a student immediately and may involve the police.

Safeguarding under 18s

Our college accepts students aged 16 and over on its adult courses, and students aged 12 to 17 on its supervised residential Junior Summer Programme. We have a duty of care to everyone under 18. Our Safeguarding Policy aims to make sure that under 18s are protected against any kind of harm, including physical, emotional, sexual or psychological abuse and neglect.

Designated Safeguarding Lead (DSL): Edward, Principal
Deputy Designated Safeguarding Lead (DDSL): Tracy, Welfare Officer
First Aider and Fire Marshal: Gabi, Administration Officer

Express English College has fully trained first aiders. You will see their names and photos on the noticeboards. First aid kits are in the reception area, and group leaders take a first aid kit on trips and sports activities.

Online safety

- You can use the EEC computers in the Computer Area.
- Do not share personal information or upload photographs on the internet. It can lead to online harassment and scams.
- Some websites are automatically restricted. Please see our E-Safety Policy on our website.

Behaviour and discipline

You must follow the EEC Code of Conduct and behave courteously to staff and students. Bad behaviour is not tolerated and will be discussed with the student involved. If problems continue, or are safeguarding issues, EEC will investigate further. Junior Summer Programme students must also follow the Junior Programme Terms and Conditions.

Radicalisation and the Prevent duty

EEC takes its Prevent duty very seriously. We want a happy, safe college with no extremist opinions or actions. We promote the British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs. Intolerant or extremist speech or actions are not allowed, and any issues are reported to the Welfare Officer.

We are here to help

If you have a question about studying with Express English College or your time in the UK, contact us:

Emergency (24/7): 0044 (0)7483 911770

Office: +44 (0)161 232 0302

Email: info@expressenglishcollege.co.uk

Website: www.expressenglishcollege.co.uk

Review: updated October 2026. This document is reviewed by the management team at least every six months. Next review due April 2027. It may also change in line with UK law.