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BRITISH COUNCIL
for the teaching
of English in the UK

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<https://adults.devonschool.co.uk/images/downloads/adultswelcomepack2019.pdf>

ADULTS

STUDENT WELCOME PACK

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Brian & Joan Hawthorne

Founders of the school

"You will find we have created
a **happy, relaxed** and **friendly atmosphere**
where **learning English** is a **real pleasure**"

Brian Hawthorne

EMERGENCY PHONE NUMBER +44 (0)7885 221647

When the school is closed, this is the emergency phone number.

This number is also on your student card.



meet the family



Paul Hawthorne
Principal



Bret Hawthorne
Academic Director



Chris Hawthorne
Junior School Director

meet the staff

If you have any questions about excursions, ask **Will**.



Will Guilfoyle
Activities Manager



Kathy Hughes
Catering Manager

If you have any questions about lessons or English study, please ask **Anthony**.



Anthony Dolphin
Director of Studies

If you have any questions about your homestay or life in England, please ask the staff at reception. If you have any other problems or concerns, please talk to **Beth** and **Helen**.



Beth Goodyer
Student Welfare & Accommodation



Helen Wilkinson
Accommodation, Finance & Welfare



Teachers

Ben Crushcov
Douglas Pollock
John Blakemore
Jo Redwood
Jayne Jordan
Julia Saracli
Paul Des Forges
Richard Perry



Learn more about the Devon School staff here:
<http://devonschool.co.uk/meet-the-team>

the school day



09.00 to 10.30	lessons
10.30 to 11.00	coffee break
11.00 to 12.30	lessons
12.30 to 13.30	lunch
13.30 to 15.30	lessons intensive courses
15.45 to 17.00	lessons combination courses

On your first day, please come to the school at 08.30.

Here is the regular timetable for the school. The school day starts at 9.00. Please be on time. There are no lessons on Friday afternoons.

On Bank Holiday weeks, most lessons start at 08.45 and there are Friday afternoon lessons.

the two school buildings



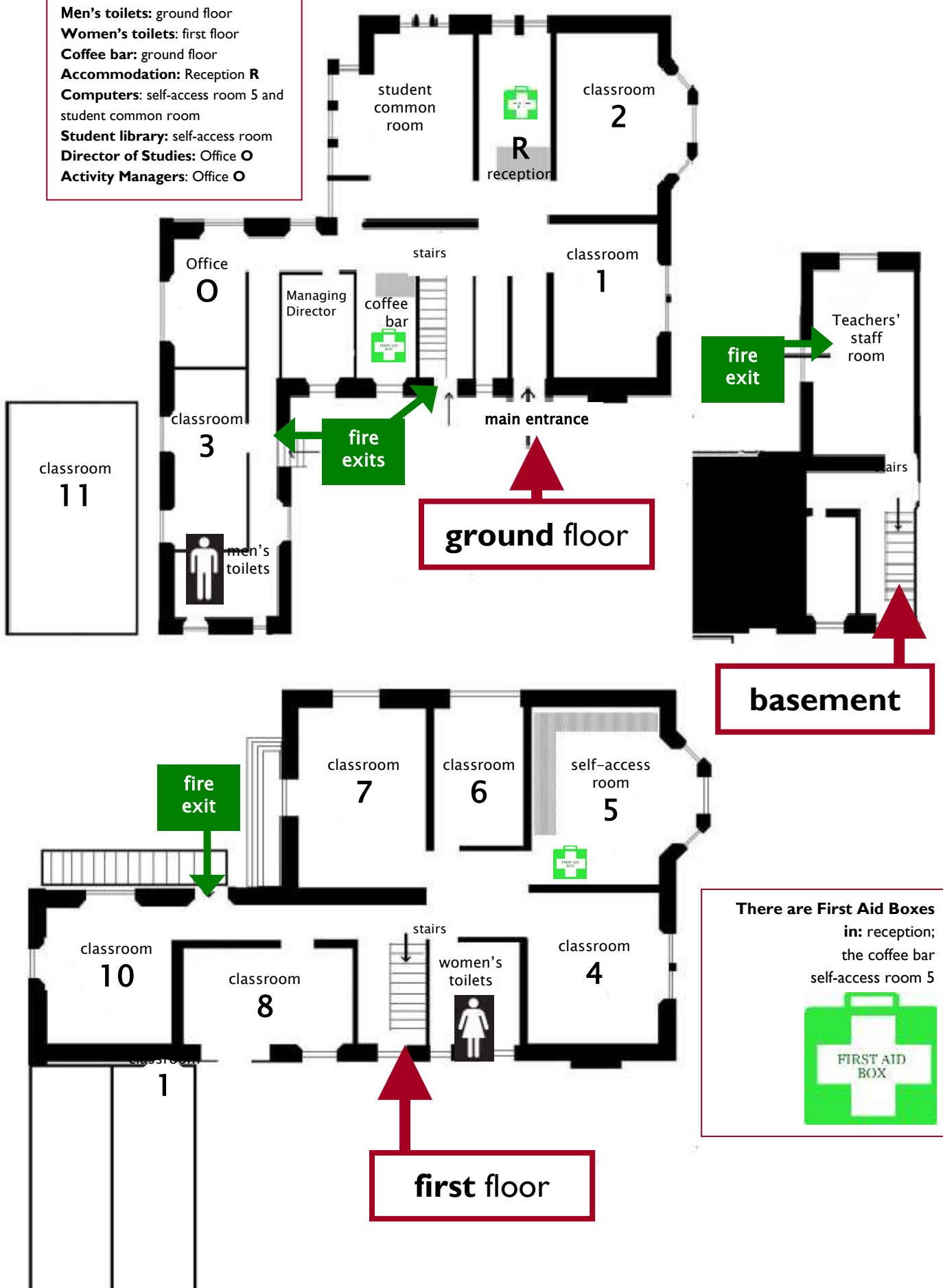
Devon School has two buildings. The main building is **The Old Vicarage**, the second is **The Glendale**. Here is a map showing the two schools. The two schools are about 200 metres apart.

The Old Vicarage
1, Lower Polsham Road

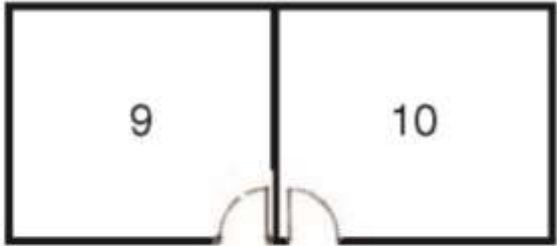
The Glendale
18, Polsham Park

THE VICARAGE

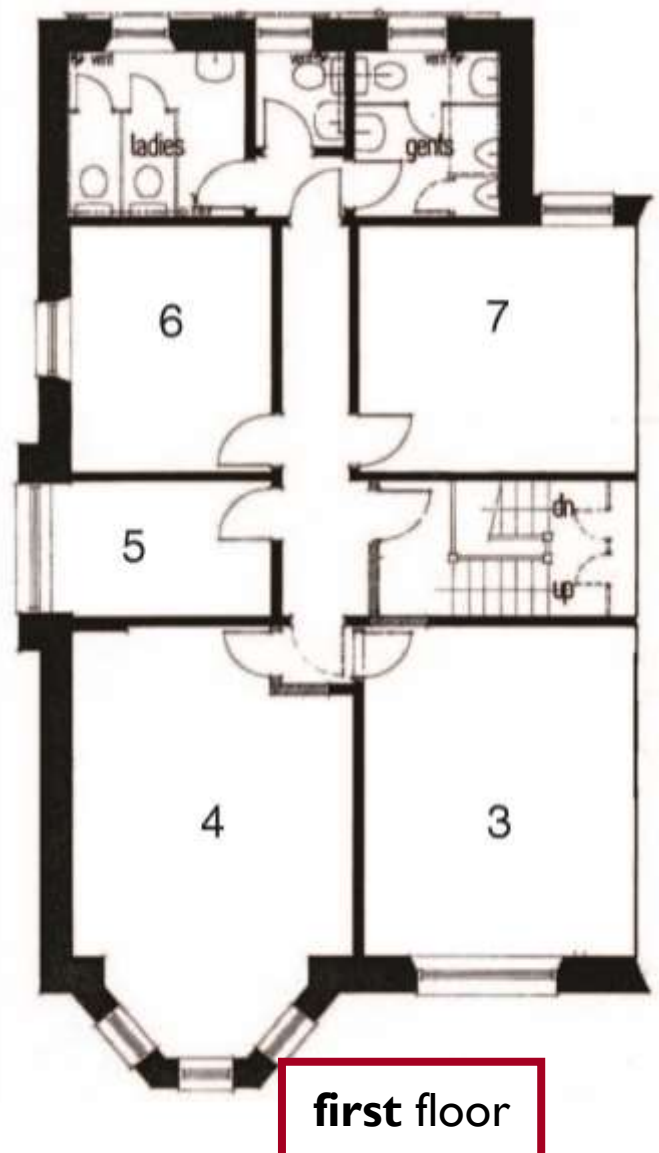
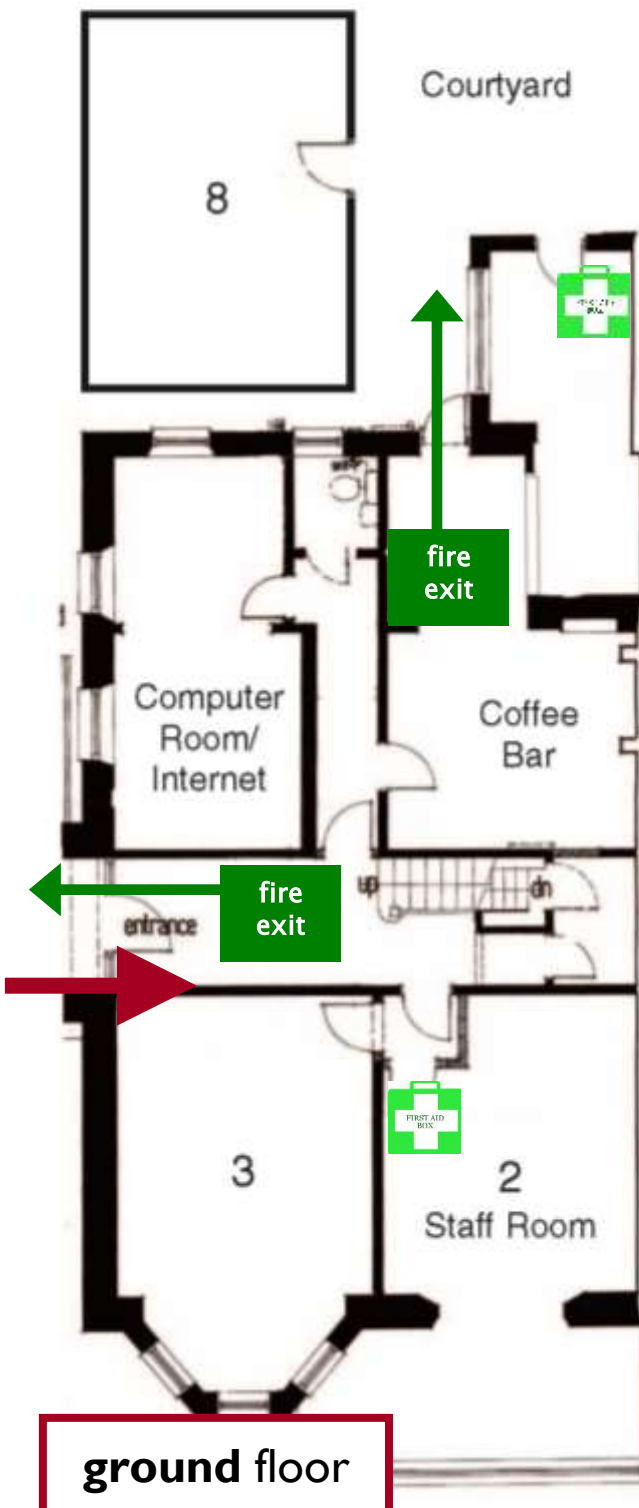
Men's toilets: ground floor
Women's toilets: first floor
Coffee bar: ground floor
Accommodation: Reception R
Computers: self-access room 5 and student common room
Student library: self-access room
Director of Studies: Office O
Activity Managers: Office O



THE GLENDALE



There are First Aid Boxes in:
the staff room 2;
and in the kitchen



THE GLENDALE

Classrooms: 1, 8, 9, 10 ground floor;
3, 4, 5, 6, 7 first floor.

Men's toilets: first floor

Women's toilets: first floor

Coffee bar and canteen: ground floor



Computers & internet access

There are computers for students to use in the **student common room** in The Vicarage. The Devon School website has lots of links to useful study sites, software and apps. Go to downloads on the school website and click suggestions for future study. The site also has news and photo galleries and information about the local area www.devonschool.co.uk You can join us on **Facebook** or follow us on **Twitter** too for lots of news, events and updates.

The access code for the school computers is **DEVONSCHOOL** You can buy a mains adaptor at the school to charge your laptop or smartphone.

There is a wireless network in the school so you can use your own smartphone, tablet, laptop to connect to the internet. The wireless code is **Devon#1971** select **Vicarage** as the network

Rules on internet use: No access to 18+ sites – Sexually explicit material, gambling, extremist (radicalisation) sites. There is a maximum of 30 minutes on the computer when the school is busy. Do not download or install software on the school computers. If the internet connection is not working, please tell somebody in reception.

Teachers and Devon School staff are advised not to add present students as friends on Facebook. Please do not be offended if teachers refuse a private friend request. You can keep in touch with staff and students by joining the Devon School Facebook page.



JOIN US ON FACEBOOK
facebook.com/devonschool



FOLLOW US ON TWITTER
twitter.com/devonschool

Using the school library



Devon School has a library in the Academic Office. You can borrow DVDs, graded English readers (some with CDs & cassettes), novels, and text books. The library is open at open at breaks and lunchtime and after **15.30** on Monday, Tuesday, Wednesday and Thursday and from 12.45 on Fridays. Someone will be there to help you at this time.

The library is free to use. Someone in the office will write the the name of the item borrowed, your name and the date in a book before you take the item away.

Paignton Public Library is next to the train station. You can become a temporary member while you are here. Ask a member of staff for more information.

Lunch at the Devon School

We have our own full-time chef who works each day to create tasty and healthy choices for your lunch. You can choose from a special hot meal that changes each day, hot paninis, baguettes or sandwiches with a filling of your choice. We also offer a range of freshly-made boxed salads. All the lunches are reasonably priced and made to order. Please order lunch during morning coffee break. Your lunch will be labelled with your name and waiting at the coffee bar for you at lunch time. You can eat in the common room, on outside tables and in the classrooms when you see the sign (right):

Sample lunch menu



The Devon School of English Café Menu

Grilled Panini £3.20
extra ingredients £0.30p

Toasted bread
with the following ingredients:

Cheese & Tomato

Cheddar cheese **or** blue cheese **or** goat's cheese ✓

Cheese & Ham

Cheddar cheese **or** blue cheese **or** goat's cheese

Tuna Melt

with Cheddar cheese

Bacon & Brie

Falafel, Tomato & Cheddar ✓

Chicken, Pesto & Sunblush Tomato

Goat's Cheese & Tomato ✓

Pulled Pork & Brie

Salad Bowl £4.80

**Mixed Leaves, Rocket, Tomato, Cucumber,
Red Onion & Pepper** with half a **Brown Baguette**
extra ingredients £0.30p

Goat's Cheese, Olives & Sunblush Tomato ✓

Chicken & Crispy Bacon & Croutons

Cheddar, Brie & Blue Cheese ✓

Tuna, Olives & Free Range Egg

Pasta, Pesto, Pine Nuts & Brie & Cherry Tomatoes ✓
just these ingredients

Pulled Pork, Cheddar & Garlic Croutons

Falafel, Couscous, Cherry Tomato & Olives ✓
just these ingredients

Snacks

Border Biscuits £0.80

Fruity Bar £1.20 ✓

Sweet Bars £0.80

Danish £1.20

Fruit Yoghurt £0.60

Drinks

Filter Coffee £1.25

Tea £0.90

Water £0.80

Frobishers £1.60

Fentimans £1.60

Coke, Tango, Sprite £1.00

**Baguette, Focaccia Pocket
or Wrap £3.20**

Goat's Cheese, Olives & Sunblush Tomato ✓

Chicken & Brie & Tomato Chutney

Pulled Pork, Cranberry Sauce & Brie

Tuna Mayonnaise & Cheddar

Prawns in Marie Rose Sauce

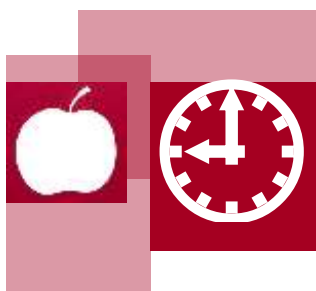
Egg Mayonnaise & Brie

Falafel, Raita & Cherry Tomatoes

PLEASE LOOK AT THE BLACKBOARD FOR
DISH OF THE DAY & SOUP OF THE DAY

PLEASE INFORM US OF ANY DIETARY NEEDS

Devon School rules



Please be on time for your lessons.

Arriving late disrupts lessons and is unfair to your classmates and your teacher. If you are more than **5 minutes late** and don't have a good reason to be late, your teacher will ask you to wait until after the morning break to join the lesson. In Britain, it is considered impolite to arrive late for an appointment and your lesson is no different, so please try and be on time. If you are a little late, please remember to apologise to your classmates and your teacher when you enter the room.



01 803-559718

If you are ill and cannot come to school, please telephone the school.

If you need to miss a class for a special reason, tell your teacher or Anthony. Please remember the school has to tell UKVI (UK Visa and Immigrations) about students who miss classes and are in breach of their visa entry conditions. Your teachers plan courses carefully so it is important that you come to every lesson.

Use of mobile phones and smartphones in class

Please do not use your mobile phone or smartphone in lessons unless your teacher says it is ok. For example, your teacher may permit the use of an online dictionary site or search engine at specified points in the lesson. Private browsing and messaging during the class is not respectful to your teacher or your classmates and you may be asked to put your phone at the front of the class if you do not comply with the class rules.

Please speak English in the School

Please try to speak English at all times both in and out of lessons. Using your first language excludes other people and you might lose chances to practise and make new friends.

Security in the School

Please do not leave valuable items or money unattended in rooms.

Please do not use fire exits to get in and out of the school because this makes it easier for thieves to come into the school. There is an entrance code for the main door in The Glendale. This code will be given to you on your first day.

Unacceptable behaviour

Any student behaving in a way judged by the Directors to be detrimental and harmful to other students and the reputation of the School will be asked to leave immediately. Examples of such behaviour include bullying & intimidation, disruption of classes, acts of verbal or physical aggression, committing criminal offences and any racist acts. Please report any incidents to a member of staff as soon as possible. In such cases, the normal conditions of business apply. For detailed policy descriptions see 'Our Policies' on the Devon School website.

Attendance and Lateness policy for students

Attending all your classes and being on time is very important for your own progress and other students' studies.

Attendance:

We expect you to attend 100% of all your classes, including morning and afternoon lessons.

Lateness:

Please try to arrive at school before your class starts. If you are more than **5 minutes** late, your teacher may ask you to wait until after the next break before joining the class. This will be recorded in the class register and will be treated as an absence for recording purposes.

What happens if your attendance is poor:

An attendance report is run every week. If your attendance is a problem, you will be called to a meeting with a Director of Studies or Director of the School to discuss your attendance. A second meeting will be arranged for 2 weeks later to review the situation. If your attendance has not improved, a warning letter will be issued and your family, agent or sponsor will be informed. No certificate or report will be given if your attendance is unsatisfactory. Ultimately your course may be cancelled without refund. If your absence is down to family, religious or health issues, these will of course be taken into account.

Rules for 16 and 17 year old students

Curfews All students are expected to return to their homestays at a **reasonable time** in the evening. Students under the age of 18 **must** be back home by **10.30pm**. If you are running late for whatever reason, please inform your host family by phone as soon as possible. If any students ignore their curfews, a formal meeting may be arranged and their parents/guardians may be informed. Repeated problems might result in a student being sent home. If you are part of a group, you may have different curfew times set by your group leader. These curfews should be kept.

If you are under 18 on an adult course, your parents/guardians will have signed an agreement before you arrive stating confirming their understanding that on an adult course you will have more unsupervised time than on a junior course. We will ask you what your plans are each afternoon and evening. At the weekend you must abide by curfews and tell your host what you are doing each day. The school will need your parent/guardian's consent in advance, if you plan to leave the area or stay overnight away from your host family.

Smoking You must be 18 years old to buy cigarettes or tobacco in the UK. Smoking in the UK is banned in all public indoor spaces. This includes pubs, bars, clubs, cinemas, restaurants and public transport.

Alcohol You must be 18 to buy alcohol. Most English pubs do not welcome under 18s. When you are buying alcohol in a pub or restaurant or supermarket, young people (up to the age of 25) may be asked to provide ID to prove their age. For advice concerning drugs or alcohol visit www.direct.gov.uk. There are strict rules about drinking alcohol in public areas in Torbay. Drinking on the street or on the beach is strictly prohibited. The police will confiscate alcohol consumed in public areas and you may be fined. Rude or aggressive behaviour under the influence of alcohol will result in police action.

Protection for under 18s Your safety and welfare are the most important things to us. We ensure that every student, regardless of age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity has the right to participate in a school's activities in a safe environment. Please do not hesitate to approach any member of staff if you have any problems. You will find our full Child Protection Policy available to read on the notice boards at school and on our website: <http://devonschool.co.uk/visas-and-policies> If you have any concerns or worries or you feel homesick, please speak to Nina, Beth or Helen.

National Values

As a school, we recognize and support a set of **values that are important in the UK**.

We expect all of our students and staff to respect these values and appreciate the role they play in British life. There are four core values:

DEMOCRACY

People in Britain choose who governs them in elections. Democratic systems are present in many areas of British life. At the school, we try to find a consensus of opinion among students and staff when making decisions. We have meetings and use feedback to gather the opinions and ideas of staff and students.

RULE OF LAW

Although governments help to make laws in parliament, the justice system in the UK is separate from government and religion, and the same law applies to everyone. At the school, our rules apply to everyone, too and they are there to promote the best conditions for all of us. If you feel a rule has been unfairly applied to you, you have the right to appeal and state your case.

INDIVIDUAL LIBERTY

People in the UK have a large amount of individual liberty. They can choose to say and do many things as long as what they say and do stays within the rule of law and does not harm others. The school works hard to protect your rights as students and give you every opportunity to express yourself and develop as individuals.

RESPECT & TOLERANCE

People of many different cultural traditions, faiths and beliefs live in the UK. Everyone is expected to show tolerance and respect for each other and each other's beliefs and customs so we can live harmoniously within our communities. As an international school, we welcome students from a wide range of backgrounds and demand that all staff and students treat each other with respect and tolerance at all times. We must all join together to learn from each other and to fight discrimination and stereotyping.

If you have any questions about these values, you can talk to your teacher or house parent or one of the school managers. If you find anyone in the school who is opposed to these values and is possibly making others uncomfortable or worried as a result, please report them to the Centre Manager or another member of staff as soon as possible.

Health & safety in the school

First aid boxes are kept in both school buildings (see maps - pages 4 & 5) and in the school minibuses.



The appointed first aiders in the Devon School are **Beth Goodyer** and **Paul Hawthorne**.

All accidents & work related ill-health are recorded in an **accident book** which is kept at: the Vicarage Reception. Responsibility for reporting accidents, diseases and dangerous occurrences to the enforcing authority is held by the Principal, Paul Hawthorne.

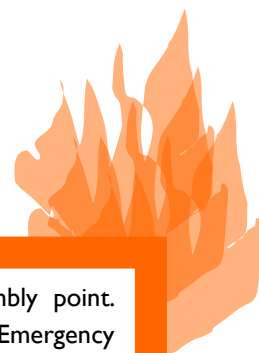
We are totally committed to ensuring health, safety and welfare of all our students and staff at all times. The company is committed to ensuring that it complies with all relevant Health and Safety legislation. Where it is reasonably practicable to do so, the company will strive to go beyond the requirements of legislation.

The company is committed to ongoing monitoring and review processes, so that continual improvement in the management of Health and Safety can be achieved. If you have any concerns about health and safety in the school, please report it to Paul Hawthorne or another member of staff.

Our **general intentions** are:-

- To **prevent accidents** and cases of work-related ill health;
- To **maintain safe** and **healthy** working and learning **conditions**;
- To **review** and revise this **policy** at regular intervals.

In the event of fire, please proceed to the nearest **fire exit** and wait in the fire assembly point. Fire risk assessment is undertaken by Paul Hawthorne. Escape routes are checked daily. Emergency evacuation is tested every 6 months. Fire extinguishers are checked and maintained annually.





Problems

If you have a problem with any part of your stay, the first step is always to discuss the problem with the right person in the school and they will be happy to help you.

- If you have any problems with **your lessons**, please speak to your teacher.
- If you are unhappy with **your teacher** for any reason, you can talk to Anthony Dolphin in the Office in The Vicarage.
- If you have any problems with your **accommodation or your homestay family**, please speak to Beth or Helen in Reception.
- If you have any other worries or concerns, please talk to the Student Welfare Officers.
- If you have any problems with the **activities**, please speak to the Activity Manager in the office in The Vicarage.
- If you prefer, or the above are not available, you can speak to one of the Directors (Paul, Bret or Chris) in the Directors' Office in The Vicarage.

If you have spoken to the right person and you are still unhappy, you are welcome to use our formal complaints procedure. The process is as follows:

- 1) Ask for a complaints form & envelope from the reception desk in The Vicarage.
- 2) Please complete the form as well as you can, and return this to Reception. The form will be given to Paul Hawthorne, the Principal of the School, or another Director appointed by him if he is not in the school at that time.
- 3) A Director will consider your complaint, and contact you as soon as possible to arrange a convenient time for you to talk about your complaint in private to him. Whenever practical, this meeting will be arranged and conducted on the same day as the complaint and always within 48 hours of the complaint.
- 4) After your meeting, your complaint will be investigated and then discussed with the other School Directors & Principal, and a decision will be made about what action will be taken within 24 hours.
- 5) A further meeting will be arranged with you in private. In this meeting the **decision** of the Directors will be presented and explained to you. This meeting will be conducted as soon after the decision as possible and no later than 24 hours after the decision. If you are still unhappy, the way to register the complaint with ENGLISH UK will also be explained.



English UK is the world's leading language teaching association and your guarantee of high quality and good service. Students can appeal to English UK if they are dissatisfied with the way a centre deals with a complaint. See www.englishuk.com/complaints

Bullying

At the Devon School of English, we **do not tolerate** or accept **bullying of any type**. We call this a zero-tolerance policy.

There are different types of bullying. Here are some examples

1. If someone **hits** you or **pushes** you, he or she is a bully.
2. If someone **says nasty, unkind things to you** - that is bullying.
3. If someone **laughs & comments** every time you answer a question in class that is bullying.
4. If someone **sends you unpleasant or nasty messages** – that is bullying, too.
5. Bullying is **making fun of someone's clothes**.
6. A group of friends **isolating another friend** from their group – that is bullying
7. If someone says **your country** is stupid or **bad**, that is bullying

You could say that there are **4 types of bullying**:

- **Indirect:** (examples 6 & 7)
- **Physical:** (1)
- **Electronic or Cyber:** (4)
- **Verbal:** (2, 3 & 5)

We do not tolerate any **verbal abuse** or **bullying** that targets a group or individual's **race, religion, disability, gender, sexual orientation, appearance** or **circumstance**.

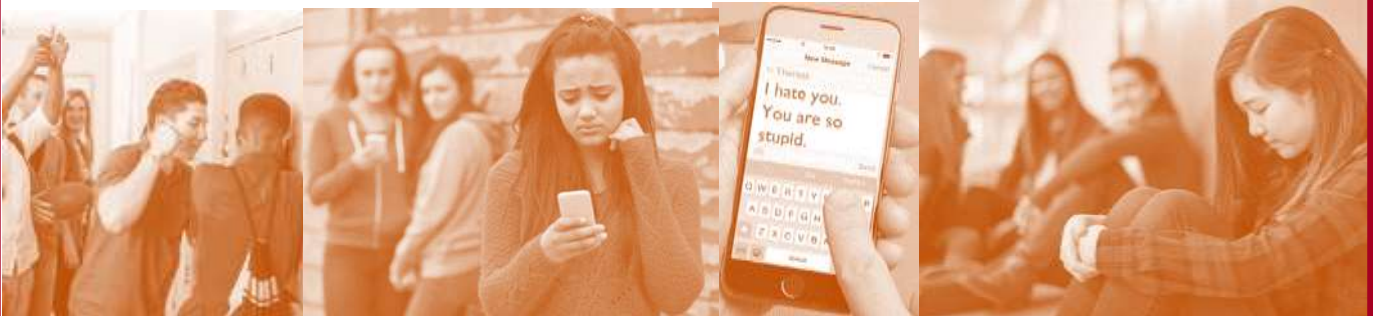
The Devon School is a cosmopolitan school. Everyone is different and we respect people's differences. We think different is great!

Bullying can make people feel very, very unhappy, even desperate. If you think someone is bullying you or someone else, please speak to a member of staff. We will listen to you, and then speak to the person who is bullying you.



The Devon School of English

Our Anti-Bullying Code



Everyone has the right to feel safe and enjoy their stay at The Devon School of English, free from intimidation.

Our school will not tolerate any bullying or abuse - physical, verbal or emotional - in the school, out of the school, or online.

If you feel bullied or see bullying, tell us. Tell your teacher, tell your activity leader, or tell your homestay host. Don't keep quiet.
If we all work together, it won't happen.

SAY NO TO BULLYING

mobbing harcèlement التسلط
малтретирането zastrašivanje
sikanování assestjament 欺凌
nasilničko ponašanje pananakot
εκφοβισμός നടുക്കു megfélemlítés
einelti penindasan bullismo
いじめ 괴롭힘 bēguman
znęcanie się запугивающий
Застрашивање acoso mobbning
zorbalić Злякання bắt nạt
กลั่นแกล้ง bwlio בוליונות



Our educational policy

At the Devon School of English, we believe that language is best acquired when it is used meaningfully in situations that you can relate to and enjoy. Our courses aim to respond to your interests, needs and professional or academic contexts and are based on the belief that fluency comes from confidence and pleasure in the language and language learning.

Emphasis is on the practical use of modern English – including its vocabulary, grammar and pronunciation. Lessons help you improve and adapt your learning habits along with the skills of speaking, listening, reading and writing.

We believe that your English learning extends beyond the classroom into your time outside of the school which is why we take great care to ensure that the social programme and your stay with local families form an important part of our curriculum and perform a significant role in your language learning.



The English we teach

In most cases, Devon School lessons refer to **British English**: British English phonology, British English grammar & lexis and British English spelling. However, we also understand that learners sometimes require an appreciation of alternative terms from North American English or from an international English in which non-native speakers use English as a common language.

We feel the model of British English used in the school is descriptive, natural and dynamic. Where necessary, your teachers will make you aware of the register and effect of non-neutral words and phrases, for example whether they are formal or casual and when and where they can usually be used.



Assessing your level

Before you arrive at the Devon School, you should take our **placement test** online:

<http://adults.devonschool.co.uk/entry/form.php> - the test has **100 questions** and you have up to **60 minutes** to complete it. On your first morning at the school, you will have a short interview. This will help us to place you in the correct class for your level. All students have different strengths and weaknesses. For your classroom level, your ability to use English is the most important factor in selecting your level. For more information about particular levels, see the descriptions on page 16 and find more detail on our website.



Assessing your progress

Your progress is monitored by your class teachers. Teachers make assessments based on your all-round classroom performance and relate this to the level descriptions (see page 16). In addition, your teachers will set weekly tests to see how much language you are retaining. Your teacher will talk to you about your progress and advise you on ways to improve. When a teacher feels you would benefit from a move to a higher class, they will inform the Director of Studies. Remember that you can always discuss your progress with Anthony. Longer stay students are encouraged to take progress tests when they have been at a level for 5 weeks or at a point suggested by their teacher.

Helping you to learn

At all levels, you will study and practise the **structure of English** and work on widening your **vocabulary** as well as developing your **speaking, listening, reading** and **writing** skills. **Pronunciation** practice will help you with both your speaking and listening and will be an integral part of your lessons. Your teacher will help you to find the best ways to study and help you become a more **independent learner**. These new habits will help you to progress and stay motivated long after you leave the school.

The amount of time it takes students to progress to the next level varies from student to student. Students with the following skills and habits usually make the quickest progress:

- Students who like using English.
- Students with good study habits.
- Students with good communicative skills.
- Students who are good at finding patterns.
- Students who are good at reading intentions.

Your lessons

You will have **2 teachers**: one teacher in your morning lessons and a different teacher in your afternoon lessons. This gives you the chance to experience different styles of teaching and to hear different voices.

Making mistakes is a normal and necessary part of learning a language. When you are **speaking** in class, your teachers will not stop you to correct your mistakes. They will make a note of any mistakes and deal with them later. Try to speak as often as you can both to your teacher and to other students. Your teacher will change the partners and groups you work with in class so you can get used to different accents and personalities and practise maintaining conversations.

At the beginning of each week, your teacher will preview what you will study in the week and ask you if there are any areas you would like to study. The teacher will add all of the suggestions to the **lesson menu** in your classroom. The suggestions could be about a grammar point, a vocabulary area, or practice for a particular situation (e.g. visiting a doctor, giving a presentation in English, etc).

At the end of each week, you will usually have a short **test** to review the use of words and phrases you have studied. This will be a simple, informal test to help you assess your own progress and how much you have remembered. Your teacher will record your test scores to assess your progress.

If you need any **extra help** at any time, ask your teacher for advice. They can refer you to some self-study material or arrange to review areas in class. If you need more help, you can arrange a **student counselling meeting** after school with Anthony.

Using English outside of your lessons

Students often ask how they can get more chances to speak English outside of their lessons. First of all, make sure you come to the **Conversattion Club** in the school each week. It is free and is designed to help you improve your ability to make and manage conversations. Of course when you are staying at the school, you will have lots of chances to speak to fellow students, teachers, home stay families and to local people in shops, pubs, cafes and restaurants.

Below are some ideas for other ways in which you can meet people and use your English. Some of these opportunities are only available locally for when you are staying with us in Torbay but some of them can be used when you return home.

Find a Language Exchange Partner

This site allows you to talk with language learners and students from all over the world.

The Student Room: <https://www.thestudentroom.co.uk/forumdisplay.php?f=117>

These sites help you find local who want to do a language exchange. So, for example, you can help an English speaker with their Spanish or Arabic or German study (your first language) in exchange for them chatting to you in English.

Devon Skills & Language Swap: <http://www.gumtree.com/skills-language-swap/devon>

Torbay Language Exchange: http://www.mylanguageexchange.com/city/Torquay__England.asp

Lang-8 <http://lang-8.com/>

WeSpeke: <http://en.wespeke.com/learn-languages-online/learn-english.html>

Join a Local Club

Joining a club is a good way to meet people and a great way to spend your free time. Here are a few local ones. Of course, joining a club or night class doesn't have to be about English study or languages for you to practise your conversation. Students have enjoyed going to local gyms, swimming clubs, chess clubs, tennis clubs, political campaigns and even local church services.

Free English Conversation Club:

<http://paignton.2day.ws/paignton/section/FreeEnglishConversationsessionsForForeignStudents/>

Clubs & Societies in Torbay: <https://www.yell.com/s/clubs+and+associations-torquay.html>

Torbay Inter Faith Forum: <http://www.palaceavenue-methodist.org.uk/community/tif.html>

Join an Online Chat Room or Forum

Chat rooms can also be good ways to practise your English and discuss things with native and non-native speakers.

English Club Chat Room:

<https://my.englishclub.com/main/authorization/signUp?target=https%3A%2F%2Fmy.englishclub.com%2Fchat>

Feedback Forms

It is really important for us to know how you feel about your lessons. You can speak to Anthony (or any of the Directors) at any time about your classes. At the **end of your first week**, your teacher will remind you to **complete a feedback form (Feedback 1)** – you can find the feedback forms at the back of this folder. Ask at Reception if you need a new form. When you have completed the form, put it in the **red suggestion box in the Common Room**. There are more feedback forms (**Feedback 2 and 3**) for you to complete at the end of the course. When we receive any unsatisfactory feedback, the school aims to address the issue by Tuesday lunchtime (when feedback is submitted on a Friday).

Lesson Materials

Our teachers have access to a large library and digital network of resources. Your morning lessons will generally follow the progression of a coursebook along with material informed by the weekly menu of requests from students. You can **buy** or **borrow** (£20 deposit) a **coursebook**. You can pay for this at the Reception in the Vicarage. Remember to keep your ticket so that we can give you back your money when you return the course book at the end of your course. Please do not write in any of the borrowed course books you use in class. We also use photocopies and scans to provide the most appropriate presentation and practice of the language. There are extra materials available to buy in the school or to order (all from our supplier at competitive prices) and there are a number of reference books and coursebooks you can borrow in room 5 in the Vicarage..

Preparing For Examinations

You can study for the following examinations at The Devon School. We have regular Cambridge First, Advanced and IELTS courses in the school. Preparation for other examinations can be arranged, so please talk to Anthony if there is an exam you would like to prepare for. If you would like more information about examinations or advice on your future study plans and possible college or university applications, please arrange a meeting with Anthony. For advice on exams and qualifications for specific careers and professional development, you can arrange a meeting with Anthony.



Cambridge First (First Certificate English)

Cambridge Advanced (Certificate in Advanced English)

<http://www.cambridgeesol.org/exams/>

IELTS



IELTS (International English Language Testing System)

<http://www.ielts.org/default.aspx>

You can prepare independently or in private lessons for other tests.

Cambridge KET (Key English Test), **Cambridge PET** (Preliminary English Test)

Cambridge Proficiency (Certificate of Proficiency in English), **Cambridge BEC** (Business

English Certificate), **TOEIC** (Test of English for International Communication) <http://www.uk.toeic.eu/>

TOEFL (Test of English as a Foreign Language) <http://www.uk.toefl.eu/>

Certificate & Reports

At the end of your course, you will receive a Certificate of Attendance if you have been to classes regularly. You will also get a Report and Recommendations sheet written by your morning class teacher which details your progress and strengths and weaknesses as well as some advice on future study. You will also receive a list of links to recommendations for future study. Your teacher may highlight which of these will be the most useful to you in your future study. Business, 1-to-1 Students and students on a course for Teachers and Trainee Lawyers receive special reports.



Here is some information about our student levels:

False Beginner



You know a few words and phrases and can answer some simple questions about yourself.
You know the letters of the English alphabet and can read and write slowly at a basic level.

At the end of this level you should be able to:

Introduce yourself and give basic information about your home country, your job, your family, your likes and dislikes and your daily routine. Use and understand English in some simple everyday situations for example, ordering food in a café, asking for things in a shop. Read basic instructions and information. Write simple messages. Reading vocabulary: about 400 words.

Elementary (Basic User of English)

A1

You can communicate in some simple everyday situations but your pronunciation may cause problems and it is difficult for you to keep talking. You can understand native speakers if they speak simply and clearly. You can read simple texts but need to use a dictionary when you do. You can write simple sentences.

At the end of this level you should be able to:

Talk about yourself, about your family, your job, your hobbies, your plans etc. Ask other people for information. Talk about your recent news and past experiences. Give simple descriptions of people and places. Say what you can and can't do. Write simple paragraphs, e-mails, postcards, diary entries, etc. Read graded readers and articles for pleasure with less reliance on your dictionary. Reading vocabulary: about 800 words.

Pre-intermediate (Basic User of English)

A2

You can make yourself understood in everyday situations and talk about simple ideas. You can usually understand key information in announcements and clear native speaker speech. You can read simple texts and pick out key information in written notices and instructions. In your writing, you can link simple sentences together and make more complex sentences.

At the end of this level you should be able to:

Talk about experiences and recent events using the present perfect and past simple. Talk about future plans and predictions. Use first and second conditional sentences. Use English to make suggestions, ask for permission and make polite requests. Write simple formal and informal letters or e-mails and short stories. Understand the main points in short newspaper and magazine articles. Reading vocabulary: about 1200 words.

Intermediate (Independent User of English)

B1

You can cope independently in familiar situations. You can often guess what people mean by understanding key words in an unfamiliar phrase. You can write notes and messages and fill out basic forms and applications. You can understand and follow clearly written instructions.

At the end of this level you should be able to:

Express opinions and argue points related to topics such as the environment, education, work. Express permission and obligation. Ask for and give advice and recommendations. Talk about probability. Combine past tenses to make a narrative. Use the passive voice. Read a range of authentic English, for example, websites, short news and magazine articles. Reading vocabulary: about 1,700 words.

Upper-intermediate (Independent User of English)

B2

You can use language independently and effectively in all familiar situations. You still hesitate and have some difficulties keeping a conversation going, but this does not cause problems with basic communication. When someone speaks to you at normal speed, you can understand all the main points, but you might miss some of the details. You know quite a lot of vocabulary, but need practice using it. In your writing, you can express what you mean if it is not too complicated. You read texts of average difficulty with confidence, but you still use a dictionary quite often.

At the end of this level you should be able to:

Make deductions about the past using must have/can't have etc. Express regrets. Know whether to use the gerund or infinitive after verbs such as 'enjoy, stop' etc. Use and understand a number of phrasal verbs. Write a letter of application and short reports. Understand the general meaning of authentic readings and listenings (for example, newspaper articles and some TV programmes). Reading vocabulary: about 2,300 words.

Advanced (Proficient User of English)

C1

You can communicate confidently in a wide range of situations, but you are less fluent and correct at a higher, more demanding level. However, you now have a wide range of language and effective communication is easily restored. You have no problems listening to moderate level English spoken at normal speed, although at a higher level you may lose some of the detail and subtlety and sometimes have to ask the speaker to clarify what they have said. Your reading speed is good, and although higher level texts can still cause problems, you can follow the general ideas easily. With a piece of high level writing you show a good control of grammar, spelling, punctuation and structure and generally express your ideas clearly.

At the end of this level you should be able to:

Use and understand more colloquial and idiomatic language. Cope with rapid connected speech and produce key native-like features of English phonology. Reading and listening skills will be further developed through the use of a wide range of different authentic texts. You should have a reading vocabulary of at least 3,400 words.

Proficiency (Proficient User of English)

C2

You have an excellent command of English and although your speech is occasionally influenced by your mother tongue, this does not affect communication in any way. You are confident in a wide range of listening situations and you rarely need anything repeated or rephrased. You are able to read a wide variety of texts, understanding almost all of the detail and subtlety. Your written work shows a wide use of language. You express yourself clearly, organise and link ideas effectively and adjust the style to suit the task.

At the end of this level you should be able to:

Use and understand a wide range of natural English spoken at normal speed in a variety of registers. Use a wide range of authentic reading and listening material reflecting the diverse nature of contemporary English. Write coherently and cohesively about a range of subjects in varied registers and genres.

Your teachers will monitor your progress carefully and will make recommendations when they believe you should move up to higher level classes. If you have any questions about the level of your class and your progress, please speak to Anthony.

Improving your study skills and habits

Do you think you have good study habits? How do you make notes in class? How do you try to learn new words? How often do you read in English for fun? Study habits are very personal but bad habits will make your progress slow. You can discuss your progress and ways to improve in a **student counselling meeting** with Anthony on **any day** from **4pm**.

Do you.....

- Organise your notes so you can find words easily?
- Set a weekly target of new words and phrases to learn?
- Draw pictures and diagrams to illustrate new words or phrases?
- Find uses and examples of words and phrases you have studied?
- Find interesting news stories each week to report to your classmates?
- Write stories or reviews to share on a class webpage or in a class magazine?
- Collect five interesting words or phrases each week?
- Always talk with other students in English?
- Read books and magazines for fun?

What do other **Devon School** students do?

*'I have a special **A-Z vocabulary** book. I organise the words in topics or themes such as crime or sports or adjectives. It's very useful because I can find words quickly later.'* (Jose, Spain)

*'I usually read through my class notes when I get home. Then I rewrite my notes carefully. I try to add **my own examples** and even **pictures** to help me remember words and phrases.'* (Franck, France)

*'I put new vocabulary on **post-it notes** around my room. The word is on one side of the paper and on the other side is its meaning. When I feel I know the word, I take it down'* (Monika, Germany)

*'I read the **news in English online** every day. I save interesting articles and write short summaries of them. It really helps me and I enjoy it too.'* (Kazuko, Japan)

*'I try to **talk in English as much as possible**: to teachers, to friends, to my host family, or to anyone I meet. Speaking to people gives me lots of confidence.'* (Naif, Saudi Arabia)

*'I like to keep an **English diary**. I write in it everyday and include lots of new words and phrases. My teacher checks it for me. It's a good way to see my progress.'* (Kim, South Korea)

*'I love **texting and chatting to friends** and posting interesting news on Facebook. I do this in English now as often as I can. It's good fun and my friends like trying out their English too'.* (Sarah, Switzerland)

*'The **self-access library** is excellent. I used the pronunciation books and CDs to help me improve both my speaking and listening.'* (Giselle, Italy)

*'I **joined a local club** to have more chances to speak and meet local people'* (Soo, Korea)

*'I **read a lot** in English about the things I love: music and football. I also like listening to my favourite English songs and then researching what some of the lyrics mean.'* (Andre, Switzerland)

What do you do to practise your English? Remember to share your ideas with your classmates and ask other students how they like to use English to help them study.

Learning Journals

Keeping a **learning journal** is a great way to keep track of your progress and reflect on what you have learned. You can write in your journal everyday or once a week (on a Friday after a week of lessons for example). You can also choose what and how much to write. Some students like to make general comments about what they have learned (example a) while others like to think about how well they know individual words and phrases (example b). Microsoft Excel is really useful for this kind of record keeping, as you can keep worksheets for each week or month and check off and review items you have learned.

Example a)

Date: <i>September 7th, 2017</i>
What did we do in the lesson? <i>We practised making requests by phone and by email.</i>
Why did we do it? <i>Because it's useful and we can adapt it for lots of other situations.</i>
How did we practise and learn? <i>We sent some emails to some shops and services. We practised telephone use by sitting back to back and playing different roles.</i>
Can I use what we learned in the lesson? What extra practice will I need? <i>I think I could write an email but I would need more practice making phone calls. I am worried about my pronunciation on the phone - I feel stressed when the listener can't understand.</i>

Example b)

	definitely won't							
March 13th	Can you remember this word?	What kind of word / phrase is it?	Can you understand this word in context?	Can you understand this word out of context?	Can you say this word?	Can you use this word (in writing)?	Can you use this word (in speech)?	Could you spell this word?
question of whether								
dispute								
insist								
discipline								
differ								
different								
difference								
according to								
survey								
admittedly								
on balance								
insert								



Practise your English online

There are hundreds of apps and websites you can use to practise your English. You can download a very long list of useful sites, software and apps from the Devon School's website or directly from the following link:

https://adults.devonschool.co.uk/images/downloads/Resources_for_independent_study.pdf

Speaking

Audioboo – Make your own audio diaries and podacsts <https://audioboom.com/>

Chirbit – Record and share audio with friends and classmates <https://www.chirbit.com/>

Blabberize – Create cartoons with audio <https://blabberize.com/>

Pronunciation

Cambridge English Online – Lots of enjoyable practice tasks http://cambridgeenglishonline.com/Phonetics_Focus/

HowjSay – A site where you can listen to the pronunciation of any English word <http://www.howsay.com>

iSpeech Dictation – An app that demands attention to your pronunciation <https://www.ispeech.org/apps/dictation>

Speech Tools – This app helps you analyse your intonation & stress as you speak <https://speechtools.co/voice-analyst>

Listening

British Council **LearnEnglish Audio & Video** –Some great ways to improve your listening skills

<https://learnenglish.britishcouncil.org/en/apps/learnenglish-audio-and-video>

Reading

Into the Book – How can you become a better reader? This entertaining website will show you how.

<http://reading.ecb.org/student/index.html>

Writing

Write & Improve – A useful way to improve all kinds of writing (for beginner, intermediate and advanced)

<https://writeandimprove.com/workbooks#/wi-workbooks>

Nemos Natural Readers – An application that changes writing into speech. Helps you work on your own writing or you can use it to listen magazine articles or any other text you find. <https://www.naturalreaders.com/online/pw>

Grammar & Vocabulary

LearnEnglish Grammar – Lots of grammar and vocabulary practice

<https://learnenglish.britishcouncil.org/en/grammar-and-vocabulary>

Food Rice – An endless vocabulary quiz that gets progressively harder. Correct answers result in donations of rice to the World Food Programme <http://freerice.com/#/english-vocabulary/10574>

Most English verbs end with **-ed** in the past and for the past participle. For example, *He walked* and *He has walked*. But some verbs are irregular and have different endings. Here is a list of the most common irregular verbs.

IRREGULAR VERBS














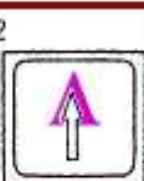
I INFINITIVE	II PAST SIMPLE	III PAST PARTICIPLE
be	was/were	been
beat	beat	beaten
become	became	become
begin	began	begun
bend	bent	bent
bet	bet	bet
bite	bit	bitten
blow	blew	blown
break	broke	broken
bring	brought	brought
build	built	built
burst	burst	burst
buy	bought	bought
catch	caught	caught
choose	chose	chosen
come	came	come
cost	cost	cost
cut	cut	cut
deal	dealt	dealt
dig	dug	dug
do	did	done
draw	drew	drawn
drink	drank	drunk
drive	drove	driven
eat	ate	eaten
fall	fell	fallen
feed	fed	fed
fight	fought	fought
find	found	found
fly	flew	flown
forbid	forbade	forbidden
forget	forgot	forgotten
get	got	got
give	gave	given
go	went	gone
grow	grew	grown
hang	hung	hung
have	had	had
hear	heard	heard
hide	hid	hidden
hit	hit	hit
hold	held	held
hurt	hurt	hurt
keep	kept	kept
know	knew	known
lay	laid	laid
lead	led	led
leave	left	left
lend	lent	lent
let	let	let
lie	lay	lain
light	lit	lit
lose	lost	lost

I INFINITIVE	II PAST SIMPLE	III PAST PARTICIPLE
make	made	made
mean	meant	meant
meet	met	met
pay	paid	paid
put	put	put
read	read	read
ride	rode	ridden
ring	rang	rung
rise	rose	risen
run	ran	run
say	said	said
seek	sought	sought
sell	sold	sold
send	sent	sent
sew	sewed	sewn/sewed
shake	shook	shaken
shine	shone	shone
shrink	shrank	shrunken
shut	shut	shut
sing	sang	sung
sink	sank	sunk
sit	sat	sat
sleep	slept	slept
speak	spoke	spoken
spend	spent	spent
split	split	split
spread	spread	spread
spring	sprang	sprung
stand	stood	stood
steal	stole	stolen
stick	stuck	stuck
strike	struck	struck
swear	swore	sworn
sweep	swept	swept
swim	swam	swum
swing	swung	swung
take	took	taken
teach	taught	taught
tear	tore	torn
tell	told	told
think	thought	thought
throw	threw	thrown
understand	understood	understood
wake	woke	woken
wear	wore	worn
win	won	won
write	wrote	written



Pronunciation: 44 British English sounds







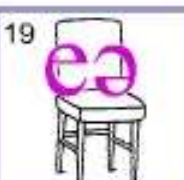
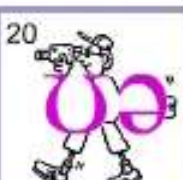
20 English vowel sounds

1  fish / fɪʃ /	2  tree / triː /	3  cat / kæt /	4  car / kɑː /	5  clock / klɒk /	6  horse / hɔːs /
7  bull / bʊl /	8  boot / buːt /	9  computer / kəmˈpjʊtə /	10  bird / bɜːd /	11  egg / eg /	12  up / ʌp /













short vowel sounds: 1, 3, 5, 7, 9, 11, 12

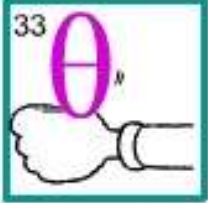

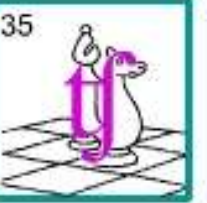

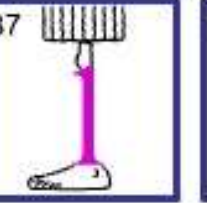


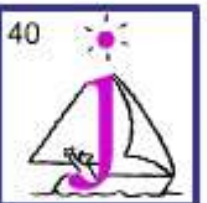

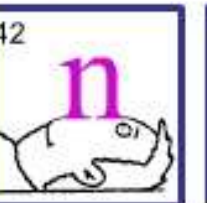


long vowel sounds: 2, 4, 6, 8, 10

diphthongs (two vowel sounds combined): 13 - 20

13  train / treɪn /	14  phone / fəʊn /	15  bike / baɪk /	16  owl / aʊl /
17  boy / bɔɪ /	18  ear / ɪə /	19  chair / tʃeə /	20  tourist / 'tuərist /

24 English consonant sounds

unvoiced	voiced	unvoiced	voiced	unvoiced	voiced
21  p	22  b	23  k	24  g	25  f	26  v
parrot / 'pærət /	bag / bæɡ /	key / ki: /	girl / ɡɜ:l /	flower / 'flaʊə /	vase / vɑ:z /
27  t	28  d	29  s	30  z	31  ʃ	32  ʒ
tie / taɪ /	dog / dɒɡ /	snake / sneɪk /	zebra / 'zebrə /	shower / 'ʃaʊə /	television / 'telɪvɪʒn /

33  θ	34  ð	35  tʃ	36  dʒ	37  l	38  r
thumb / θʌm /	mother / 'mʌðə /	chess / tʃes /	jazz / dʒæz /	leg / leg /	right / raɪt /
39  w	40  j	41  m	42  n	43  ŋ	44  h
witch / wɪtʃ /	yacht / jɒt /	monkey / 'mʌŋki /	nose / nəʊz /	sing / 'sɪŋ /	house / haʊs /

- taken from English File Elementary (Oxford University Press)



Life after lessons



Activity Programme

The Devon School of English organises an activity programme throughout the year. Each activity is accompanied by an experienced guide provided by the school. We try to organise a programme appropriate to the interests of the students and the numbers in the school. You will also be offered a free introductory tour around Paignton on your first day. Some activities are free of charge, but others (minibus & coach excursions) have a separate additional charge. Please **book and pay** for all trips in the **Activities Office** (Vicarage) and in the **Common Room** (Glendale) in the morning or lunchtime breaks. We need a certain number of students on each trip to guarantee that it will take place.

Activities include country pub evenings, theatre trips and excursions to lovely old towns such as Totnes and Dartmouth. Boat trips and steam train trips are also available.

School parties & events

The School has a long tradition of parties. In the past we have had musical evenings, quizzes, film nights, competitions arranged by the school, cookery evenings, charity parties, even flamenco dancing. So tell us what kind of party you'd like, or maybe you would like to organise one yourself.

Special interests

If you have any special interest or hobby, do tell us and we will try to arrange a visit or meeting with a local expert so you can talk about it. Talk to the Activities Manager.

Travel information

If you want help with travel arrangements or information about excursions, places of interest, shows etc, talk to Martin or someone in Reception. **Torbay Taxis** are a reliable company, you can call them on: 01803-211611. To plan **train journeys** use this website: <http://www.nationalrail.co.uk/> You can find Torbay **bus timetables** here: <https://www.stagecoachbus.com/timetables>



How to be a **happy guest** in an **English home**

Your English home

When you stay with an English family, you become a member of the family. Their home is your home for your stay. You will share the same meals and living rooms as the family and be treated as a member of the family. So please treat your host family as well as you would your own. As a temporary member of the family, you have rights but you must also consider the feelings and rights of the other members. For example, please don't wake everyone up by being noisy if you come home late at night. Please respect your hosts' rules on bathroom and kitchen use.



Coming home late - If you are over 18 years of age, you can ask for your own key.

If you are **16 or 17 years old** you should be home by **10.30pm**. Remember, your family is looking after you for your parents.

If you are 18 or over and wish to return home later, ask your family and tell them where you are going. When you do have a key, do not wake everyone up when you come in.

Inviting friends in:

Always ask your family if you want to invite your friends to come in to the house. English people consider it polite to do this.

Meals

English food is obviously different from your food. We hope you enjoy the difference! If you have paid for **full board** every day, you will get breakfast and dinner with the family and a picnic lunch from the school canteen at 12.30pm on weekdays. If you have paid for **half board**, you will get breakfast and dinner with the family every day and lunch at the weekends but no picnic lunch from the school canteen on weekdays. You will need to order your lunch in your morning break. At home, do not expect alcoholic drinks such as wine or beer to be provided. If you are going out at the weekend, you can ask for a sandwich/picnic lunch to take with you, but do tell your family the day before if possible.

If you are going to **miss a meal** because of an excursion, **tell your host family in advance**. If you are late for a meal and you have told your host in advance (or even telephoned if it was unexpected), they will prepare something for you.

Your accommodation



A place to study

You will either have facilities for studying in your room (table and chair) or your host family will allow you to use another quiet room.

Heating

If it's cold, your host family will provide heating. In England, homeowners are very conscientious about the environment, so heating is not usually kept on 24 hours per day. If you are cold at night, please ask your host family for extra blankets.

Washing clothes, towels for your use and bed linen / sheets

Your homestay host will offer to wash your clothes for you, on the basis of a light washing load once a week. Your host will provide you with bed linen which will be changed weekly. Your host will also provide you with towels to use during your stay. Your host will explain to you where to put your dirty clothes for washing etc. There are launderettes and dry-cleaning shops in the centre of Paignton.

Telephone

Always ask for permission before using the host family's telephone, even for local calls.

Playing music

Please do not keep the family awake at night playing music. Please be reasonable and try to use headphones when it's late.

Be as nice in England as you are at home. Offer to help around the house - to set the table and wipe the dishes after a meal. Remember to speak English all the time. Do not just take, give as well.

If you follow the above advice, you will be very happy and the friendships you will make will be lasting. If you have a small problem, discuss it with your host family or, if this is not possible, talk to the staff at the school. Please remember that if we don't know about your problems, then we can't help you to solve them. Do not hesitate to inform the school or your homestay family about a problem. It is always better to know so that we can do something to help.

Changing your host family

Very occasionally, and in extreme circumstances, you may feel that you wish to change your host family. If you find you have a problem, we will always try to sort it out between you and your host family first. However, if there is absolutely no alternative and it is necessary to change your family, please bear in mind that it is normal to give a week's notice to the host family in this kind of situation.

EMERGENCY PHONE NUMBER

When the school is closed, this is the emergency phone number.
This number is also on your student card.



+44 (0)7885 221647

PLEASE USE ONLY IN EMERGENCY



Local information



Post Office

The main Paignton post office is at 34, Torquay Road, between Hyde Road and Victoria Street. It is open from 9.00 to 17.30 on Monday to Saturday.



Banks

Banks are open from 9.30 to 16.30 Monday to Friday. Barclays, HSBC and Lloyds/TSB are in Palace Avenue. The Nat West Bank is in Victoria Street.

Shopping

The main shopping areas in **Paignton** are Victoria Street, Torquay Road, Hyde Road, and Torbay Road leading down to the sea-front.. In Torquay, the main shopping areas are Union Street, Union Square, Fleet Walk, The Pavilion (next to the Marina) and Torre. The biggest department stores, Hoopers and Debenhams, both face the Harbour.

Entertainment

Programmes for cinemas and theatres are published in the local paper, the 'Herald Express'. Cinema listings can also be found on the school notice board. You can find information online at <http://www.apollocinemas.co.uk/> and select cinema 'Torbay' from the menu. Check our Facebook page for local concert, theatre and event listings: facebook.com/devonschool or speak to **Gill**.

Tourist Information

The Information Bureau is on the corner of the Vue Cinema on the sea front & within Torbay Bookshop (opposite the post office).

Libraries

Paignton library is next to the train station. Torquay Central library is on Lymington Road (Castle Circus). Library opening hours are 9.30 to 17.00 on Mondays and Fridays; 9.30 to 19.00 on Tuesdays and Thursdays; 9.30 to 16.00 on Saturday; and 9.30 to 13.00 hours on Wednesdays in Paignton. Torquay library closes early on Thursdays. You can join the Torbay libraries for the duration of their stay, but you will need a letter of introduction from the school to do this.

Hairdressers

There are lots of hairdressers and barbers to choose from. One is near the school in Torbay Road. Sophisticuts in Paignton and Kaboodles at Torre in Torquay, are both recommended.

Staying in Britain

Money

It is best to exchange money or travellers' cheques at the main post office or in a bank. Most large travel agencies have exchange desks. Try to avoid small foreign exchange bureaux or 'money shops', even if they advertise a good rate, because they usually charge a very high commission.

You can open an account at the nearest branch of any of the main banks. Remember that banks have restricted opening hours and usually close at 4.30pm. A **current account** enables you to draw out money whenever you need it; an additional 'deposit' account is useful if you want to save money and earn interest. With an account you will also get a cash card to enable you to get a limited amount of cash from cashpoint machines when the banks are shut.

Some restaurants, hotels, shops and petrol stations will accept international credit cards. Do not carry large sums of cash with you; you can withdraw money from an ATM or cashpoint machine. Enter your PIN number and select WITHDRAW CASH with RECEIPT.

Coins and notes

In England, 1 pound (£) = 100 pence (p). There are a number of coins: 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2. There are also paper notes: £5, £10, £20 and £50.

Stamps

Stamps are sold in Post Offices and most newsagents. First class stamps for letters are 70p (September 2019). All letters to European countries automatically go by Air Mail and the cost depends on the weight of the letter. The main Paignton post office is in Torbay Road.

Phones

You can buy a UK SIM card for your mobile phone so that you can use it while you are in the UK. You can buy a SIM card in the school (cost £1). It is also possible to buy a cheap mobile phone to use while you are here. To make calls home, it is much cheaper to buy an International Call Card (£5). The cheapest way to call home is to use an online telephone service such as Whatsapp, Messenger or Skype.

Travel

If you are going to travel by train or bus, ask either at reception or at the station about season tickets. There are many different concession tickets available, for short or long periods, and cheap rates for students. Train and coach tickets can be booked online. For trains go to: <http://www.thetrainline.com/buytickets/> For National Express coaches go to: <http://www.nationalexpress.com/home.aspx> Ask a member of staff if you need any help.

Weather

South Devon has some of the best weather in the UK but it can be changeable and it may still be cooler than you are used to. In winter (November to February), the average daytime temperature is typically less than 10°C. Temperatures can drop to around or below freezing in mid-winter however snow is rare. Spring temperatures (March to May) average around 12-14°C and sunshine, showers and rainbows are common especially in April. Summer (June to August) is usually drier and milder with average temperatures around 18-21°C. Autumn is a short but pleasant season with temperatures averaging 15-18°C. For the most reliable forecasts use the Met Office website: <http://www.metoffice.gov.uk/>

VISAS

Some international students require a visa to be able to study in the UK. Please bring your passport to reception on your first day so that we can check the status of your visa. We will advise you about registering with the local police and collecting your Biometric Residency Permit (BRP).



Healthcare

Here is some information advising you of your rights to medical treatment, what you should do in the event of needing to see a doctor, what you should do if you require emergency hospital treatment, need dental treatment, need an eye test or spectacles. As an international student, you may be entitled to NHS (National Health Service) hospital treatment if you are:

- Studying on a course for six months or more.
- If you have come to the UK for less than six months, you may be eligible for NHS treatment if you are: from an EEA (European Economic Area) country or a Swiss national resident in the EU or Switzerland. If you have a European health insurance card before coming to the UK.
- From a country that has reciprocal health agreement with the UK. For an up to date list of these countries contact the British Embassy, High Commission or Consulate in your country.
- If you are not entitled to NHS treatment in the UK, you should take out a private health insurance policy that covers the duration of your time in the UK.

In case of **emergency** you should either telephone for an ambulance by dialing **999** or go to the hospital accident and emergency department. In the first instance emergency services are free. However, if you are admitted to hospital for treatment and are not covered by the NHS, you will have to pay for the treatment. For medical problems which are not emergencies, you can call **111**.

DOCTORS

You should register with a local doctor as soon as possible after you arrive in the UK and have a permanent address. You can ask your host to contact their family doctor to find out if you can be registered with them, if not your school will be able to recommend a doctor surgery. Do not leave it until you are ill before you register with a doctor.

DENTIST

You can register with a dentist in the same way you can register with a doctor. Some dentists only accept private patients. In order to find a dentist who accepts NHS patients visit www.nhsdirect.nhs.uk NHS patients do have to pay a reduced rate for treatment. You do not have to pay for treatment if you:

- Are under 19 years old and in full-time education
- Are pregnant
- Have had a baby within the last 12 months
- Are under 16 years old

OPTICIANS

You may need to visit an optician to have an eye test or to obtain spectacles. If you are under 16 or under 19 and in full-time education you do not have to pay for eye tests. Otherwise, under the NHS you have to pay for eye tests, lenses, frames for glasses and contact lenses.

HELP WITH COSTS

If you have a low income you may not have to pay for health costs or pay a reduced cost. To find this out you will be required to complete a form called HC1, which you can pick up for your doctor, dentist, optician, hospital, Jobcentre Plus or from the Department of Health order line 0800-555777. Once you have completed the form and if you qualify for fee exemption you will receive a HC2 certificate or if you qualify for reduced fee you will receive a HC3 certificate. For more information visit www.direct.gov.uk

NHS 111 service

This is a 24 hour service for non-emergency health enquiries. Telephone 111 or log on to www.nhs.uk/NHSEngland

Enjoying your leisure time

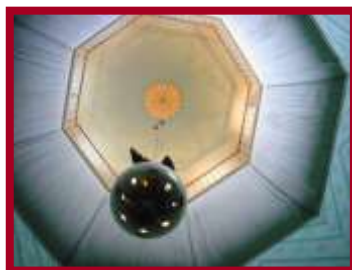
South Devon has everything from the wild, granite-capped peaks of Dartmoor to the tiny coves and palm-fringed beaches of the south west coast; from lively seaside towns and fishing ports to sleepy villages that have remained unchanged for centuries.

Paignton is a seaside town at the centre of a spectacular bay, Torbay on the English Riviera. Paignton is 350 kilometres from London and has a population of 45,000. It is one of England's most popular tourist destinations and attracts tourists from all over the world. Torbay is famous for its wonderful coastline with over 30 kilometres of beaches. Thanks to the Gulf Stream, Torbay enjoys a sub-tropical climate and is one of the only places in England where palm trees and other exotic flowers flourish all year round. In fact, the English Riviera holds the record for the warmest and sunniest days in the United Kingdom. The area is a paradise for sports lovers, who can choose from horse riding, sailing, windsurfing, waterskiing, diving, hiking, swimming, tennis, golf, parascending....the list is endless.

The school runs organised excursions with experienced guides who are also fully qualified and insured P.S.V. drivers. You will be given a programme when you arrive at the school. You can book excursions at the coffee bar. If you have any questions or requests related to activities, talk to Martin. Below are just some of the places you might like to visit while you are in Devon:



From top left: Exeter quayside; a concert in Dartington Hall; Greenway House; Oldway Mansion; The River Dart; Sharpham House; the South West Coast Path; A La Ronde; the Mayflower Steps in Plymouth; Dartmouth; Buckfast Abbey.



Theatres and concerts

You can find local theatre, concert and comedy listings here: www.ents24.com You can also buy tickets online. Remember to arrive at least ten minutes early for any theatre performance. Check our Facebook page for **local concert** and **theatre listings**, too: facebook.com/devonschool

Art galleries and museums

You can find local gallery listings here: <http://www.vasw.org.uk/events.php> and here <http://creativetorbay.com/directory/> You can search for local museums here: <http://www.museums.co.uk/> Ask your teacher or a member of staff for their recommendations, too.

There are lots of places to eat in Torbay. There are some recommended places in the list below. Remember that you may need to book a table in advance, especially at weekends. Don't forget that some of the local fish and chip shops are good value for money.

Places to eat in Paignton

Name	Address	Type	Contact
Church House Inn	Marldon Village	International	01803 558279
East In The West	75, Torquay Road	Indian	01803 269875
The Boat House	Preston seafront	International	01803 665066
Shoreline	Paignton Seafront	British	01803 556943
Cantina	Braeside Road	International	01803 525377
The Olive	The Harbour, 59 Roundham Road	Spanish	01803 411642
Terrace Tea Rooms	44, Palace Avenue	Teas	01803 529739
Dragon Pearl	33 Hyde Rd, Paignton	Chinese	01803 552220
Ganges	33, Hyde Road	Indian	01803 551007
Thariks Restaurant	379, Torquay Road	Indian	01803 664116
TJ's Restaurant	44 Cliff Road, Paignton	Tapas	01803 527389
Torbay Thai	58 Old Torbay Road	Thai	01803 663914
Jasmine's Thai	Winner Street	Thai	01803 556656
Mediterraneo	12, Torbay Road	Italian	07724 645038

Places to eat in Torquay

Elephant Restaurant	3-4, Becon Terrace	Modern	01803 200044
Visto Lounge	Torquay Seafront	Modern	01803 211009
Le Bistrot Pierre	Torquay Seafront	Modern	01803 221213
The Cary Arms	Babbacombe Beach	British	01803 327110
Pier Point	Torbay Road	British/French	01803 299947
Cotton Eyed Joe's	64, Torwood Street	American	01803 214444
The Orange Tree	14, Parkhill Road	International	01803 213936
One World Café	Abbey Park	International	01803 297797
Drake's	64, Babbacombe Road	Fish & Chips	01803 323302
Ephesus	48, Torwood Street	Greek/Turkish	01803 294466
Amici's	29, Torwood Street	Italian	01803 201770

Gemelli Restaurant	172, Union Street	Italian	01803 294183
Hanbury's	Princes Street, Babbacombe	Fish & Chips	01803 314616
Prezzo	1, Vaughan Parade	Italian	01803 389525
Pizza Express	16, The Strand	Italian	01803 211525
The Himalaya	133, Reddenhill Road	Indian	01803 329162
Tiger Bill's	3, Victoria Parade	Thai/International	01803 203703
Yum Sing	Old Torwood Road	Chinese	01803 293314
Kim Long	Braddons Hill West	Cantonese	01803 291577
Jingles	34, Torwood Street	Mexican	01803 293340
Rockfish	20 Victoria Parade	Fish & Chips	01803 212175
Green Leaf Café	22, Union Street	Vegetarian	01803 293207
No 7 Fish Bistro	Beacon Terrace	Seafood	01803 295055
Angels Tea Rooms	Babbacombe Downs	Teas	01803 324477

There are lots of pubs and wine bars in Torbay and some of these are listed here. The Spinning Wheel, The Ship Inn and The Boat House are popular with students from the school. Pubs marked with an asterisk * sometimes have live music.

Places to drink in Paignton

Name	Address
The Spinning Wheel*	Seafront
The Ship Inn	Manor Road
The Isaac Merritt	Torquay Road
The Old Manor Inn	Old Torquay Road
Talk of the Town	Torbay Road
The Factory	Torbay Road
The Hyde Dendy	Seafront
Grand Central	Torbay Road



Places to drink in Torquay

Name	Address
The Hole in the Wall *	6, Park Lane
Cider Press*	53, Abbey Road
CoCo's	Seafront
The Clocktower Bar	Torwood Street
Revolutions	Fleet Street
The Blue Walnut Cafe *	Walnut Road
JD's Bar	Fleet Walk
The Offshore *	Harbourside
Seamus O'Donnells	Victoria Parade
Shiraz	Harbourside
Vaughans	Harbourside
Visto Lounge	Seafront



The Rock Garden*	Fleet Walk
Soho	Harbourside

Night Clubs & Discos	
The Foundry	Torwood Street
Park Lane	Harbourside
Prestige	Harbourside



You can get help anywhere you see the Student Support Point sign.

Sport and Leisure	
Swimming	Torbay Leisure Centre, Clennon Valley, Paignton; English Riviera Centre, Torquay; Shoalstone Outdoor Pool, Brixham
Sailing, Kayak & Windsurfing	Jibset Marine, Torquay Torbay Sea School, Paignton Harbour Reach Outdoors, Goodrington Sands
Tennis	Victoria Park, Paignton; English Riviera Centre, Torquay Torquay Tennis Club, Sheddons Hill, Torquay
Golf	Pitch & Putt, Roundham; Pitch & Putt, Torre Abbey Cayman Golf, Churston; Driving Range, Grange Road, Goodrington 18-hole course, Dainton
Snooker/Pool	The Match Club, Manor Corner, Paignton Riley's 161-163 Union Street, Torquay
Football	(watching) Torquay United FC, Plainmoor, Torquay (playing) Victoria Park, Paignton, Clennon Valley Leisure Centre
Rugby	Paignton RFC, Queen's Park, Queen's Road, Paignton; Torquay ARFC, The Recreation Ground, Torquay
Cricket	Paignton CC, Queen's Park, Queen's Road, Paignton Torquay CC, The Recreation Ground, Torquay
Ten Pin Bowling	AMF Bowl, Torwood Street, Torquay
Saunas	Torbay Leisure Centre, Paignton Palace Hotel and Redcliffe Hotel, Paignton
Car Hire	Please ask at Reception

Places To Visit	
Paignton Zoo	http://www.paigntonzoo.org.uk/
Living Coasts	http://www.livingcoasts.org.uk/
Kents Cavern	http://www.kents-cavern.co.uk/
Babbacombe Model Village	http://www.babbacombe-modelvillage.co.uk/
Splashdown Water Park	http://www.splashdownquaywest.co.uk/
Compton Castle	http://www.nationaltrust.org.uk/main/w-comptoncastle
Greenway	http://www.nationaltrust.org.uk/main/w-greenway
Dartmoor National Park	http://www.dartmoor-npa.gov.uk/
Berry Head Nature Reserve	http://www.naturesouthwest.co.uk/

For lots more information about local places of interest go to: <http://www.englishriviera.co.uk/> or telephone **0870 70 70 010**

You can also visit an **English Riviera Tourist Information Centre Torquay**: 5, Vaughan Parade



Christ Church next to the school

Churches and places to worship	
Baptist	Preston Baptist, Torquay Road. 01803-522541 (Service Sunday 10.30 & Thursday 10.30)
Buddhism	Ashoka Kadampa Buddhist Centre, Plymouth 01752-224137 and Gaia House, Newton Abbot 01626-333613 and retreats at Sharpham House, Ashprinton 01803-732521
Church of England	Christ Church, Torquay Road. 01803-664227 (Service Sunday 08.00, 10.30, 18.00 & Wednesday 10.30)
Greek Orthodox	St Efrides Road, Torquay. 01803-297631 (1 st Sunday of each month 09.30)
Islam	Torbay Islamic Centre, 130 Avenue Road, Torquay (Meeting Friday 13.30) 01803-211818
Judaism	Contact the Torbay Hebrew Congregation 01803-607197 or Exeter 01392 251529
Hinduism	The nearest Hindu Temple is in Bristol Contact 0117-9351007 for information
Methodist	Southfield Methodist, Cecil Road. 01803-522969 (Service Sunday 11.00)
Roman Catholic	Sacred Heart of Jesus & St Theresa, Cecil Road, Paignton (Mass Saturday 19.00 & Sunday 08.30 and 10.30) 01803-557518
Sikhism	The nearest Sikh Temple is 10, Clifton Street, Exeter 01392-251753/434323

The Devon School has a Prayer Room available for use outside of the busiest summer months. The school can order taxis to the Torbay Islamic Centre for Friday prayers. Speak to someone at Reception.

<http://www.devonfaiths.org.uk/> This website has lots of information about places to worship in Devon. Please let us know if you need more information about places to worship in the Torbay area.

Police safety advice to visitors

law and helpful hints

PRACTICAL SAFETY ADVICE

Keep your passport, travel documents, money and flight tickets in a safe place. Do not carry large amounts of cash around with you. Carry your money, cards or travelers' cheques in a safe place on your person when out and about. Keep contact telephone numbers on you (school and host). Always use a licenced taxi company (Torbay Taxis are reliable 01803-211611). When you first move into your homestay familiarize with the surrounding area, shops, buses and routes to school. Have your keys ready well before you reach the door of your homestay especially when coming home late at night.

KEEPING SAFE

When you go out at night, stay together with other students when you can. Stay on well-lit roads when walking and avoid going to Victoria Park in the dark. Try to keep to language school activities. Go to one of our Safe House partners if you need to stay in a safe place.

QUEUES

In the UK, it is important to queue when you are waiting at bus stops, in shops and banks, at takeaway restaurants, etc. Please respect this custom as pushing into queues is considered extremely rude and will cause offence.

LITTER

Please do not drop litter of any kind. Use the waste bins provided or take your rubbish home. You can be fined up to £1,000 for dropping litter. This includes penalties for dropping cigarette butts.

NOISE

The residents of Torbay need to sleep and work. Enjoy your stay, but remember noise is a nuisance so please be quiet when you leave pubs and restaurants late at night.

SMOKING

You must be 18 years old to buy and smoke cigarettes or tobacco. Smoking in the UK is banned in all public indoor spaces. This includes pubs, bars, clubs, cinemas, restaurants and public transport.

DRUGS & ALCOHOL

You must not carry or use any drugs with you of any kind (unless prescribed by a doctor). You must be 18 to buy alcohol - most English pubs do not welcome under 18s.

WEAPONS

It is illegal to carry weapons of any kind in the UK. The penalties for carrying knives, guns (including air pistols) are very strong. Unlike some countries, people are not allowed to carry pepper sprays or any other deterrents for protection, however alarms can be used.

drugs



The penalties for the possession and use of illegal drugs in the UK are severe.
Your parents or guardian will always be informed of any drug use.

Drugs which may be legal in your country, such as **cannabis, khat, amphetamines** and anabolic **steroids**, are **illegal in the UK** and strictly controlled.

Synthetic highs are very dangerous and often contain **unregulated and untested chemicals**.

CHILD PROTECTION

Whilst you are at school your safety and welfare is paramount to us. We ensure that every student, regardless of age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity has the right to participate in a school's activities in a safe environment. Please do not hesitate to approach any member of staff if you have any problems. You will find our full Child Protection Policy available to read on the notice boards at school and on our website: <http://devonschool.co.uk/visas-and-policies>

TRAFFIC

BE ALERT! Do not walk straight into the road - remember to look right when you cross the road - cars in England drive on the left. Try to cross the road at zebra crossings or pedestrian crossings whenever possible. Avoid crossing at the Torbay Road / Polsham Road crossroads near the school. It is a very busy intersection and cars turn into Lower Polsham Road very quickly from the left and right.



INSURANCE

We can offer insurance as part of your booking, please enquire for further information.

POLICE REGISTRATION

Some international students are required to register their stay with the police, the stamp on your passport will tell you whether you should register or not. The school will assist you in this matter. You will need your passport, two photographs and £34.00 for the registration fee.

If something goes wrong, contact your host family or someone at the school immediately. Use the **emergency number +44 (0)7885 221647** (this number is also on your student card). If there is an emergency, you can get help from the police by telephoning **999**. To report a non-urgent crime or for general police enquires call **101** or text phone 18001-101

If you have any questions about safety, please do not hesitate to speak to someone at the school. Torbay is a safe place. Following sensible precautions will help you have an enjoyable stay.



Student Support Points are places you can go to if you need a safe place to wait or if you have a problem. There are lots of these Points in Torbay. Look for the signs in this folder and in shop windows.

Getting To Us

Transport and Transfers

Getting to the school is easy! We offer a complete travel advisory service that will help you organize your journey. We can book your bus or train tickets, provide timetables or arrange to have a representative meet you on arrival at the airport.

Getting To Paignton (Adult Courses)

Paignton is in the South West of England, 350 kilometres from London.



There are 4 airports in and around London: Heathrow, Gatwick, Stansted and Luton. **Heathrow** is the most convenient of these. **Bristol** and Exeter are the nearest airports to Paignton. There are an increasing number of flights to **Exeter** (Flybe airlines) and Bristol (lots of Easyjet flights) airports. Please contact us for details of transferring from these regional airports to Paignton.

If you are in a group, someone will meet you at the airport and direct you to your transport to the school.

Look for this sign in the airport



National Express Coaches run a direct service from **Heathrow** airport to Paignton, it takes about 4.5 hours. There are connections from Gatwick, Stansted and Luton to Heathrow airport.



The **Devon School minibus** runs a transfer service to and from London Heathrow airport (the most convenient airport for students travelling to Paignton) on Sundays during the summer. This must be booked in advance.



There are **fast trains** from London (**Paddington Station**) to Paignton, journey time is about 3.5 hours. Heathrow airport connects to London Paddington with the Heathrow Express train service.



We can arrange **private taxi** transfers from all UK airports. Prices on request.

FEEDBACK

YOUR FEEDBACK IS IMPORTANT TO US
YOU CAN COMPLETE THE FORMS ONLINE
USE THE QR CODES HERE OR VISIT www.devonschool.co.uk



FEEDBACK 1

AT THE END OF YOUR **FIRST WEEK**



FEEDBACK 2

AT THE END OF YOUR **FINAL WEEK**



FEEDBACK 3

ALSO AT THE END OF YOUR FINAL WEEK

The
Devon
School of
English

Your feedback is important to us.

At the end of your first week, please complete FEEDBACK 1



At the end of your final week, please complete FEEDBACK 2 about your course



and FEEDBACK 3 about your accommodation.



Thank you.

END OF FIRST WEEK QUESTIONNAIRE FOR NEW STUDENTS

FEEDBACK 1

confidential





















The Devon
School of
English

Name: _____
 Teacher: _____
 Host family: _____ Group name (if any) _____
 Date: _____ How many weeks is your course? _____

Please tell us what you think: (You can write more comments on the back if you need to)

☹ 1:bad 2:not very good 3: satisfactory 4: good 5: very good 6:excellent ☺

The entrance test (online) Comments:	☹ 1 2 3 4 5 6 ☺
The help and information you received in your first week in the school Comments:	☹ 1 2 3 4 5 6 ☺
Your teachers Comments:	☹ 1 2 3 4 5 6 ☺
Your lessons What did you like most about your lessons? Were there any parts of the lesson you did not like?	☹ 1 2 3 4 5 6 ☺
The teaching materials Comments:	☹ 1 2 3 4 5 6 ☺
Your classroom and its facilities Comments:	☹ 1 2 3 4 5 6 ☺
Your learning and progress Comments:	☹ 1 2 3 4 5 6 ☺
Improvements in your confidence when using English Comments:	☹ 1 2 3 4 5 6 ☺
The class level for you Comments:	☹ 1 2 3 4 5 6 ☺

The help and information you received before you arrived in Devon Comments:	 1 2 3 4 5 
The school building and its facilities Comments:	 1 2 3 4 5 
The atmosphere in the school Comments:	 1 2 3 4 5 
Food and drink from the canteen Comments:	 1 2 3 4 5 
Your activity leaders: Comments:	 1 2 3 4 5 
Your activities programme What was your favourite activity? Were there any activities you did not like as much?	 1 2 3 4 5 
Your homestay host Comments:	 1 2 3 4 5 
Your homestay house and room Comments:	 1 2 3 4 5 
Your homestay food Comments:	 1 2 3 4 5 
Are there any other foreign guests staying with your host family? YES/NO If 'YES', how many? What nationality are they?	

Thank you for completing this questionnaire.
Please post it in the **red suggestion box** in the student common room.

Office use only: PH JBH Others:



END OF STAY QUESTIONNAIRE FOR STUDENTS

FEEDBACK 2

confidential

Name: _____

Teachers: _____











Host family: _____ Group name (if any) _____

Date: _____ How many weeks was your course? _____

Please tell us what you think: (You can write more comments on the back if you need to)

☹ 1:bad 2:not very good 3: satisfactory 4: good 5: very good 6:excellent ☺

Your teachers Comments:	☹ 1 2 3 4 5 6 ☺
Your lessons What did you like most about your lessons? Were there any parts of the lesson you did not like?	☹ 1 2 3 4 5 6 ☺
The teaching materials Comments:	☹ 1 2 3 4 5 6 ☺
Your classroom and its facilities Comments:	☹ 1 2 3 4 5 6 ☺
Your learning and progress Comments:	☹ 1 2 3 4 5 6 ☺
Improvements in your confidence when using English Comments:	☹ 1 2 3 4 5 6 ☺
The class level for you Comments:	☹ 1 2 3 4 5 6 ☺
The help and advice you received about your study Comments:	☹ 1 2 3 4 5 6 ☺
The Accommodation & Welfare staff: Comments:	☹ 1 2 3 4 5 6 ☺

The school building and its facilities Comments:	  1 2 3 4 5 6
The atmosphere in the school Comments:	  1 2 3 4 5 6
Food and drink from the canteen Comments:	  1 2 3 4 5 6
Your activities programme What was your favourite activity? Were there any activities you did not like as much?	  1 2 3 4 5 6
Your activity leaders Comments:	  1 2 3 4 5 6
Do you have any suggestions you would like to make?	
Why did you choose the Devon School of English?	
Would you recommend the Devon School of English?	
Would you like to receive the Devon School newsletter and future offers?	<div>YES, PLEASE</div> <div>NO</div>

Thank you for completing this questionnaire.
Please post it in the **red suggestion box** in the student common room.

Office use only: PH JBH Others:



Adults

HOMESTAY – END OF STAY STUDENT QUESTIONNAIRE

All the information you give is confidential and will help us to place students in homestays in the future

FEEDBACK 3

confidential

Name: _____ Your age: _____
 Your Nationality: _____ Group name: _____ Date: _____

Name and address of your homestay host: _____

Are there any other foreign guests staying in your homestay? YES ☐ NO ☐
 If 'YES' how many? _____ What nationality are they? _____

Did your host ask you to pay any extra charges? YES ☐ NO ☐
 If 'YES' what did you pay and for what? _____

Do you eat with your host family? Breakfast YES ☐ NO ☐ Evening Meal YES ☐ NO ☐

Is there a happy atmosphere in your host family? YES ☐ NO ☐
 Comments: _____

Did you have the opportunity to practise your English with your host? YES ☐ NO ☐

What did you think of the following?
 ☹ 1:bad 2:not very good 3: satisfactory 4: good 5: very good 6:excellent ☺

<u>Your Room</u> Comments:	☹ 1 2 3 4 5 6 ☺
<u>The House</u> (cleanliness, heating, decoration etc) Comments:	☹ 1 2 3 4 5 6 ☺
<u>The Meals</u> Comments:	☹ 1 2 3 4 5 6 ☺
<u>Additional Comments</u>	

Would you recommend your host to other students? YES ☐ NO ☐

Thank you for completing this form. Please post it in the red box in the student common room.
 Office use only: PH JBH BG HW others: