



# Student handbook 2018-19

A very warm welcome

1 Aug 2018

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# Address

## Docklands Academy London

[Click here to use google maps](#)

11 Selsdon Way, London E14 9GL

[info@docklandsacademy.co.uk](mailto:info@docklandsacademy.co.uk) / [docklandsacademy.co.uk](http://docklandsacademy.co.uk)

**Phone:** +44 (0)207 515 9695

**Opening Hours: 8:45 am – 5 pm Mon-Fri**

**Not open on Bank Holidays**

Monday	27 August 2018	Monday	6 May 2019
Tuesday	25 December 2018	Monday	27 May 2019
Wednesday	26 December 2018	Monday	26 August 2019
Tuesday	1 January 2019	Wednesday	25 December 2019
Friday	19 April 2019	Thursday	26 December 2019



The nearest stop is [Crossharbour](#), DLR Station.

[Click here to use google maps](#)



**[Sign up to O2 Wi-Fi.](#)** The magic word in London is hotspot.

This free O2 Wi-Fi internet service can be found at several locations including McDonalds, Debenhams, Costa Coffee, House of Fraser, and Café Rouge. You don't have to be an O2 customer, and there is no need for passwords. Download the O2 WI-FI App, so you can find your nearest hotspot, even when you are offline.

**You will have free access to Internet at the Academy. Wi-Fi network is**

# Key staff

<b>Canan Ejder Celik</b>	<b>CEO</b>	<a href="#">Mail</a>
<b>Aysegul Yesildaglar</b>	<b>Principal</b>	<a href="#">Mail</a>
<b>Murray Cooper</b>	<b>Academic Head &amp; Designated Lead Safeguarding Officer</b>	<a href="#">Mail</a>
<b>Birgul Rose Aslan</b>	<b>Head of Administration &amp; Safeguarding Officer</b>	<a href="#">Mail</a>
<b>Eglina Bubliauskaite</b>	<b>Welfare &amp; Safeguarding Officer &amp; Receptionist</b>	<a href="#">Mail</a>
<b>Hulya Erdal</b>	<b>Marketing Manager</b>	<a href="#">Mail</a>
<b>Murat Ozbek</b>	<b>Finance Manager</b>	<a href="#">Mail</a>
<b>Bernardo De Vire</b>	<b>Lecturer/English Teacher</b>	<a href="#">Mail</a>
<b>Paul Vincent</b>	<b>English Teacher/Lecturer</b>	<a href="#">Mail</a>
<b>Nicola Molony</b>	<b>English Teacher/Lecturer</b>	<a href="#">Mail</a>

# General information

This guide is designed to help you get ready for what we hope will be the experience of a lifetime, and it has lots of useful and important information. Please read it carefully.

The information is for all students at the Academy, including young people (U18) children (U16) and adults coming to study **English courses** or **higher education programmes**. It provides information on what to do if you are from the UK, the EU or another country. It tells you how to stay safe, follow the law and rules at the Academy.

If you are coming from another country, the information tells you what to do when you arrive at the airport. It gives advice on how to travel around London and tells you about all the free services you can use when you are here. There are also some details on places you can visit while you are staying in London.

If you want more information please visit our website [docklandsacademy.co.uk](http://docklandsacademy.co.uk). You can find important information on our website about **courses, fees, how to apply, refund procedures** and **terms & conditions**.

## Before you arrive

### International students applying for English courses

- If you would like us to meet you at the airport or coach station and take you to your accommodation, you must inform us as soon as you know your arrival details.
- Organise your travel insurance. We recommend that students should get health and travel insurance and insurance against stolen or lost items before leaving.
- Be prepared to adapt to change your lifestyle because the culture, weather and food may be different from in your home country. This may sound obvious, but it is very important to prepare yourself and be patient when you arrive. It may take time to ~~get~~ know and understand the English way of life.
- Make sure you bring important documents and information with you including your passport, any certificates from previous courses, address in your country and the UK and details of next of kin (your closest living relatives) for emergencies.

### Students applying for higher education programmes

- See our website or call us to make sure you know how to travel to the Academy
- Make sure you bring important documents and information with you on the first day if you plan to enroll in a course, including your passport, your national insurance number, any previous qualifications, proof of employment, proof of your address, details of two referees and details of next of kin (your closest living relatives).

# Useful information

## Finding your way around London

You can always find your location in London using [google maps](#). Here is the link [DAL](#)

## Transport in London

Information on all forms of transport in London including cycle hire, routes, maps, how to plan your journey, tickets sales; current traffic and travel updates can be found on [tfl.gov.uk](#)

## Paying for your travel

You may be able to pay for your travel with your contactless debit or credit card on the London underground, buses, trams and some over-ground trains. Cards are accepted from many countries. You may also buy an Oyster Card.



### Where can you use an oyster card?

- The London Underground
- Any London bus
- The railway network in Greater London
- Docklands Light Railway (DLR)
- Over-ground Railway
- 33% discount on scheduled river services

### Where is the best place to buy an oyster card?

The easiest place to buy Oyster Cards is at Underground Station ticket offices. To buy an Oyster card in a London Underground Station you pay a **£5 deposit** which is refunded when you return the Oyster card.

## Banking

You can only apply for a bank account if you are planning to stay in the UK for more than one year. To open a bank account you will need your passport and a school letter explaining that you are staying for more than a year. To get the letter please ask at reception for the Welfare Officer who will be able to advise and direct you to the closest bank. Alternatively, you can open a current account with banking services like Monese: <https://monese.com/>

## Medical care

We strongly advise all students to take out medical and travel insurance cover before coming. Your insurance policy should cover the following:

- medical expenses
- cancellation or shortening of your stay
- personal accident
- baggage, clothing, and personal effects
- loss of money
- travel delay

## UK students

If you are new to the area, you must register now with a local doctor's surgery. Do not wait until you become ill.

## EEA and Swiss nationals

You should have applied for a European Health Insurance Card (EHIC) prior to arrival here in the UK; this allows you to full NHS treatment. For more information please contact Academic Services.

## International students

You will need to register with a doctor on your arrival in the UK. You will hear people referring to this doctor as your GP (General Practitioner). Our **Welfare Officer** will help you to do this. Except in the case of an emergency, you should always see your GP first for your medical issues. However, you will need to pay for medical prescriptions, vaccinations, dental and optical treatment.

Once registered with a doctor, you can also call **111** for 24-hour professional medical advice. For medical emergencies which need immediate treatment you should visit the nearest hospital with an Accident & Emergency (A&E) ward. If the condition is so severe that you cannot travel to the hospital by yourself, then phone **999** to call an ambulance to help you.

The NHS is the UK National Health Service. If you need to see a doctor or dentist while in London, speak to the **Welfare Officer**, who will help with your enquiry. We have a First Aid Box at the Academy. You will need to pay to see a dentist or optician. If you have a serious medical problem or an emergency that cannot wait until the next working day, you have the right to free emergency care and the nearest Accident and Emergency medical services are:

**Newham General Hospital**  
Glen Road Plaistow, London, E13 8SL  
**Tel: +44 020 7363 9200**

**The Barkantine Walk-In Centre**  
121 Westferry Road, Isle of Dogs  
London, E14 8JH  
**Tel: +44 020 7791 8080**

# Arrival at school

## English students

### Placement testing, induction and registration

On your first day try to arrive early at 9am. We will interview you and find out what you need and want. We will also give you a short written and spoken English test. This allows us to assess your level of English and place you in the right class. You will also complete the registration and induction process. If you are not sure where to go and what to do when you arrive at the school, just ask the school reception and let them know it is your first day at Docklands Academy, London and they will assist you.

- We ask questions to find out what you need and want
- We make sure you have everything you need to feel safe and happy
- We test your English grammar, reading, writing, speaking and listening
- We ask you to complete a short application form
- We ask you to read this handbook
- We ask you to complete a short online quiz about the handbook
- We ask you to pay any required fees (see the website)
- We place you in the right class for you

## Higher education students

### Entry requirements and application

Before you can enroll on a Higher Education Programme we will interview you and find out what you need and want. You must show that you meet the Entry Requirements for any programme you wish to join. You need to have a Level 3 qualification or at least two years of relevant work experience. You also need to pass an English and Maths Test.

- We ask questions to find out what you need and want
- We test your English grammar, reading, writing, speaking and listening
- We test your basic level of mathematics
- We ask you to complete a short application form
- We ask you to pay any required fees (see the website)
- We place you in the right class for you

If you wish to apply for a student loan, you must be from the UK or EU. If you wish to apply for a maintenance grant, you must have lived in the UK for 5 years or more. If you have a right to apply for the loan or maintenance grant, you can apply for them online as soon as you have enrolled on your course.

## Attendance

Students should attend classes. If you miss your class, you are wasting your money and missing a great learning opportunity. It is very important that you tell us if you have to miss a class. If you are unable to come to class because you are sick or for any other reason, please let us know. If you are absent because of illness for more than three days you should provide a doctor's note. Student loans for Higher Education students may be removed if your attendance is too low.

# Welfare

## Care and support for U18s

We take our responsibility to care for and support under 18 students (U18s) very seriously. You will receive a full induction programme when you arrive. You will get a welcome pack with important information on how to be safe and what to do in an emergency. We also introduce you to key staff members you can approach at any time, including a 24-hour emergency phone number **07763822984**.

All U18s in our Academy are supervised by a suitable adult at all times on the premises. We also make sure that U18s have a suitable adult staying with you in your accommodation. We do not provide supervision for students who are 16 or 17 years old at times outside of lessons or when travelling between their accommodation and school. We have a Designated **Lead Safeguarding Officer** (Murray Cooper), another **Safeguarding Officer** (Birgul Rose), who are trained in issues of child protection and we make sure that all our staff have suitability checks. We also have a **Welfare Officer** who welcomes all students when you arrive and is always available for care and support. We have a social programme, which includes supervised activities every week after lessons. You may need to pay your own expenses to join these activities, such as food and travel costs. Members of our team will supervise you on every trip or sports activity that we organize for no extra cost.

**Please remember that all U18s must return to their accommodation by 10 PM every evening unless otherwise permitted to stay out later.**

## Rules for U16s

- Once you have arrived at the Academy all U16s must stay in the building and cannot leave without having permission and making sure that someone supervises you.
- Please remember that doors can be dangerous. Keep your fingers away from them and do not shut doors quickly. Always look to make sure someone is not near the door when you are closing it. Do not open any of the emergency fire doors unless there is an emergency.
- Try to keep your belongings with you. Do not leave valuable things anywhere in the building.
- Do not run in the building.
- Be kind to each other

## Safeguarding children

You must inform a safeguarding officer if you think you have seen, heard about or experienced any kind of harm to anyone under 18 years old.

## Abusive behaviour, bullying & harassment

Docklands Academy, London believes that everybody should study in a safe, supportive and friendly environment. We do not accept any abusive behaviour.

What is abusive behaviour? Abusive behaviour can be:

- Verbal: calling someone names, saying bad things about someone or using bad language
- Physical: pushing, hitting, kicking people or damaging property
- Emotional: making someone feel disliked, making fun of or laughing at someone.

We respect and treat every student equally no matter what their ethnicity, race, gender, nationality, age, religion, disability, sexual orientation, education, experiences, opinions and beliefs.

We will take action against discrimination (prejudice) or bullying (actions which aim to hurt people). In extreme cases, the police may be called.

## Rules

### Our Values

You must follow four key values when you are in the UK:

- Democracy - everyone's opinion is important and counts
- Individual Liberty - freedom to be what you want if it is legal
- Respect and Tolerance – do not insult others or discriminate
- Rule of Law - observe the UK law and treat everyone equally

**You must inform the Safeguarding Officer if you think you have seen, heard about or experienced any kind of extremism that could cause violence or discrimination.**

**While you are in the UK, you must follow UK laws. These include:**

- It is illegal to carry any kind of weapon, including a self-defense spray. You can carry a personal attack alarm with you
- Theft is taking something that you know does not belong to you. Don't do it!
- Never buy things that you think were possibly stolen
- It is illegal to buy stolen things and the police can take things from you
- You must have a valid (correct) ticket to travel if you use public transport. If you cannot show one on request you may be liable to pay a Penalty Fare and you risk being prosecuted
- You must not carry or use any illegal drugs, including cannabis, ecstasy, LSD or amphetamines
- You must be 18 and over to buy alcohol. U18s are not welcome in most English pubs
- You must be 18 and over to buy tobacco
- It is illegal to have sex with someone under the age of 16
- You do not need to carry any identity documents with you when you are in public, but it is a good idea

If you need, you may contact the Police by calling **999**. If you are arrested by the Police, stay calm, ask for your rights and contact the Academy and/or your group leader as soon as you can.

### Registering with the Police

Your entry clearance, or the stamp that the immigration officer gives you when you arrive in the UK, will say if you have to register with the police. If you do, you must register within seven days of your arrival in the UK; and each time you change your address and whenever you extend your permission to be in the UK, you must renew your police registration

## Academy rules

- Treat others with respect and kindness
- **Do not use fire doors except in an emergency**
- When you enter and leave you should record your attendance
- You can have soft drinks in class, but food and hot drinks are not allowed
- If you are going to be late or absent, you should ring or email to inform us
- Please do not leave any rubbish behind you. Tidy the room before you leave
- If you are more than 15 minutes late, you may not enter the class until the next lesson

# How to complain

If you are a student, parent, legal guardian or group leader, we welcome your comments and suggestions about the Academy. You can make comments by

- contacting the person in charge such as your Teacher, Academic Head or Principle
- telling your student representative
- telling any other member of staff such as the Welfare Officer

If you want to complain about another student, teacher or member of staff at the Academy, follow the stages below:

## Informal Stage

Try to talk about it with the person you are unhappy with. They may not know they have done something you do not like.

If that does not help and the problem continues, tell a member of staff. This can be your Teacher, the Academic Head, the Principal or Welfare Officer.

## Stage One

If the problem continues, a complaint should be made in writing to the Academic Head or the Principal. You will get a reply within seven days and some action taken within three weeks. Everything that happens and is said will be recorded.

## Stage Two

If the reason for the complaint continues, the student can write to the Board of Governance about it. A committee ( a group of people) will be made specially to managed the complaint and the student invited to attend a meeting about the complaint. This will be organized within 6 weeks. The student can come to the meeting with another person such as a friend, member of staff or student representative.

If the complaint is not dealt with you can ask for an external body to be invited to help deal with the issues you have. Just let us know you what you want to do.

## Feedback

You may also complain or comment on anything at the Academy by using our online feedback form. Just click on the link below. This form allows you to make any comments anonymously. This means you can say something without anyone knowing. You will have to leave your name if you want us to respond to you directly. Any comments you make will be checked by key staff at the Academy and if you leave your name, we will respond to

you within 7 days.

**For Feedback click**

<https://murray23.typeform.com/to/fOHJ3E>

# Things to do in London

Write to the **Academy Social Programme Coordinator** for trips:  
Paul Vincent [Mail](#)

## Museums and galleries

British Museum. FREE entry.  
Address: 44 Great Russell St, London WC1B 3DG.  
Tube: Tottenham Court Rd.  
Opening hours: daily 10am-5.30pm

V&A Museum. FREE entry  
Address: Cromwell Rd, London SW7 2RL. Tube: South Kensington.  
Opening hours Mon-Thu, Sat, Sun 10am-5.30pm, Fri 10am-10pm.

Natural History Museum. FREE entry  
Address: Cromwell Rd, London, SW7 5  
Tube: South Kensington.  
Opening hours: Mon-Sun 10am-5.50pm

Science Museum FREE entry  
Address: Exhibition Rd, London, SW7 2DD.  
Tube: South Kensington.  
Opening hours: Mon-Sun 10am-6pm

National Gallery FREE entry  
Address: Trafalgar Square, London, WC2N 5DN.  
Tube: Charing Cross.  
Opening hours: Mon-Thu, Sat, Sun 10am-6pm, Fri 10am-9pm

Royal Museums Greenwich. FREE entry  
Address: Romney Rd, London, SE10 9NF  
Transport: Cutty Sark DLR.  
Opening hours: Daily 10am-5pm

Tate Modern. FREE entry  
Address: Bankside, London, SE1 9TG; Tube: Southwark/Blackfriars.  
Opening hours: Mon-Thu, Sat, Sun 10am-6pm, Fri 10am-10pm

Museum of London. FREE entry  
Address: 150 London Wall, London EC2Y 5H Tube: St Paul's.  
Opening hours: Mon-Sun 10am-6pm

Madame Tussauds Museum  
Address: Marylebone Rd, London, NW1 5LR;  
Opening hours: check the website [Link](#)  
Markets and bazaars

Royal Museums Greenwich. FREE entry  
Address: Romney Rd, London, SE10 9N

Transport: Cutty Sark DLR.  
Opening hours: Daily 10am-5pm

Covent garden  
Address: The Piazza, London, WC2  
Tube: Covent Garden.  
Opening hours: daily 9am-5pm

Greenwich market  
Address: College Approach, London SE10 9HZ  
Transport: Greenwich Railway station.  
Opening hours: Tue-Sun 10am-5.30pm

Borough Market/ London South Bank  
Address: Borough High Street, London SE1  
Tube: London Bridge  
Opening hours: Fri noon-4.30pm, Sat 9am-4pm

## Sightseeing tours

London Duck tours Road and River Adventure (*check the website [Link](#)*)  
London City cruises/ Sightseeing tour on the Thames (*check the website [Link](#)*)  
Hop-on Hop-off London tours (*check the website [Link](#)*)

## Parks and gardens

- St James's park (Address: London, SW1A 2BJ; Tube: St James's park)
- Green park (Address: London, SW1A 2BJ; Tube: Green park)
- Hyde park (Address: London, W2 2UH; Tube: Hyde park corner/ Marble Arch)
- Kew gardens (Address: Kew, Richmond, TW9 3AB; Tube: Kew Gardens)
- The Regent's park (Address: Chester Rd, London NW1 4NR; Tube: Regent's park)
- Greenwich park (Address: London SE10 8QY; DLR: Greenwich)
- Kensington Gardens (Address: London, W2 2UH; Tube: Queensway/ Lancaster Gate)

## Squares and plazas

- Trafalgar Square (Tube: Charing Cross)
- Piccadilly Circus (Tube: Piccadilly Circus)
- Covent Garden Piazza (Tube: Covent Garden)
- Leicester Square (Tube: Leicester Square)

## Castles, palaces and places of interest

- Big Ben (Tube: Westminster)
- Buckingham Palace (Tube: Green Park)
- Hampton Court
- House of Parliament (Tube: Westminster)
- Kensington Palace (Tube: High Street Kensington)
- London Eye (Tube: Waterloo/ Embankment/ Westminster)
- London Zoo (How to get there: [Link](#))
- Royal Albert Hall (How to get there: [Link](#))
- Shakespeare's Globe theatre (Tube: St. Paul's)
- St. James's Palace (Tube: Green park)
- St. Paul's Cathedral (Tube: St. Paul's)
- The Emirates Air Line (Cable Car) (Tube: North Greenwich)
- The O2 Arena (Tube: North Greenwich)
- The Shard (Tube: London Bridge)
- Tower Bridge (Tube: Tower Hill)
- Tower of London (Tube: Tower Hill)
- Wembley Stadium (Tube: Wembley)
- Westminster Abbey (Tube: Westminster)



## Student handbook quiz

Your Name: ..... Date: .....

### Read the Welcome Pack then answer these questions

1. What telephone number do you call in the UK for the Police or Ambulance in an emergency?
2. What is Eglina's Surname?
3. Who are the Safeguarding Officers?
4. How much is a weekly Oyster card for zones 1, 2, and 3 on the underground trains in London?
5. What is the telephone number of Newham General Hospital?
6. What is Docklands Academy London's Wifi password?
7. What are three types of abuse?
8. Can you buy alcohol in the UK if you are 17 years old?
9. Is Madame Tussaurds Museum free to enter?
10. What is the closest Tube to Tower Bridge?



## Class details

<b>Student Name</b>		<b>Date</b>	
<b>AM Class</b>			
<b>Room</b>			
<b>Teacher</b>			
<b>Hours</b>	<b>9:00 –10:30</b>	<b>Tea Break</b>	<b>10:45 - 12:15</b>

<b>PM Class</b>			
<b>Room</b>			
<b>Teacher</b>			
<b>Hours</b>	<b>13:00 –14:30</b>	<b>Tea Break</b>	<b>14:45 –16:15</b>

You may only bring water into the lesson, but no other food or drink is allowed. Please try to arrive on time for your lesson. You will not be able to enter the classroom more than 15 minutes late. If you have any questions or are unhappy about anything, please tell your teacher or you can speak to any other member of staff you like and they will do their best to help you. You may also use our online feedback form if you prefer. <https://murray23.typeform.com/to/FOHJ3E>



# Video/Photograph Release Form

I permit **Simply Alliance LTD T/A Docklands Academy, London** its employees, agents and partners to use photographs and/or video recordings of me on websites, social media channels, publications, promotional flyers, educational materials, or for any other similar purpose.

I understand and agree that these photographs and/or video recordings of me may be put on the Internet. I also understand and agree that I may be identified by name and/or title in printed, Internet or other ways of giving public information that might accompany the photographs and/or video recordings of me. I agree that all these portraits, pictures, photographs, video and audio recordings, and any copies of them are the property of **Simply Alliance LTD T/A Docklands Academy London** and will continue to be the company's property.

I confirm that I am eighteen (18) years old or more and can sign in my own name or, if I am less than eighteen years old, that my parent or guardian has signed this release form below.

\_\_\_\_\_  
Signature of Individual Photographed/Recorded

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Individual Photographed/Recorded

\_\_\_\_\_  
Date

**If individual photographed/recorded is under eighteen (18) years old, the following section must be completed:** I have read and I understand this document. I am eighteen (18) years old or more and that I am the parent or guardian of the child named above.

\_\_\_\_\_  
Signature of Parent/Guardian of Individual Photographed/Recorded

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Parent/Guardian

\_\_\_\_\_  
Date

# Induction Checklist ✓

1	The student has read the student handbook and knows the Academy rules	
2	The student has completed the Academy quiz and knows the correct answers	
3	The student has read the refund procedure and terms & conditions on the Academy website	
4	The student knows the fire safety rules and evacuation procedures	
5	The student has recorded the emergency telephone numbers	
6	If the student is U16, he/she has a letter of consent from a parent/guardian	
7	If the student is U18, he/she is aware that they must be home by 10pm if unsupervised.	
8	The student or parent/guardian has signed the contract	
9	The student or parent /guardian has signed the video/photograph release form	
10	The student knows he/she has a 14 day right to cancel	
11	The student knows that abusive behaviour and discrimination will not be tolerated	
12	The student knows the complaints procedure	

# Online Links

Online Forms	Links
Induction Quiz	<a href="https://23.typeform.com/to/Bz6QgJ">https://23.typeform.com/to/Bz6QgJ</a>
Student Induction	<a href="https://23.typeform.com/to/U9SWqB">https://23.typeform.com/to/U9SWqB</a>
Needs Analysis	<a href="https://23.typeform.com/to/wDx7dg">https://23.typeform.com/to/wDx7dg</a>
Student Feedback	<a href="https://23.typeform.com/to/fOHJ3E">https://23.typeform.com/to/fOHJ3E</a>
Learning Strategies	<a href="https://23.typeform.com/to/lc4ZS1?name=xxxxx&amp;source=xxxxx">https://23.typeform.com/to/lc4ZS1?name=xxxxx&amp;source=xxxxx</a>

**You can find all our policies and procedures on the desktop of a computer in the library. It is the first computer on your left when you enter the library on the top floor.**