



# **English Programme Student Handbook 2022-23**

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**A very warm welcome**

# Contents

**03**

**Address**

**05**

**Key Staff**

**07**

**General Information**

**08**

**Before you Arrive**

**08**

**Useful Information**

**10**

**Pastoral Care/  
Welfare Services**

**12**

**Student Services**

**14**

**Communications  
of the Course**

**15**

**DAL Update on  
Coronavirus (COVID-19)**

**16**

**Student Code Of Conduct  
(Our Values and Rules)**

**20**

**Student Protection  
Plan**

**21**

**English Language  
Programmes**

**25**

**General English  
Programme**

**29**

**IELTS Programme**

**30**

**Teaching &  
Learning**

**31**

**Attendance**

**33**

**How to Complain**

**37**

**Things to do in London**

“Everyone can rise above their circumstances and achieve success if they are dedicated to and passionate about what they do”

Nelson Mandela

## Dear Students,

I am delighted to welcome you to our Academy.

Our utmost priority continues to be ensuring that all DAL Community is physically and mentally well and safe. We assure you that we are constantly taking all the possible measures for you to have a safe and rewarding learning experience.

Your course and social activity timetables will include a pack of informative and enjoyable lessons, presentations, seminars, webinars and social activities to explore the world's one of the most interesting cities, London. The details will be clearly set and communicated to you by our experienced teaching team. We will deliver an induction session on your first day, which will outline your course structure, delivery of the course, student code of conduct, we will signpost you to the key policies, and procedures that you may wish to refer to during your studies.

Your study programme contains regular tutorial sessions and progress tests. This may include some work for you to complete and some individual sessions with your tutor, giving you the opportunity to monitor your progress and discuss any issues. The Academic team will share the full details with you in due course.

Your course is about more than your time at DAL and there continues to be an expectation that you will undertake some self-study to achieve your goals. This will include things like research, homework, presentations and essay work. The more you put in, the more you will get out.

We are here to support you in any way we can. Our team are happy to help as always about your London experience, course, learning resources and welfare.

As you go forward, it is crucial to retain all your learning from your studies here, your knowledge, experience, skills and adaptability to build on them for your future endeavours. The team at DAL are here to support you to achieve this.

Wishing you a happy and successful academic year ahead.

*Canan E. Celik*

CEO / Principal

Docklands Academy London

## Address

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### **Docklands Academy London**

11 Selsdon Way, London E14 9GL

[Click here to use google maps](#)

info@docklandsacademy.co.uk / docklandsacademy.co.uk

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

**24 hour emergency numbers:**

+44 (0) 7936848637

**Police, Ambulance Service, Fire Brigade:**

999, 911, 112

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

**Closed on Bank Holidays**

<b>Date</b>	<b>Day of the week</b>	<b>Bank holiday</b>
<b>7 April 2023</b>	Friday	Good Friday
<b>10 April 2023</b>	Monday	Easter Monday
<b>1 May 2023</b>	Monday	Early May bank holiday
<b>8 May 2023</b>	Monday	Bank holiday for the coronation of King Charles III
<b>29 May 2023</b>	Monday	Spring bank holiday
<b>28 August 2023</b>	Monday	Summer bank holiday
<b>25 December 2023</b>	Monday	Christmas Day
<b>26 December 2023</b>	Tuesday	Boxing Day



**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, 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 : DALACADEMY**

**The password : docklandsaca\***



# Key Staff



**CANAN E. CELIK**

CEO / Principal  
Designated Safeguarding Officer /  
First Aider & Mental Health First  
Aider  
Strategic and operational  
oversight of DAL  
[cejder@docklandsacademy.co.uk](mailto:cejder@docklandsacademy.co.uk)



**ERCAN ERKUS**

Academic Head / DoS / Designated  
Lead Safeguarding Officer &  
Prevent Lead  
HE programmes, delivery & quality  
assurance of teaching and learning  
& supervising, complaints & appeals  
[eer@docklandsacademy.co.uk](mailto:eer@docklandsacademy.co.uk)



**ERHAN YURDAKUL**

Academic Consultant / Lecturer  
Academic administration  
procedures, attendance,  
assessment, certification,  
complaints & appeals  
[eyu@docklandsacademy.co.uk](mailto:eyu@docklandsacademy.co.uk)



**EGLINA BUBLIAUSKAITE**

Student services & welfare manager  
Receptionists/ Board Secretary/ Fire  
Marshal  
[ebu@docklandsacademy.co.uk](mailto:ebu@docklandsacademy.co.uk)



**RAAJAL CHANGELA**

English Teacher  
[rch@docklandsacademy.co.uk](mailto:rch@docklandsacademy.co.uk)



**PAUL VINCENT**

Lecturer / English Teacher / Social  
Programme Coordinator  
[pvu@docklandsacademy.co.uk](mailto:pvu@docklandsacademy.co.uk)



**MEHMET OZAKSU**

Lecturer  
[meoz@docklandsacademy.co.uk](mailto:meoz@docklandsacademy.co.uk)



**SELIN DOYAN**

Head of Quality and Academic  
Administration / Designated  
Safeguarding & Prevent Officer  
Academic quality assurance  
records monitoring and review  
[sdo@docklandsacademy.co.uk](mailto:sdo@docklandsacademy.co.uk)



**BIRGUL ROSE ASLAN**

Head of Admissions & Exam Officer  
Student Advice & Student Finance &  
Loan - any financial queries related to  
studies/ Fire Marshal  
[rbas@docklandsacademy.co.uk](mailto:rbas@docklandsacademy.co.uk)



**CUNEYT OZARIKAN**

Lecturer  
[coz@docklandsacademy.co.uk](mailto:coz@docklandsacademy.co.uk)



**MURAT OZBEK**

Finance Manager / HR &  
Estates  
Student Finance & Loan  
*moz@docklandsacademy.co.uk*



**HAZAL BICARE**

Academic Administrator  
*hbi@docklandsacademy.co.uk*



**SUREL HURRIYETOGLU**

Information Technology/ Fire  
Marshal  
*shu@docklandsacademy.co.uk*



**TUFAIL MIAH**

IT Officer Apprentice  
*tami@docklandsacademy.co.uk*



**AIBIKE ISAEVA**

Marketing Officer / Access and  
Participation officer



**RAMON DHILLON**

Content Creator Apprentice  
*rsdh@docklandsacademy.co.uk*



**OYKU KOCAKAHYA**

Administrator/ Library Assistant  
*oko@docklandsacademy.co.uk*



## 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 from another country, you can also find the information about 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.

All the information provided here highlights only the vital topics about your both Learner and Student Journey with us. For additional / detailed information on each topic, please visit our website

[www.docklandsacademy.co.uk](http://www.docklandsacademy.co.uk) where you can find our Policies and Procedures, Terms and Conditions, Fees, How to Apply etc.

We also would be glad to assist you in your further education intentions in the UK, if you are eligible. We hope you choose to study with us at Docklands Academy London and take advantage of the opportunity to access Higher Education locally in Canary Wharf London.



## 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.

Organize 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 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. Please refer to our DAL Procedure 4.1 Enrolment and Selection on our website [www.docklandsacademy.co.uk](http://www.docklandsacademy.co.uk).

## USEFUL INFORMATION

### FINDING YOUR WAY AROUND LONDON

You can always find your location in London using [google maps](#).

## TRANSPORT IN LONDON

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

### 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 will need to pay £7**. This is the cost of the card only. you will need to add further credit to travel.

## 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> or Monzo: <https://monzo.com>.

## PASTORAL CARE / WELFARE SERVICES

The Academy takes its responsibility to student welfare very seriously. Our [Procedure 5.2](#) on Pastoral Care outlines the roles of welfare staff to ensure that every member of the Academy receives the utmost support to achieve to the best of their potential.

Our Wellbeing Service is operating via digital platforms (Zoom/ Teams / Skype) during distant learning. If you would like to make an appointment for an initial consultation with one of our advisors, please send an email to [info@docklandsacademy.co.uk](mailto:info@docklandsacademy.co.uk) with your name, student ID and telephone number.

The Samaritans [www.samaritans.org](http://www.samaritans.org) offer a safe place for you to talk any time you like in your own way – about whatever is getting to you. Their free phone number is 116 123.

## 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 curtailment
- personal accident
- baggage, clothing, and personal effects
- loss of money
- travel delay

## CARE AND SUPPORT FOR UNDER 18S

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 +44 (0) 7936848637.

All U18s in our Academy are fully 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 of 16 and 17 years at times outside of lessons or when travelling between accommodation and school. We have a Designated Lead Safeguarding Officer (Ercan Erkus), and other Safeguarding Officers (Canan Ejder Celik, Selin Doyan, Birgul Rose and Eglina Bubliauskaite), 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 (Eglina Bubliauskaite), who welcomes all students when you arrive and is always available for care and support. We have a Social Programme Coordinator (Paul Vincent), who supervises activities every week. Members of our team will supervise you on every trip or sports activity that we organize for no extra cost for supervision.

If you have safeguarding concerns, please contact our safeguarding team immediately at [safeguarding@docklandsacademy.co.uk](mailto:safeguarding@docklandsacademy.co.uk) or on +44 (0) 7936848637.

## UK STUDENTS

Please ensure if you are new to the area, you register with a local doctor's surgery as soon as possible rather than 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 entitles you to full NHS treatment. For more information, please contact Academic Services. Please consider the implications of Brexit in the case that it comes into effect. You may wish to check the webpage <https://www.gov.uk/brexit> and take advice.

## 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 assist 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

## STUDENT SERVICES

You will have full access to all Docklands Academy London facilities and resources located in one building. You will be able to join additional classes such as English and exam preparation courses and employability workshops. Eligible students will also be able to apply for paid work in one of the partner restaurants. All students may join the Academy's social programme that includes regular excursions in and out of London.



## SUPPORT FOR STUDENTS WITH ADDITIONAL NEEDS

Docklands Academy London aims to ensure that individual needs are met before starting a course and during the course of study. The Academy tries to offer a range of services including support with physical disabilities, dyslexia support and support for mental wellbeing. The Academy has wheelchair access on its basement and people with physical impairments can be accommodated there. Some of the support services do attract a cost. However, often these costs are covered through funding via the Disability Support Grant (for those eligible).

Follow this link for more information:

<https://www.gov.uk/disabled-students-allowances-dsas/overview>

<https://www.gov.uk/disabled-students-allowances-dsas/how-to-claim>

Please contact the Welfare officer if you need any assistance with this process.

## STUDENT FEEDBACK

Student feedback is an important part of the course's quality control and enhancement. Learners complete induction and end-of-term questionnaires. Lecturers will also collect other forms of feedback throughout their lessons and tutorials. Learners are also encouraged to communicate any issues to their Class representative, who will in turn bring any concerns to the Student Committee. Students also have access to the 'Add Comments Box', located in the DAL reception.

Additionally, students can use the following website link to report any problems or concerns:

<https://docklandsacademy.co.uk/report-a-problem/>

## COMMUNICATIONS ON THE COURSE

### Electronic mail

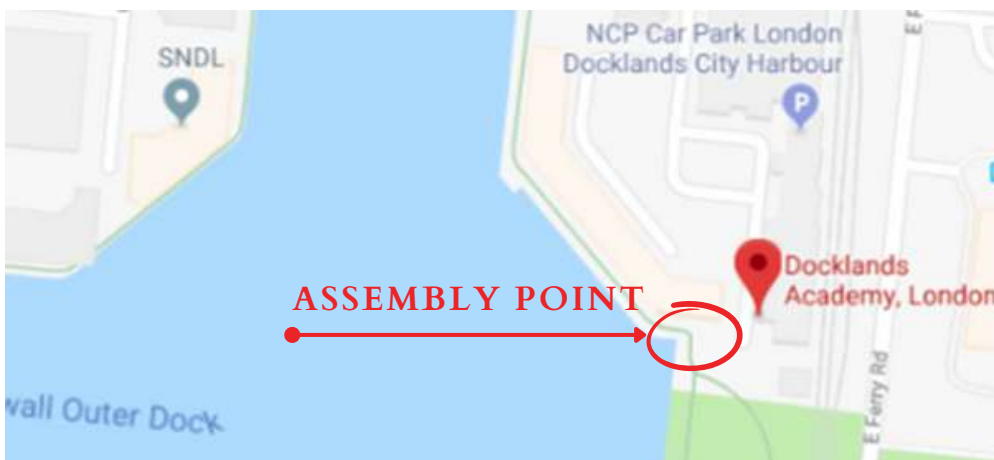
All staff and students at the Academy are required to use e-mail. Students should check and respond promptly to e-mails concerning the Course. The e-mail addresses and contact numbers of teaching staff on this Course are included in the student handbook. In addition, students are encouraged to download and use Microsoft Teams, another platform where they are able to communicate with teachers and staff at DAL.

Students who change their email address at any point in the Course should notify Admissions Team and their lecturers immediately. Students who change their address at any point in the Course should notify Admissions Team immediately.

## FIRE PROCEDURE

1. RAISE THE NEAREST FIRE ALARM
2. DO NOT USE THE LIFT
3. LEAVE THE BUILDING BY THE NEAREST FIRE EXIT
4. YOUR ASSEMBLY POINT IS  
**TURNING AREA ADJACENT TO THE BUILDING**

**In case of  
fire**



5. DO NOT RE-ENTER THE BUILDING UNLESS THE FIRE MARSHAL OR THE NOMINATED OFFICER ANNOUNCES

## DOCKLANDS ACADEMY LONDON UPDATE ON CORONAVIRUS (COVID-19)

The government has removed remaining domestic restrictions in England. There are still steps you can take to reduce the risk of catching and spreading COVID-19:

- Get vaccinated
- Let fresh air in if indoors
- Consider wearing a face covering in crowded, enclosed spaces

We would like to assure you that the health and wellbeing of our students, colleagues and visitors is the top priority for DAL. Therefore, we are monitoring updates and following guidance provided by the following Authorities:

World Health Organisation

UK Government Guidance for Educational Settings

Public Health England

NHS guidance

If you have a question about actions required for specific situations, please direct these as follows:

**Student Related Issues:** [info@docklandsacademy.co.uk](mailto:info@docklandsacademy.co.uk)

**All other issues:** [cejder@docklandsacademy.co.uk](mailto:cejder@docklandsacademy.co.uk)

## STUDENT CODE OF CONDUCT (OUR VALUES AND RULES)

The Academy expects that all students will engage with this Code of Conduct. Copies of the code are displayed around the Academy building and published on its website [www.docklandsacademy.co.uk](http://www.docklandsacademy.co.uk). Also, the content of the conduct is presented in the Learning Agreement and Student Handbooks. The Academy has drawn up the Code of Conduct with reference to:

- UK Quality Code 2018 Advice & Guidance at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance>
- Office for Students (OfS) requirements and guidance
- OIA The Good Practice Framework, Disciplinary procedures
- The Equality Act 2010
- Competition and Markets Authority Guidance for HE providers
  - CMA Regulations (Consumer Protection from Unfair Trading Regulations 2008 (CPRs) / Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCRs) / The Provision of Services Regulations 2009 (PSRs))
- UKCISA Code of Ethics

Good conduct means realising that you are a member of the Academy community and will behave accordingly. This applies anywhere and at any time but is particularly important in the local community around the Academy, whilst on field work, whilst on other study away from the Academy and whilst engaged in any other Academy related activity.

We want you (our students) to enjoy and benefit the most of their time during your learning journey at the Academy; to be safe, respected by others and to feel valued. Whatever you are doing on or off-site and wherever you are (even while commuting or at online education), you are a Docklands Academy London student, thus we expect you to behave accordingly in a respectful manner to others and the Academy. We are committed to creating a safe, supportive, inclusive and friendly environment in which everyone can participate freely.

We respect individuals regardless of their age, ethnic origin, race, nationality, membership of a national minority, culture, language, religious faith or affiliation or lack thereof, political affiliation or opinions or lack thereof, gender, gender identity, sexuality, sexual orientation, marital status, caring or parental responsibilities, illness, ability or disability, mental health status, medical condition, physical appearance, genetic features, parentage, descent, full-time or part-time student status, socio-economic background, employment status, trade union affiliation, spent or irrelevant criminal convictions or any other irrelevant distinction.

## FOLLOWING UK LAWS

- It is illegal to carry any sort of weapon, including a self-defence spray.
- Theft is taking something that you know does not belong to you. Don't do it!
- Never buy things that you think might be 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
- 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.

## FOLLOWING BRITISH VALUES

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

- **Democracy**
  - Everyone's opinion is important and counts.
  - Respect the right of freedom of speech, provided it is within the law.
- **Individual Liberty**
  - Freedom to be what you want if it is legal.
  - Recognise the diversity of the Academy community
- **Respect and Tolerance**
  - Do not show any abusive behaviour, bullying, harassment, violence, discrimination, insult and aggression against either staff or students on the basis of their: age, ethnic origin, race, nationality, membership of a national minority, culture, language, religious faith or affiliation or lack thereof, political affiliation or opinions or lack thereof, gender, gender identity, sexuality, sexual orientation, marital status, caring or parental responsibilities, illness, ability or disability, mental health status, medical condition, physical appearance, genetic features, parentage, descent, full or part-time student status, socio-economic background, employment status, trade union affiliation, spent or irrelevant criminal convictions or any other irrelevant distinction.
  - Be considerate, respectful, and courteous towards others.
  - Consider what others may feel about what you say or do.
- **Rule of Law**
  - The law is supreme, and nobody is above the law.
  - Act responsibly and be honest.
  - Abide by the law



## FOLLOWING ACADEMY RULES

### Facilities

- Respect and care for the environment of the Academy property, spaces, and premises.
- Recycle and dispose litter responsibly.
- Act upon the Academy's advice for saving energy.
- Maintain security and always wear your identity card within the Academy.
- Smoke or vape only in the designated areas.

### Do not:

- use fire doors except in an emergency.
- leave any rubbish behind you. Tidy the room before you leave.
- fight, bully, harass, threaten, offend or intimidate others. This includes any activity you engage in using the internet, virtual learning environments, social networking sites, blogs or other web resources, emails, texts or phone calls.

### Bring:

- food and hot drinks in class.
- alcohol or illegal substances into the Academy or be under the influence of these while onsite or taking part in external activities.
- knives (unless required as part of essential equipment for your course) or anything that could be used as an offensive weapon into the Academy.

### Learning

- Inform the Academy of any special learning or assessment needs.
- Speak English at all times during the lessons.
- Bring all the equipment and kit needed for learning.
- Switch off or mute mobile phones and other electronic devices (unless otherwise instructed) and place them out of sight during lectures.
- Hand in coursework in time to the right standard and follow the strict rules on plagiarism.
- Take all the exams at the stated time and complete assignments by the deadline.
- Act in a professional manner and avoid disrupting others in class.
- Actively participate the lectures.
- Commit time to additional study.
- Have a motivated and positive attitude and serious commitment to your studies.
- Never settle for “good enough”.

### Attendance

- Attend all lectures and arrive before the lecture starting time.
- Be punctual for all classes and other appointments.
- Record your attendance when you enter and leave.
- Do not enter the class until the next lesson if you are more than 15 minutes late.
- Inform the relevant person in an appropriate manner in the case of being late or absent for an activity where you are expected to attend.

## Assistance

- Immediately inform:
  - the Academy if your circumstances change.
  - your teacher or Student Welfare Officer if you experience problems with your studies or personal welfare that could harm your progress.
  - Register with a General Practitioner (GP) for any medical help.
- Seek help when you need it.
- Be aware of:
  - and act upon the advice and assistance available on academic and other matters.
  - the key person[s] in relation to Welfare, Safeguarding and overall student services and to know who to report to in any case of an incident or concern.
  - Academy Health and Safety procedures and follow them.

## ZERO TOLERANCE TO UNREASONABLE BEHAVIOUR

We have zero tolerance to any kind of abusive behaviour, bullying, harassment, violence, discrimination, and aggression towards either staff or students and take immediate action against any unreasonable behaviour. Abuse can be:

- Verbal : calling someone names, saying bad things or using bad language
- Physical : pushing, hitting, kicking people or damaging property
- Emotional : making someone feel disliked, ridiculing or teasing

Our **zero-tolerance approach** supports anyone who has experienced or witnessed harassment, discrimination, or violence. We promise to raise awareness of these issues and to respond appropriately to all reports.

If you think you have seen, heard about, experienced or concerned about any kind of related behaviour of a member of Academy staff, or of a student, please speak to the Safeguarding Officer, a manager or use our **Complaints Logbook / Comments & Complaints feedback box** located at reception or follow the “**report a problem**” link at our website ([Report a Problem - Docklands Academy London](#)) or follow our standard **Procedure 2.5 Complaints**.

If the incident you wish to report did not take place on Academy premises, it would not be something which we would be able to investigate in detail under our zero-tolerance reporting procedure. However, we would still be very happy to offer you confidential advice about how best to obtain help and to take the matter forward. In extreme cases, the police may be called.

## 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.

## STUDENT PROTECTION PLAN

DAL has a Student Protection Plan in place which sets out the measures that the Academy has in place to protect the continuation and quality of study for all our Higher Education (HE) students if risk to continuation occur. The plan can be found through a link in the online Terms and Conditions (<https://docklandsacademy.co.uk/terms-conditions>). The plan is supported by the following procedural documents:

- Business Continuity Plan
- HE Admissions Policy and procedures
- HE Learning Agreement
- Fees Policy (Refunds and Compensation)
- HE Transfers, Suspensions, Terminations, Withdrawals, Closure and Change of HE Provision Policy

The Academy is fully compliant with CMA Guidance (<https://www.gov.uk/government/publications/higher-education-guide-to-consumer-rights-for-students>) and dedicated to ensuring treatment of our students is fair and lawful. Matters related to consumer law include course approvals, admissions (Policy 4), complaints (Procedure 2.5), Refund of Tuition Fees and Compensation (4.10), self-assessment documentation and marketing material. Information about the procedures to ensure access to education for all can be found in Procedure 5.3 Equality, Diversity and Special Needs, as well as in 2.13 Access and Participation Statement. Our procedure 4.14 Fees, Charges and Financial Support contains the additional information needed to help students make informed decisions, including additional course costs, examination fees and financial support, are also clearly set out. All Academy policies and procedures can be found at: <https://docklandsacademy.co.uk/policies-and-procedures>.

## Admissions

For further details about admission, please refer to *DAL Procedure 4.1 Enrolment and Selection* on our website. The duration of the admissions and enrolment process changes according to the completion of the required documents by the applicants, but generally takes 2 weeks.

Applications can be made in several ways:

- Direct Applications
  - Applicant walk-ins (You may visit our Academy any time from Mon – Fri 9 am – 5 pm.)
  - E-mail/postal or Telephone Enquiries (You can complete an enquiry form on our website <http://docklandsacademy.co.uk> or enquire by telephone: 020 75159695.)
- Applications via Overseas Recruitment Partners (**Currently not applicable for Higher Education students as DAL does not hold Tier 4 status**) All overseas students (within the UK or overseas) who are not UK passport holders can make contact either via recruitment partners or directly to the Academy for the purpose of admissions.

Admissions Team instantly contacts the candidates to notify them of the entry requirements for their chosen programme of study and guide as appropriate.

## Entry requirements

English Language courses are provided on weekly basis. Thus, prospective students can apply in the most appropriate time for themselves.

## Minimum (benchmark) Requirements

Please see individual course details for the specific entry requirements of each course on our website, also the Academy's minimum (benchmark) entry requirements on DAL Procedure 4.1 Enrolment and Selection.

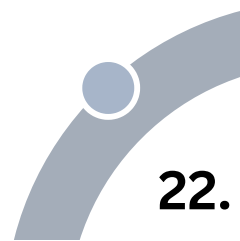


	General English	12 weeks per level	DAL Internal Evaluation Process
16+	IELTS Preparation	1-12 weeks	At least B1 Level / Might need a Student Visa
16+	Academic English	1-12 weeks	B1 Level / Might need a Student Visa
16+	Business English	1-50 weeks	B1 Level / Might need a Student Visa

### **The Academy's Internal Evaluation (English and Other Courses apart from HE Nationals)**

The Academy does its best to ensure applicants are placed according to their booking and level. The General English applicants who cannot provide any evidence for their level are asked to go through an internal evaluation process before they start their study. Even the applicants who have proven their prior learning regarding the benchmark entry requirements may still be asked to do so to build a picture of their academic ability and potential. They are invited:

- To complete an English Placement Test (for international applicants a pre-arrival version via email),
- Then for an interview (for international applicants online) which serves as both a need analysis questionnaire designed to identify their academic and development needs, and an English Speaking and Listening skill test to ascertain their English Language level along with the written test so that they can be enrolled to the right course.





## Post Admissions Procedures

You - as the successful applicant -:

- are despatched a Letter of Acceptance (conditional) confirming:
  - that the Academy is willing to offer a place for your chosen programme of study, subject to the receipt of full course fees.
  - your details along with the pre-enrolment information (Conditional / Unconditional)
  - what your fee status will be.
- whose fee is to be met by a third party (such as your employer or sponsor) must supply, at the time of enrolment, a letter from the company or organisation confirming that fees will be met in part or full. In the absence of such confirmation, you remain liable for the full cost of the course. For further details about fees, please refer to the DAL Procedure 4.14 Fees Charges and Financial Support.
- are asked to
  - Satisfy any conditions attached to the Letter of Acceptance.
  - Fill in and/or sign the necessary sections on the documents attached to the Letter of Acceptance and send them back to the Admissions Team.
  - Sign a Learning Agreement on the Induction Day, which also includes your signed confirmation you will comply with the Academy's requirements for attendance.
  - Complete an Admissions Feedback Form.
  - Fill in a Student Letter & Certificate Request Form if you need to prove your enrolment for bank account application, council tax discount etc.
  - Keep your contact details and any change in your circumstance up to date by filling a Change of Circumstance / Contact Details Form.
  - Read our standard terms and conditions. (see our website link: <https://docklandsacademy.co.uk/terms-conditions>)

## Entry Requirements for Applicants under the Age of 18

The minimum age for students at the Academy: for our adult classes of English the minimum age is 16 years old, but we have **English summer programmes** for groups of children aged 10-15.

A written confirmation is required from the parents (or legal guardian) of the student of their willingness to allow the student to study at the Academy via the forms listed in DAL Procedure 4.1 Enrolment and Selection / Section 2.4.4, also given below:

- Criminal Conviction Declaration Form (**Appendix 10**)
- Video / Photograph Release Form (**Appendix 11**)
- Parental Consent Form (**Appendix 12**)
- Online Safety Student Acceptable Use Agreement (**Appendix 13**)

# ADMISSIONS & ENROLMENT

**FILL IN THE  
APPLICATION FORM**



**Provide the initial required documents**

- **for all courses**
  - ID/ Passport/ BRP
  - Proof of Address
  - Police Registration Certificate (if applicable)
- **additionally for Higher Education courses**
  - Previous academic qualifications
  - Professional certificates
  - Evidence of prior employment
  - Employer reference letter (if applicable)
  - CV



**The review of document authenticity & the eligibility of the applicant**



**ELIGIBLE  
APPLICANTS**

**INELIGIBLE  
APPLICANTS**

**Written Entry Test**



**Rejected** ✕



**Oral Entry Test/  
Interview**

**Final review by the Admissions Team & Academic  
Department for approval**

**SUCCESSFUL  
APPLICANTS**

**REJECTED  
APPLICANTS**

- **dispatched a letter of acceptance**
  - an unconditional/ conditional offer
  - an alternative course offer
- **must fill in and/or sign the documents & send them back to the Admissions Team**
  - Criminal Conviction Declaration
  - Video/ Photograph Consent Form
  - Parent Consent Form (Students aged under 18)
  - DAL Online Safety Student Acceptable Use Agreement (Student aged under 18)
- **must confirm or decline the offer within 2 weeks after the date of Letter of Acceptance issued.**

- **provided a letter [outlining] on the reasons for their failure.**
- **assisted to improve their qualifications to succeed in future applications**

## GENERAL ENGLISH PROGRAMME

Our General English classes are popular with students looking for an English course for their needs in all areas of English including speaking, listening, reading, writing, vocabulary and grammar.

Teachers follow a textbook for part of the time, but also teach lessons for your specific needs. The questions we ask you in tutorials will help the teacher prepare lessons you prefer and need. You will be given as much homework as you like and a test every Monday so you can see your progress.

We also have our own Academy Social and leisure Programme. Our social programme co-ordinator, Paul Vincent, organises monthly sports and walking activities as well as regular weekly trips around London. He also takes students to popular tourist haunts as well as secret locations you may never have heard of. The majority of excursions and social activities are within London and involve visiting museums, art galleries and other such educational establishments which are free of charge. You will be able to discuss your preferences for activities with your teacher and can consult the monthly "social and leisure programme" for more information (this is displayed in your classroom and around the DAL building). In rare instances, the excursions may involve a cost, especially when visiting locations outside of London. Such costs would range from, at the cheaper end, an excursion to Brighton involving a train cost, to, at the more expensive end, an excursion to Stonehenge and Bath. In these rare instances, costs will be explained to students and agreed in advance.

The General English classes are twelve-weeks long for each level. There are five General English levels: Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate and Advanced. After completing a course successfully, students can progress to the next level. Students may leave and new students may join the course at any time. Also if students feel that the class is unsuitable for their level, and, if the level is found to be unsuitable for the class, we will arrange for the student to be reassigned to the relevant level course.

A key component of your study at DAL is your monthly tutorial with your course tutor, where you will have the opportunity to discuss your progress, set language goals and review your learning. You will also have the opportunity to give any feedback on the course. Your tutor will also be able to discuss routes for progression with you, if you are interested in continuing your education either within DAL or elsewhere in London or the UK.

Progression routes can also be found here: [Education and learning - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

## Elementary

### Functions

Students learn basic communication skills, including greetings, introductions and asking people for personal information. Students will talk about daily routines and free time, ordering food in a restaurant, travelling or going shopping.

### Grammar

Students learn different tenses including the present simple, past simple, future simple, present continuous and present perfect simple. Students learn comparatives, superlatives, adjectives and nouns. Students also learn to use simple sentences, including positive, negative and question forms.

### Skills

Students learn to speak in simple and everyday situations about things they know. They learn to listen and understand common English phrases and expressions when spoken clearly and slowly. Students learn to read short, basic texts on common topics they know, with high frequency vocabulary.

Students learn to write personal information in simple phrases and sentences, and use common conjunctions, such as “and”, “but” and “because”.

## Pre-intermediate

### Functions

Students learn to describe themselves and other people in more detail. They also learn to talk about plans and their life experiences. They learn to make small talk and to talk about jobs, travel and culture. They also will learn how to ask for directions and make appointments.

### Grammar

Students learn to use different tenses including the present simple and continuous, past simple and continuous, future forms and present perfect. Students learn to use other structures including first and second conditionals, quantifiers, modals and relative clauses

### Skills

Students learn to speak in simple and everyday situations, and have dialogues on familiar topics. They also learn how to speak in more detail and for a longer time about their life now and their past experiences.

Students learn to listen comprehensibly to factual information about common everyday topics. They learn to listen for general messages and specific details, when spoken clearly and slowly.

Students learn to read a range of short, basic texts on familiar topics.

Students learn to write common phrases, simple sentence structures and paragraphs linked with basic connectors. They also learn to write basic emails and letters, with descriptions of their personal life and past experiences.

## Intermediate

### **Functions**

Students learn to perform a number of communicative functions, including describing food and people, places and events, asking for and giving information about people, events and procedures, applying for a job, and reviewing a film.

### **Grammar**

Students learn to demonstrate their use of a range of grammatical structures, including past and present tenses, modals, first, second and third conditionals, and reported speech. Students learn to use grammar with fewer mistakes when speaking and writing.

### **Skills**

Students learn to speak confidently on familiar topics, and express their thoughts and opinions on more abstract, cultural topics such as films, books and music. Students learn to follow extended speech and lines of argument on a familiar topic. Students learn to read short texts and articles more independently.

Students learn to write extended paragraphs linked with a range of common connecting phrases. They learn to write descriptions of their personal life and past experiences. They learn a variety of different types of writing including an informal letter, formal letter and CV, film review and magazine article.

## Upper - Intermediate

### **Functions**

Students learn to perform a number of communicative functions, including reacting and asking for more information, paraphrasing, maintaining a conversation, interacting as an active listener, expressing opinions on various topics, comparing past and present, describing pictures, taking notes, debating topics, making a presentation, and expressing annoyance.

### **Grammar**

Students learn to use a range of grammar structures, including present perfect simple and continuous, narrative tenses, passives, future perfect and future continuous; they also learn to use sentence patterns, including zero, first, second and third conditionals. Students learn to have grammatical control avoiding mistakes. They learn less frequent and more complex grammatical structures.



## Skills

Students learn to talk about events and experiences that are important to them, to share their opinions clearly and to give explanations for their opinions. They learn to speak fairly fluently and confidently. Students learn to listen to the main ideas of complex speech at normal speed on a variety of topics. Students learn to read independently, using different reading strategies for a variety of text types and topics.

Students learn to write clearly, detailed texts on a variety of topics, producing and evaluating information and arguments from a number of sources, and are able to express and support their own opinions.

## Advanced

### Functions

Students learn to perform a number of communicative functions, including emphasising something is their own opinion, expressing personal opinions on a range of topics and situations including debates, describing books and films, expressing permission, obligation and necessity, expressing preferences, speculating, showing relationships between ideas, persuading and telling a joke.

### Grammar

Students learn to use grammatical control with confidence and minimal errors, and they learn to use complex structures effectively.

### Skills

Students learn to confidently express themselves fluently and spontaneously with few errors, without much obvious searching for expressions or too many avoidance strategies.

Students learn to listen to extended speech on complex unfamiliar topics spoken in a variety of different accents at normal speed.

Students learn to read a variety of extended texts on a wide range of topics.

Students learn to write clear, organised, detailed and long articles, reports and essays on a variety of topics, producing and evaluating information and arguments on a range of topics.

## IELTS PROGRAMME

In addition to our General English classes, we run afternoon IELTS sessions on two afternoons per week and generally recommend a combination of General English classes (15hrs) and IELTS (6hrs), although the IELTS classes can also run independently if students prefer.

As with the General English classes, teachers follow textbooks part of the time, but also teach lessons for your specific needs. We use a variety of Cambridge texts in our provision, including IELTS Trainer and Complete IELTS.

Your IELTS tutors are Raajal and Paul. Raajal has a bachelor's degree in education and an advanced diploma in TESOL and has 8 years of English language and IELTS teaching experience. Paul has both TESOL and Cert Ed with ESOL Specialism and has 20 years English language and IELTS teaching experience and has taught English for Academic Purposes at both Brunel and Loughborough Universities.

Our number of students is small, usually between 4 and 6 students, which means a tailored provision. Student feedback rates us as excellent in our teaching and we have a high success rate for those students who go on to take the IELTS exam.

“Teaching” is taken to apply to all the ways in which the Academy delivers curriculum to its learners and may include a range of both face-to-face and online methods of delivery. “Learning” is taken to refer both to student learning and also to learning on the part of teaching specialists.

The Academy takes all appropriate measures to ensure that effective and student-centred teaching is delivered, teaching delivery methods are varied and designed to encourage student engagement and content is related to real world examples. In addition, varied learning opportunities, which foster and encourage independent learning, are provided. In the event of Covid-19 lockdown, the Academy takes all appropriate measures to ensure that delivery continues online where possible.

Teaching methods include lectures with readings, exercises and homework with use of slides, websites and videos. Sessions are highly interactive with communicative group tasks and work-based activities. Student performance is given ongoing formative assessment with feedback. Students are required to do additional reading.

## ATTENDANCE

The Academy requires students to attend all classes punctually according to their signed Learning Agreement and course timetable. Students should not knowingly miss a class for anything other than illness or exceptional circumstances. It is not advisable to take holiday in term time. If students need to miss a class, they, or someone acting on their behalf should:

- inform their administration/compliance department immediately and/or also the member of staff who takes the class, where possible in advance, of any planned absence (eg. for a doctor's or dentist's appointment) and obtain prior permission which is authenticated with an **Absence Authorisation Notification Note** or Self-Certification communication (by means of a telephone call, email and etc.) where medical note is not available from a hospital.
- Telephone the Academy reception desk before 9.15 am on the first day of an unplanned absence to provide an explanation. Students will be asked for personal details and for how long they expect to be absent and in the case of international students will be informed of the need to obtain medical evidence in the form of a GP note or hospital letter
- Obtain a letter from their parent (or guardian if they are under 18) for any illness lasting more than one week
- On return to the Academy following an absence lasting
- Less than one week, UK and EU students will need to complete a Self-Certification communication
- More than one week, they need to provide a doctor's note.
- Any period of absence, attend a "return to Academy interview" with Head of Academic Administration and DoS.
- Make arrangements to catch up with any course work missed during absence with relevant lecturer.

## Actions Against Poor Attendance

Students may be denied access to classes if they are more than 15 minutes late, unless there are good reasons. The same rule applies for online sessions at distance learning. Students may be required to wait until the class lecturer signals the student may enter the room (or online session on the platform used) at a point which does not disrupt learning for other students.

Thereafter for any unauthorised attendance from the start of term the following procedures will be followed for each term:

**Warning 1:** after 10% unauthorised absence

**Warning 2:** after 15% unauthorised absence

**Final Warning:** after 20% unauthorised absence

If a student's attendance is less than 90% without good reason, the Academy may give the student the first formal warning in writing. If the student's attendance falls below 85% on the second time without good reason, the student may receive a second warning letter. If the student's attendance falls below 80% for a third time without good reason, the student will receive a final written warning. The Academy will only issue two warning letters and one final warning letter in any one academic term. If a student's attendance remains inadequate, the Academy may take the decision to withdraw the student from the programme.

Students must have a minimum in-class attendance rate of 90% in order to meet the requirements of their courses. Failure to adhere to the attendance requirements:

- Will lead to failure in the course
- May result in:
- Exclusion from the programme or being withdrawn following formal interview at the discretion of the Academy.
- Expulsion for international students where they will be reported to UKVI. We are required to inform the UKVI if you are frequently absent and do not provide a doctor's certificate or other acceptable reason. This may affect your visa status.

We can only authorise absence from classes with a signed English medical note or valid dated letters and/or appointment details.

Students should attend classes. Missing your class means wasting your money and missing a great learning opportunity. 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://docklandsacademy.net/forms/>**

## HOW TO COMPLAIN

We value your feedback on the Academy's policies or services, both academic and non-academic (only in areas fully controlled by the Academy). You can provide feedback in a casual manner by:

- At the location where the service is provided
- Contacting the person in charge of the relevant area (e.g., your Lecturer, the Academic Head, or Chief Executive)
- Discussing the matter with your Student Representative
- Informing any other staff member, such as the Welfare Officer

Raising a complaint will not put any student at a disadvantage. However, the Academy expects students to avoid making frivolous, vexatious, or malicious complaints. If multiple students are affected by the same issue, they can submit a complaint or academic appeal as a group. In such cases, the Academy may request the group to choose one student as their representative.

### **What is a complaint?**

For this framework, a student complaint refers to expressing dissatisfaction about a provider's action or lack thereof, or about the quality of service provided by the Academy or on its behalf. The Complaints Policy should not be used for the following purposes:

- Requesting a review of academic progress decisions, such as assessment marks, degree classification, research methodology, course content/outcomes or progression decisions (e.g., failing a module or the year). These matters should be addressed through the DAL Procedure 2.4 Appeals.
- Reporting staff misconduct, which will be handled according to the Policy for investigating student complaints of Procedure 2.1 Academy Staff Misconduct.
- Dealing with matters related to the Student Loan Company.

The Complaints Policy can be used for:

- Assessing the quality and standards of the Academy's services, such as teaching, advice, resources, and facilities.
- Addressing issues related to the admissions process or its results.
- Dealing with instances where administrative or academic processes were not followed.
- Expressing concerns about the impact of an Academy policy, even if it was applied correctly.
- Addressing instances where the Academy failed to fulfil its obligations, as outlined in student handbooks.
- Reporting misleading or incorrect information in prospectuses, promotional material, and other Academy-provided information.
- Addressing concerns about the poor quality of facilities.



When making an assessment decision, academic judgment is usually involved. However, there are certain areas that do not require academic judgment and can be addressed through the Complaints procedure. These areas include:

- Decisions regarding the fairness of assessment procedures and whether they have been properly understood.
- Communication between the Academy and the student.
- Instances where someone expresses an opinion beyond their academic expertise.
- How evidence has been evaluated, including the presence of bias or mismanagement.

Regarding academic issues, the Academic Head is responsible for handling complaints. If students have any comments or complaints about supervision, they should contact the relevant lecturer, the Head of Academic Administration, or the Academic Head. If they want to provide feedback about lectures, seminars, or other activities organized by curriculum teams, they should discuss the matter with the Academic Head.

### **Time Scales**

You will receive an initial response to your complaint within two weeks of sending it. A thorough response to the complaint will be completed within an additional two weeks at most. Any necessary action to address the complaint will be taken promptly, following the OIA and UK Quality Code Guidelines. If you are not satisfied with the outcome, you can proceed to the next stage by submitting another complaint within two weeks of receiving the Outcome Form.

Former students who have left the Academy also have the right to complain. However, they can only raise issues of complaint or academic appeal within a specific period of 12 months after completing their studies.

### **Confidentiality**

We will make every effort to keep the identity of a complainant confidential during the Complaints Procedure. However, in cases where the complaint is about a specific person, it is likely that the complainant's identity will need to be disclosed at some point, except in rare circumstances, to ensure a fair investigation. For example, if someone lodges a complaint against an individual, that person has the right to know who is making the complaint and what it is about. We will try to inform the complainant how likely it is that their identity will be revealed at each stage of the procedure.

During the formal complaints procedure, a written record of the complaint will be created and can be requested by anyone involved (while following the confidentiality rules mentioned earlier). At Stage 1, the Head of Academic Administration will maintain the written record, and at Stage 2, the responsibility will be with the Academic Head, who will also send a copy to the CEO/Principal. For more details, please refer to the DAL Procedure 1.7 Data Protection.

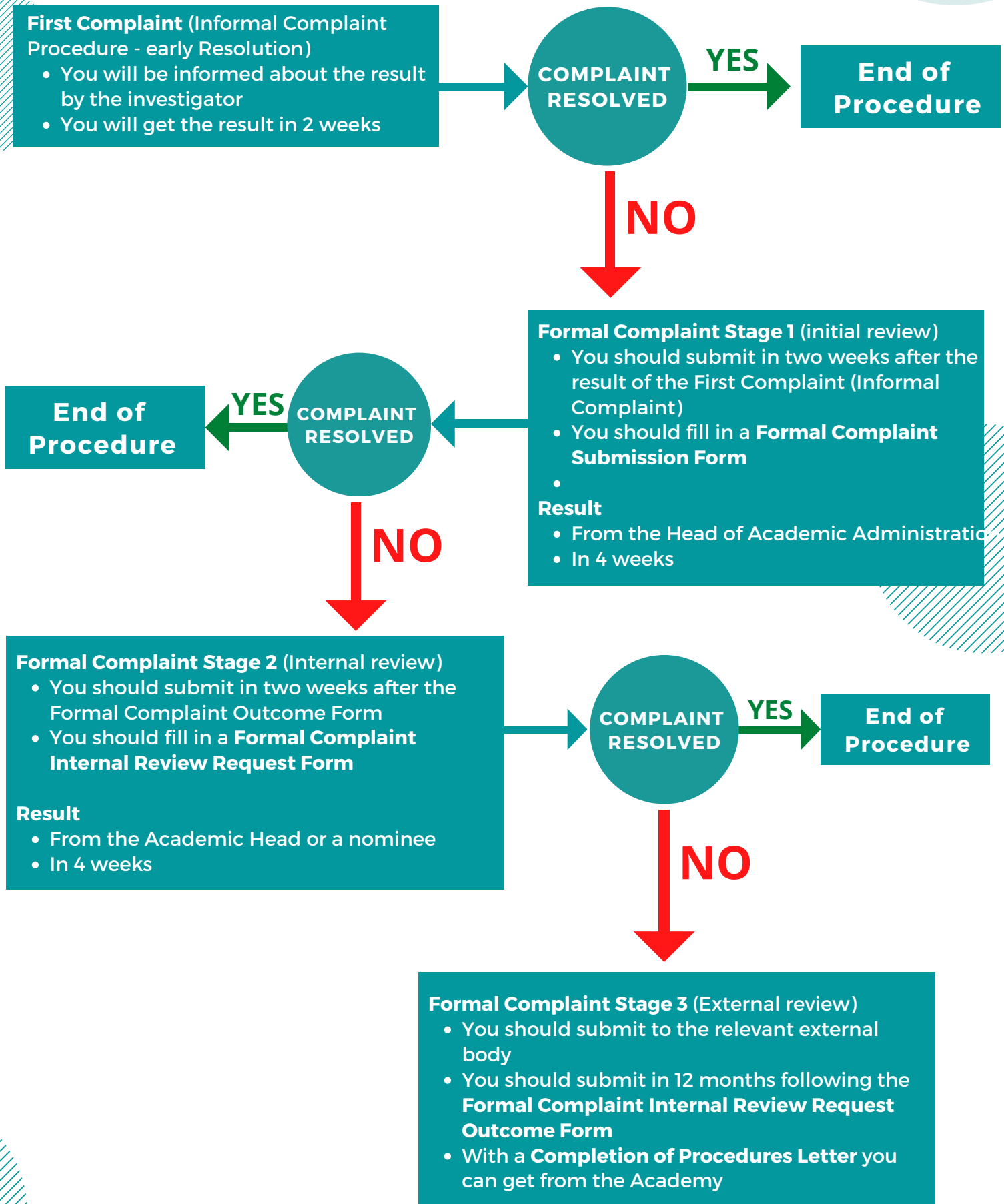
## THE COMPLAINTS PROCEDURE STAGES

Below is provided a summary of the complaints procedure. **For further details, please refer to DAL Procedure 2.5 Complaints.**

The students are fully informed during their induction process that they are able to raise complaints through Office for the Independent Adjudicator (OIA), Pearson, British Accreditation Council (BAC) and British Council (BC).

- OIA <https://www.oiahe.org.uk/students/how-to-complain-to-us/>
- BAC <https://www.the-bac.org/bac-complaints-procedure/>
- Pearson <https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html>
- British Council <https://www.britishcouncil.org/contact/complaints>

# HOW TO COMPLAIN



## THINGS TO DO IN LONDON

Write to the Academy Social Programme Coordinator for trips: Paul Vincent / [paul.v@docklandsacademy.co.uk](mailto:paul.v@docklandsacademy.co.uk)

### 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 (Temporarily closed)

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

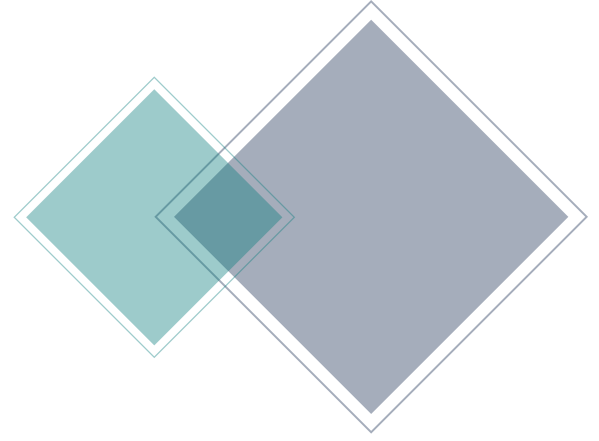
[Link](#) Markets and bazaars

### **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** (How to get there: [Link](#))
- **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** (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)

**You can find all our Policies and Procedures, Terms & Conditions and Student Code of Conduct**

- on our website <https://docklandsacademy.co.uk/policies-and-procedures>,
- by emailing us at [info@docklandsacademy.co.uk](mailto:info@docklandsacademy.co.uk) in the case of remote learning.

