English Language Programme Student Handbook 2026

A very warm welcome

Dear Students,

I am delighted to welcome you to our Academy. Our upmost 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. My team and I will be 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

Docklands Academy London

Click here to use google maps

11 Selsdon Way, London E14 9GL

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....

Date	Day of the week	Bank Holiday
3 April	Friday	Good Friday
6 April	Monday	Easter Monday
4 May	Monday	Early May bank holiday
25 May	Monday	Spring bank holiday
31 August	Monday	Summer bank holiday
25 December	Thursday	Christmas Day
28 December	Friday	Boxing Day

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**: DALACADEMY**

The password**: docklandsaca***









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Birgul Rose Aslan

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Student Admissions / Student Services / Student Loan

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Murat Ozbek

Finance Manager / HR & Estates

Student Finance & Loan

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Paul Vincent

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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**, where you can find our Policies and Procedures, Terms and Conditions, Fees, How to Appy etc.

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 Warf 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.**

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**.

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)
- Overground 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*** 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 / 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*** with your name, student ID and telephone number.

The Samaritans ***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 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 +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), 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 (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 after lessons. Members of our team will supervise you on every trip or sports activity that we organize for no extra cost for supervision.

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.

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, end-of-term questionnaires. Lecturers will also collect other forms of feedback throughout their lessons.

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.

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



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

   ANNOUNCES

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 . 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 realizing 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 fieldwork, 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 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 tie 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 HE students if risk to continuation occur. The plan can be found through a link in the online Terms and Conditions (Student Terms and Conditions - Docklands Academy London). 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.

English Language Programmes

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 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. 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
B2 16+	Cambridge Exam Preparation / CAE	1-12 weeks	B1 Level / Might need a Student Visa
C1 16+	Cambridge Exam Preparation / FCE	1-12 weeks	B2 Level / Might need a Student Visa
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
16+	English for Gastronomy	4-12 weeks	A2 Level / Might need a Student Visa
16+	English for Travel and Tourism	4-12 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:

1. that the Academy is willing to offer a place for your chosen programme of study, subject to the receipt of full course fees.
2. your details along with the pre-enrolment information (Conditional / Unconditional)
3. 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 and SLC, please refer to the *DAL Procedure 4.14 Fees Charges and Financial Support.*
- are asked to

4. satisfy any conditions attached to the Letter of Acceptance.
5. 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.
6. sign a Learning Agreement on the Induction Day, which also includes your signed confirmation you will comply with the Academy's requirements for attendance.
7. complete an Admissions Feedback Form.
8. fill in a Student Letter & Certificate Request Form if you need to prove your enrolment for bank account application, council tax discount etc.
9. keep your contact details and any change in your circumstance up to date by filling a Change of Circumstance / Contact Details Form.
10. read our standard terms and conditions. (see our website link: Student Terms and Conditions - Docklands Academy London)

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 11-15.

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***)



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, organizes monthly sports and walking activities as well as regular trips around London. We take 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. Below is some information about the sort of things you will learn at each level.

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 emphasizing 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, organized, 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 is CELTA qualified and has 10 years of English language and IELTS teaching experience. Paul has both TESOL and Cert Ed with ESOL Specialism and has 24 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. In addition to IELTS, we are able to provide FCE and CAE courses if needed.

Teaching & Learning

“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 Authorization 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.
- 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 25% unauthorised absence
Final Warning: after 35% 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 75% on the second time without good reason, the student may receive a second warning letter. If the student's attendance falls below 65% 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:

1. exclusion from the programme or being withdrawn following formal interview at the discretion of the Academy.
2. 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: Report a Problem - Docklands Academy London

How to complain

We welcome your comments and suggestions about the Academy's policies or services, either academic or non-academic (only in areas that are fully within the control of the Academy). You can do so informally by:

- at the point where the service is provided,
- by contacting the person in charge of the relevant area (your Lecturer, the Academic Head or Chief Executive etc.)
- raising the matter with your Student Representative
- telling any other member of staff such as the Welfare Officer

No student will be disadvantaged due to having raised a complaint, but the Academy also expects that students will not make frivolous, vexatious, or malicious complaints.

Where the issues raised affect a number of students, those students can submit a complaint or academic appeal as a ‘group complaint’ or a ‘group appeal’. In such circumstances, the Academy can ask the group to nominate one student to act as group representative.

What is a complaint?

For the purpose of this framework, a student complaint is defined as “An expression of dissatisfaction by one or more students about a provider’s action or lack of action, or about the standard of service provided by or on behalf of the Academy.”

The Complaints Policy should not be used:

- to request a review of an academic progress decision, such as an assessment mark, a degree classification, fitness to practice, research methodology or course content/outcomes, a progression decision such as failing a module or the year, or the calculation of your degree. These matters should be raised through the DAL Procedure 2.4 Appeals.
- for complaints of staff misconduct (which will be considered under the Policy for investigating student complaints of Procedure 2.1 Academy Staff Misconduct).
- for matters relating to Student Loan Company.

The Complaints Policy can be used for:

- the quality and standards of a service provided by the Academy, including learning and teaching provision, advice, resources and facilities,
- the admissions process or its outcomes,

- failure to apply an administrative or academic process,
- concerns about the impact of an Academy policy, even if it has been correctly applied,
- failure by the Academy to meet obligations including those outlined in student handbooks,
- misleading or incorrect information in prospectuses or promotional material and other information provided by the Academy,
- poor quality of facilities.

A decision about assessment, will normally involve academic judgment. However, the following areas do not involve academic judgment and also can be considered under Complaints procedure:

- decisions about the fairness of related assessment procedures, whether they have been correctly interpreted,
- how the Academy has communicated with the student,
- whether an opinion has been expressed outside the area of an academic's competence,
- the way the evidence has been considered whether there is evidence of bias or maladministration.

For academic matters, responsibility for dealing with complaints about academic matters lies with the Academic Head. If students have any comments or complaints relating to supervision, these should be addressed either to the lecturer concerned or Head of Academic Administration or to the Academic Head. If they wish to make comments about lectures, seminars, etc, organized by curriculum teams, they should raise the issue with the Academic Head.

Time Scales

An initial response to any complaint can be expected within two (2) weeks of its receipt, and a full and considered response to a complaint should be completed within a further two (2) weeks at most, with any subsequent remedy implemented with minimum delay in line with OIA and UK Quality Code Guidelines. If complainants are not consent with the outcome, they can proceed to the next stage by submitting for a further complaint within two (2) weeks after they receive the Outcome Form.

Former students who have left the Academy also have the right to complain although they may only be able to raise issues of complaint or academic appeal within an explicitly defined period of 12 months after the end of their studies.

Confidentiality

Every attempt related to Complaints Procedure will be made to maintain the confidentiality of a complainant. However, where a complaint is of a personal nature against an individual, it is likely that the complainant's identity would have to be revealed at some stage in all, but the most exceptional cases in order to allow a fair investigation. For example, where a complaint is made against an individual, that person has the right to know who is complaining against them and what the nature of the complaint is. The Academy will endeavour to inform of a complainant of the extent to which their identity is likely to be revealed at each stage of the procedure.

Throughout the formal complaints procedure, a written record of the complaint will be taken and made available on request to anyone involved in the matter (subject to the protocols on confidentiality noted above). At Stage 1, the written record will be maintained by the Head of Academic Administration; at Stage 2 it will be the responsibility of the Academic Head to keep a written record and to send a copy to the CEO / Principal. 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.

Informal Complaint Procedure *(Early Resolution)*

The Academy expects complaints to be dealt with informally in the first instance (ideally within 2 weeks) quickly and effectively in order to address concerns immediately and locally before they escalate to formal complaints by providing, where appropriate, information of what will be done to prevent a similar situation happening again, (alternative) solution(s) or an apology.

Formal Complaints Procedure

Stage One *(Initial Submission)*
If the matter cannot be resolved satisfactorily via Informal Complaint Stage, the complaint should be made in writing to the Head of Academic Administration by completing *Formal Complaint Submission Form - Stage 1* within two weeks after the student receives the *Informal Complaint Outcome Form*, in which full details of the complaint and any relevant documentation should be provided.

The Head of Academic Administration will acknowledge receipt, but before the Formal Complaint Process is initiated, s/he might reject the complaint, might lead the student to another procedure depending on the criteria and conditions or otherwise, starts the process as soon as possible. In addition, complaints requiring immediate action as listed below are dealt with swiftly.

- involving a threat of serious harm,
- which has detrimental consequences for the student's mental health or where the student displays significant distress,
- relating to disability support issues of serious and repeated service failure and/or significant delay,
- of a highly sensitive nature.

In the case of a racist, discriminative, abusive or extremist behaviour, a different procedure is followed. For further details about handling such a very sensitive issue, please refer to DAL Procedure 6.16 Prevent Duty (Racist, Discriminatory, Abusive and Extremist Behaviour).

Based on their investigation, the Head of Academic Administration or a member of academic staff / the investigator will produce a report by completing a *Formal Complaint Outcome Form - Stage 1* which along with other details outlines:

- the actions taken,
- the outcome / decision, and the reasons for the decision taken,
- how and when it will implement any remedy,
- the student's rights to take the complaint to Stage 2 (Internal Review)
- where and how to access support.

Stage Two *(Internal Review)*

It is hoped that very few complaints would remain unresolved after Stage 1. However, the student can request a review, if

- the complaint remains unresolved,
- the student is dissatisfied with the outcome,
- new material evidence which the student was unable, for valid reasons, to provide earlier in the process is now available,

The request for review should be made in writing to the Academic Head within 2 weeks by completing *Formal Complaint Internal Review Request Form - Stage 2*, in which full background details of the complaint until then and any relevant documentation should be provided.

The Academic Head will allocate the request for review to a designated member of staff or (where appropriate) a panel of investigators not involved at any previous stage to undertake an independent assessment of the case and come to a conclusion on the matter.

If the student is required to attend in person as part of the investigation into a complaint, they are entitled to be accompanied at any stage by a member of the Academy: this could be a lecturer or other senior member, or a student including a class representative or Academy Student Representative.

Based on their investigation, the Academic Head and the investigator(s) will produce a report by completing *Formal Complaint Internal Review Outcome Form - Stage 2.* The student(s) is also informed that if they are not satisfied with the result and want to appeal to the relevant body, they can ask for a *Completion of Procedures Letter (**COP**)* within 2 weeks following the issue date of the form, and the letter must be delivered to the student within 28 days.

Stage 3 *(External Review)*

The Academy rules provide for an independent review of appeals and complaints through the independent ombudsman service OIA or other routes, such as BC, BAC and Pearson since the Academy is also a member of these awarding bodies. If the complainant remains dissatisfied, having followed all the appropriate appeal or complaints procedures, it may be open to them ultimately to refer the matter to the related awarding body and/or OIA. The complaint should be submitted to the OIA within 12 months of the date of the *Completion of Procedures Letter.*

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



Things to do in London

Write to the **Academy Social Programme Coordinator** for trips: **Paul Vincent** / pvi@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 10am10pm

- **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)

Opportunities for language and personal skills development outside the classroom

- Conversation clubs – Practise English in relaxed weekly sessions. English Conversation Club (Eventbrite)
- Language exchanges – Meet native speakers and other international students. London Social & Language Exchange
- Eventbrite events – Join talks, workshops, networking events, and cultural activities. Eventbrite London
- Volunteer – Support local charities, food banks, museums, or community events to gain real-life English practice.
- Join a club – Sports, book clubs, music, photography, debating, or hiking groups.
- Visit free museums & talks – Attend exhibitions, guided tours, and public lectures at London's museums and universities.
- Explore London – Visit markets, cafés, festivals, and neighbourhoods while making a habit of speaking English with locals.

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,
- on the desktops of all computers in the library on the top floor,
- by emailing us at info@docklandsacademy.co.uk in the case of remote learning.