English Language Programme
Juniors Student Handbook 2026

A very warm welcome

English Language Teachers



PAUL VINCENT

"I love meeting new students and finding out about your hobbies and your interests!"



JOHN ERKUS

"I can't wait to meet you and find out all about your experiences in London!"



CUNEYT OZARIKAN

"I am excited to meet you. I can help show you all the wonderful facilities we have here at DAL!"



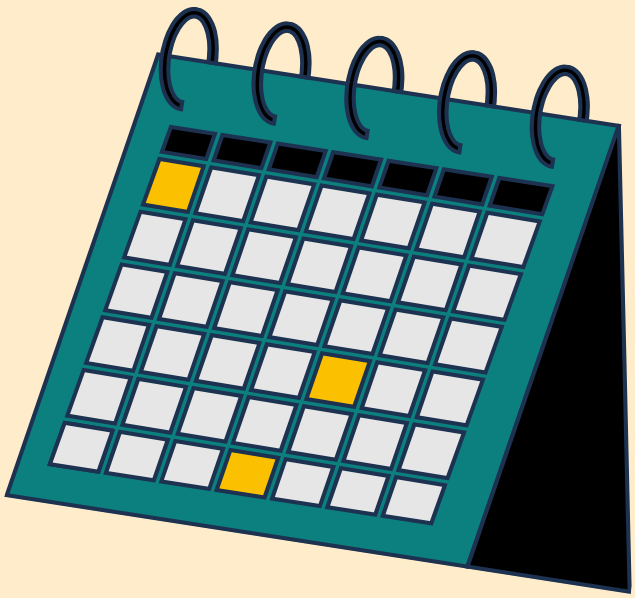
MEHMET OZAKSU

"I can help you understand more about British culture and traditions!"

A Typical Study Day at DAL

09.00 - 10.00	1st Lesson
10.00 – 10.15	Break Time
10.15 – 11.15	2nd Lesson
11.15 – 11.30	Break Time
11.30 – 12.00	3rd Lesson





Contents

2 English Language Teachers

3 A Typical Study Day at DAL

4 Address

5 Wi-Fi

6 Oyster Card and Banking

7 Communications on the Course

9 Student Code of Conduct

10 Safeguarding

11 Newham Hospital

12 How to Complain

13 Things to do in London

16 Quiz

17 Class Details

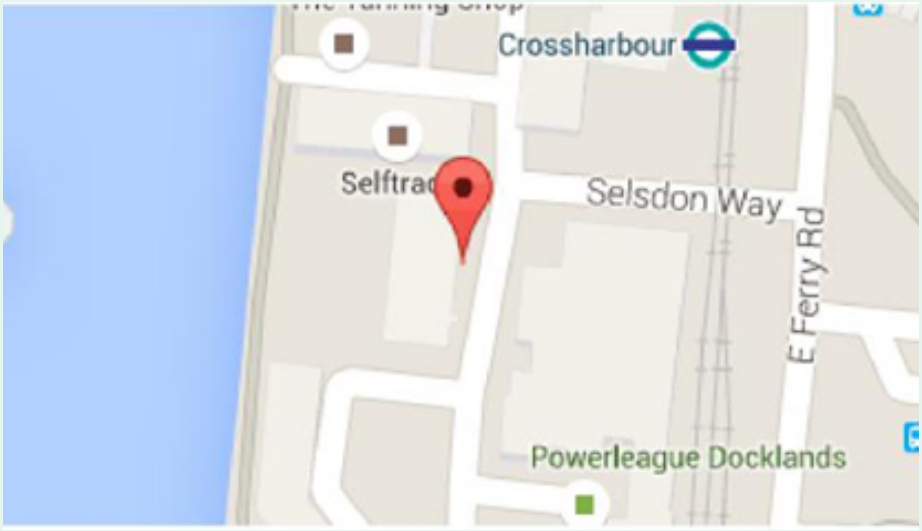
Address

Docklands Academy London
11 Selsdon Way, London E14 9GL
Click here to use google maps
info@docklandsacademy.co.uk / www.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 2026	Friday	Good Friday
6 April 2026	Monday	Easter Monday
4 May 2025	Monday	Early May bank holiday
25 May 2025	Monday	Spring bank holiday
31 August 2025	Monday	Summer bank holiday
25 December 2025	Thursday	Christmas Day
26 December 2025	Friday	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 : DAL-GUEST

The password : docklandsaca*

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.

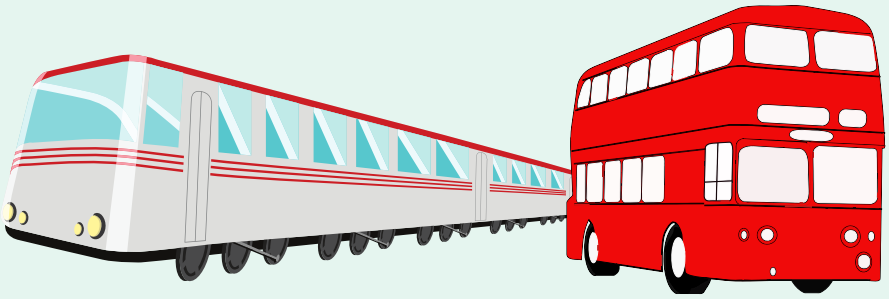
WHERE CAN YOU USE AN OYSTER CARD?



- 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.



COURSE BOOK

At DAL, our English Language Department will provide you a suitable course book. The book will be full of fun games and activities which will help you improve your English language skills. Your teacher will use the book in lessons and will also set you tasks from the book to your homework.

COMMUNICATION ON THE COURSE

Electronic mail

All staff and students at the Academy (DAL) should have an e-mail address to check and immediately respond to e-mails about their studies at the Academy. You can find the e-mail addresses and contact numbers of teaching staff in the student handbook too. In addition, students are encouraged to download and use Microsoft Teams, another platform where they can communicate with teachers and staff at DAL.

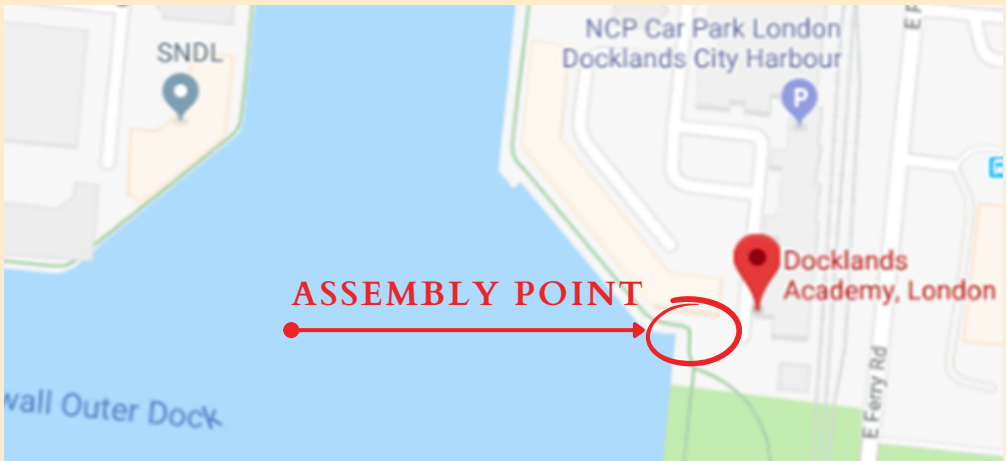
If students change their email address and/or telephone number at any point during their study, they should notify the Admissions Team and their teachers immediately.

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

- While travelling, students should carry a small amount of British pounds with them to cover routine travelling costs such as food and water.
- Up-to-date weather reports can be found by visiting Oxford Weather or the equivalent websites for the Academy's location, Tower Hamlets. Please note that the UK is famous for variable weather, even in July and August, and a range of clothes should be packed.

- On arriving and leaving the premises, students must be signed in and out by parents/carers with our Welfare Officer.

- You must attend all classes punctually for anything other than illness or exceptional circumstances.

- If you need to miss a class, you, or someone acting on your behalf should inform your lecturer immediately and/or the reception, where possible in advance, (eg. for a doctor's or dentist's appointment) by means of a telephone call, email and etc.

- If you are more than 15 minutes late, you may not be allowed to join the class unless there are good reasons. The same rule applies for online sessions at distance learning.

- 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 may result in:
  - exclusion from the programme or being withdrawn,
  - 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.





Student Code of Conduct

As an education establishment, Docklands Academy London has a duty of care to ensure all measures are taken to secure the safety of all staff and students.

At DAL, 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.



If you have any questions or concerns in relation to the Student Code of Conduct, report your concern to any member of staff and state your name clearly.

If you are at immediate risk, **call 999**.

Safeguarding

At Docklands Academy London, we are responsible for safeguarding anyone under the age of 18 from any kind of physical or emotional harm and neglect. If you are concerned about anybody's safety or wellbeing, please speak to a member of staff immediately or email safeguarding@docklandsacademy.co.uk. Our Designated Safeguarding Lead is Mr Ercan Erkus.



JOHN ERKUS

SAFEGUARDING LEAD

For any emergencies, please call our emergency number:
+44 7936 848637

Newham Hospital

Newham Hospital has a walk in centre which deals with urgent problems such as minor illnesses and small injuries.

You do not need an appointment to go to a walk in centre.



Newham Hospital:
Glen Rd, London E13 8SL
(020) 7363 9200



If You Have a Problem

First Complaint (Informal Complaint Procedure - early Resolution)
- You will be informed about the result by the investigator
- You will get the result in 2 weeks

COMPLAINT RESOLVED

YES → **End of Procedure**

NO

Formal Complaint Stage 1 (initial review)
- You should submit in two weeks after the result of the First Complaint (Informal Complaint)
- You should fill in a **Formal Complaint Submission Form**
-

Result
- From the Head of Academic Administration
- In 4 weeks

COMPLAINT RESOLVED

YES → **End of Procedure**

NO

Formal Complaint Stage 2 (Internal review)
- You should submit in two weeks after the Formal Complaint Outcome Form
- You should fill in a **Formal Complaint Internal Review Request Form**

Result
- From the Academic Head or a nominee
- In 4 weeks

COMPLAINT RESOLVED

YES → **End of Procedure**

NO

Formal Complaint Stage 3 (External review)
- You should submit to the relevant external body
- You should submit in 12 months following the **Formal Complaint Internal Review Request Outcome Form**
- With a **Completion of Procedures Letter** you can get from the Academy

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



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

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

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

Greenwich Maritime Museum
Address: Romney Road, Greenwich, NEF 9NF
Transport: Cutty Sark DLR Station
Opening hours: Open daily 9am-5pm



O2 Arena
Address: Peninsula Square, London, SE10 0DX
Transport: North Greenwich Underground Station
Opening hours: Mon-Sat 10am-9pm. Sunday 12pm-6p



M&M's World London
Address: 1 Swiss Court, London W1D 6AP
Transport: Leicester Square Train Station
Opening hours: Mon-Sat 10am-10pm. Sunday 12pm-6p

Warner Bros Harry Potter Studio
Address: Studio Tour Drive, Leavesden, WD25 7LR
Transport: Watford Junction Train Station
Opening hours: Opening times vary throughout the year. Check and book tickets online at:
https://harry-potter.london-studio-tours.com/harry-potter-studio-opening-times/

London Eye
Address: 8 Tavistock St, London WC2E 7PP
Tube: Waterloo Train Station
Opening hours: Open daily 11am-6pm



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)
- **House of Parliament** (Tube: Westminster)
- **London Eye** (Tube: Waterloo/ Embankment/ Westminster)
- **London Zoo** (How to get there: ***Link***)
- **London Dungeon** (7 min walk from Westminster)
- **Shakespeare's Globe Theatre** (Tube: St. Paul's)
- **St. Paul's Cathedral** (Tube: St. Paul's)
- **The Emirates Air Line** (Tube: North Greenwich)
- **The Shard** (Tube: London Bridge)
- **Tower Bridge** (Tube: Tower Hill)
- **Tower of London** (Tube: Tower Hill)
- **Wembley Stadium** (Tube: Wembley)





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 in the case of remote learning.

Handbook Quiz

Read the Welcome Pack then answer these questions

1. What telephone number do you call in the UK for the Police or Ambulance in an emergency?

2. Who are the safeguarding officers?

3. How much does an Oyster Card cost in a London Underground Station?

4.What is the telephone number of Newham General Hospital?

5. What is Dockland Academy London's WIFI Password?

6. What are three types of abuse?

7.Can you buy alcohol in the UK if you are 17 years old?

8. Is Madame Tussauds free to enter?

9. What is the closest Tube to Tower Bridge?



Class Details

Student Name		**Date**	

AM Class	
Room	
Teacher	

Hours	**9:30-12:30**	**Tea Break**	**10:15-10:30 and 11.30-11.45**

PM Class	
Room	
Teacher	

Hours	**13:00-14:30**	**Tea Break**	**14:45-16:15**

We Look Forward to Seeing You!

If you need to have a copy of this pack in a different format, for example if you have a disability or English is not your first language, please contact the student services office or our welfare officer and we will produce a pack to meet your specific requirements