



# General Information 2011

**RICHARD LANGUAGE COLLEGE**



43-45 Wimborne Road  
Bournemouth  
BH3 7AB  
UK

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## MEET THE STAFF (Correct at 01.11.2010)

### DIRECTORS

<b>Chairman</b>	André Leclerc
<b>Managing Director</b>	Patrice Leclerc
<b>Principal &amp; Co-Managing Director</b>	Robert French

### CONSULTANCY

<b>Group Consultant</b>	David Vann
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### ADMINISTRATION

<b>Client Services</b>	Amanda Powis
<b>Client Services Support/CLAS Coordinator</b>	Roland Ngarambe
<b>Student Services</b>	Marie-Ange Ehrhart
<b>Accommodation Visitor</b>	Caroline Coleman
<b>College Administrator</b>	Karen Graham
<b>Bursar</b>	Colin Mosling
<b>Accounts Assistant</b>	Angela Sadler
<b>IELTS Secretary</b>	Patricia Aberson

### SUPPORT STAFF

<b>Social Organiser</b>	Chris R. Schweigert
<b>Cafeteria</b>	Kathy Bolton

### ACADEMIC MANAGEMENT

<b>Academic Manager</b>	Sue Morrison
<b>Senior Tutor</b> (Examinations/IELTS)	Egbert Aberson
<b>Class Tutor</b> (Swiss Courses)	Karen Graham

### CORE TEACHING STAFF

<b>Senior Tutor</b> (BUPEP)	Clive Jennings
<b>Class Tutor</b> (HE Counselling)	Denise Judge
<b>Class Tutor</b> (PSC Independent Learning)	Maggi Bright
<b>Class Tutor</b> (Comenius Courses)	Jan Borgen
<b>Class Tutor</b> (Health & Safety)	Jon Vatcher
<b>Class Tutor</b> (Audio-Visual resources)	Brian McGuinness
<b>Class Tutor</b>	Martin Daykin
<b>Class Tutor</b> (Arabic Learners)	Fadwa Anthony
<b>Class Tutor</b> (Japanese Learners)	Chris Belcher

## ARRIVAL TRANSFERS

You will find travelling to Bournemouth very easy. There is an excellent network of roads and railways linking Bournemouth to London and all other major cities. *(All times and prices are approximate)*

**Heathrow - Bournemouth Direct** (Every 1-2 hours) [www.nationalexpress.com](http://www.nationalexpress.com)

Coach: Heathrow Central Bus Station Journey Time: 2 hours 15 min

**Gatwick via Heathrow or London - Bournemouth** (Every 1-2 hours) [www.nationalexpress.com](http://www.nationalexpress.com)

Coach: South Terminal - Lower Forecourt Journey Time: 3 hours 30 min - 4 hours 30 min  
30 to 40 min wait Heathrow or London

**Stansted via Heathrow - Bournemouth** (Every 1-2 hours) [www.nationalexpress.com](http://www.nationalexpress.com)

Coach: Stansted Airport - Bournemouth  
30 min to 1 hour wait Heathrow

For timetables please have a look at [www.nationalexpress.com](http://www.nationalexpress.com)

**Paris via London St Pancras International, Waterloo to Bournemouth** [www.eurostar.com](http://www.eurostar.com)

Train: Gare du Nord - St Pancras International Journey Time: 2 hours 30 min  
**Booking 14 days in advance**

For timetables please have a look at [www.eurostar.com](http://www.eurostar.com)

Change: Waterloo

Train: Waterloo - Bournemouth Journey Time: 2 hours

Total journey: 4 hours 30 hrs



### Arrival in Bournemouth

When you arrive by train or by coach, you will arrive at **Bournemouth Travel Interchange**, where there is a reliable taxi service to your host family. The taxi will cost between £10 and £15 approximately.

There is an hourly bus shuttle service from Bournemouth airport to Bournemouth town centre. You pay for this on the bus, currently £6 single.



## TAXI TRANSFERS

### Transfer Costs

Adults (Airport to Bournemouth/ Bournemouth to Airport)	One person one way	Two sharing one way	Three sharing one way
<i>Same airport/same arrival/departure time</i>			
Heathrow	£111	£65	£52
Gatwick	£120	£68	£53
Luton	£120	£68	£54
Stansted	£165	£93	£70
Bournemouth **	£30	£17	£14



**Flight or Immigration Delays** Owing to increased airport security, there may be a delay between immigration and the arrival hall. Our charges include parking and the first 1hr of waiting time, but there after will be charged at £18.00 per hour + extra parking time if applicable.

\*\* Waiting time for Bournemouth transfer is 30 minutes

**To Book Your Transfer** Please contact your agent or telephone  
+44 (0)1202 555932

**Transfer Information** Please inform us of your flight details, including the following:  
Your full name  
Flight arrival/departure date  
Flight time  
Flight number  
Airport (both UK and other)  
Terminal (if known)  
Your mobile phone number you will use in the UK

**Confirmation** You will receive from us a **Confirmation Sheet** by e-mail or fax. This sheet will show all of your flight information, details of the taxi company your transfer is with, emergency contact details and advice on flight delays.

***It is very IMPORTANT that you take the Confirmation Sheet with you to the airport!***

**At the Airport** As you exit customs you will enter the Arrivals Hall (*if you have a mobile phone, switch it on now*) - your driver will be waiting for you by the **Information Desk**. He will hold a sign indicating 'Richard Language College'.

**If you cannot see your driver you must wait in the Arrivals Hall.** If you have a problem you can call the taxi company (the number will be on your confirmation sheet), or the emergency telephone number provided.

Do not leave the arrival hall without your driver.

**Security** Make sure you do not show your confirmation sheet to your driver until he has shown you his identification. All drivers should be carrying a taxi identity card.  
Your private taxi transfer will take you directly to your accommodation. Richard Language College informs your host family of your expected arrival time.

## HOMESTAY

Well-selected Homestay accommodation is a very important criterion for a successful stay in Bournemouth. The majority of our students choose to live with Richard Language College-appointed Host Families. They are responsible for giving you a comfortable stay, certain meals, and the opportunity to converse in a natural English-speaking environment.

### HOMESTAY



- Single room guaranteed if requested.
- Maximum of four students in any host family.
- No other student of the same mother tongue in the house.
- Half-board Monday to Friday (lunches are available at the College).
- Full-board Saturday and Sunday.
- The washing of light laundry - shirts, socks, underwear etc. (ironing is not included).
- The washing of heavy clothes such as jumpers and jeans is the responsibility of the student.
- Full laundry service available to Executive Homestay clients.
- Same sex, different nationality Twin Room share possible for Integra Summer Intensive.
- Internet or Wireless available in some host families. (*Additional charges agreed between client and host family*)

### SPECIAL CONDITIONS

- Each family signs a formal agreement containing Richard Language College conditions for receiving students.
- Special requirements such as medical problems or allergies/diet requests are treated sympathetically.

### QUALITY GUARANTEED

- Most families situated within maximum one bus ride away.
- Careful completion of the enrolment form by the client enables the Accommodation & Welfare Officer to match the client's requirements as closely as possible with the host family receiving them.
- All accommodation selected and vetted by our own Accommodation & Welfare Staff.
- Each family visited/inspected by our Accommodation Staff, who maintain a close liaison with families and students. We re-inspect our families at least once every two years to maintain quality.
- No external agency is used.

Please remember many host families work, and may have different living patterns to yours. You should make every effort to fit in with your family's general lifestyle.

## HOMESTAY RATES 2011

- **Host Family**

The College acts strictly as the student's agent in the provision of a Host Family. Accommodation is normally reserved and charged from 12.00 noon Saturday to 12.00 noon Saturday. Host families may ask you to be flexible on the Saturday of departure.

Students wishing to arrive and depart on a Sunday may do so only by prior arrangement with the College.

Students arriving on a Sunday and leaving on a Saturday will be charged the weekly rate.

Extra nights booked will be charged at a nightly, pro-rata rate.

- **SINGLE ROOM RATES (PER WEEK)**

		Winter rate	Summer rate	
CATEGORY A	Adults	£108.00	£125.00	20/06 - 26/08
CATEGORY B	Executive		£165.00	
	En-suite supplement		+£46.00	
CATEGORY C	'Integra'		£130.00	20/06 - 26/08

It is the policy of the College for students to be accommodated in a single room, which is not shared with any other person. However, if a student specifically requests to share a room with a friend/spouse travelling with him/her, notice must be given to us at the time of enrolment. Prices will be given on request.

- **SHARING ROOM RATES (PER WEEK)**

CATEGORY CS	'Integra'	£120.00	£120.00	20/06 - 26/08
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Integra students only may choose to share a twin room with a student of a different nationality.

- **WHAT IS INCLUDED**

CATEGORY	A	B	C	CS
No other student of same mother tongue	X	X	X	X
Single Room	X	X	X	
Sharing A Twin Room				X
Half-board Monday - Friday	X	X	X	X
Full-board at weekends	X	X	X	X
Bathroom Towels	X	X	X	X
Light Laundry	X		X	X
Full Laundry		X		

**Early booking, especially for the summer, gives the best possible chance of finding a family closely suited to the students' needs.**

## SELF-CATERING



### OPTIONS

2011

#### Year Round

1. Single, double, twin and triple rooms within easy reach of Richard Language College
  2. Study bedrooms in multi-occupancy private student houses
  3. Holiday flats ideally suited to families wanting short-term lets
- Attractive modern rooms
  - Short and long-term private lets
  - Sharing of communal areas like living room, dining room and kitchen.
  - Some rooms have television
  - Some rooms have internet or wireless access
  - Prices to suit all budgets - please enquire



For more information,  
please speak to your  
agent or representative



*Subject to availability*

*No meals included*





## MULTI-MEDIA SELF-STUDY

In addition to the normal programme, Richard Language College offers self-study resources at no extra charge. A counsellor is available to assist students in the Private Study Centre during these sessions. There is a small lending library area from which students may borrow books.

*The Private Study Centre opens at the following times:*

13.00-13.45 & 15.45-18.00



*Extra work is possible in the following areas:*

- Business Listening • Vocabulary + Grammar Practice • English for Special Purposes (e.g. Human Resources, Marketing Management) • Listening Comprehension • Pronunciation • Structural Practice Drills
- Examination Practice • Readers - Listening and Reading Practice

### Computers

Computers are available during Private Study Centre opening times. Grammar, Pronunciation and Vocabulary websites are available.

### Student E-Mail/Internet





Internet and e-mail facilities are available in the Private Study Centre from 13.00 - 13.45 Monday to Friday from 15.45 to 18.00, (on a first come, first served basis) and after lessons in 15-minute slots. Priority will be given to people coming to work. A teacher is available at opening times to assist students.

### Wireless Access

For students who wish to bring their own laptop, Wifi connection is possible (subject to availability).

## MINIMUM AGES

Minimum ages are used as a guide to establish the maximum homogeneity of aims and approach amongst course participants.

	Course		
	Maxima Intensive	18 (21 in summer)	
	Maxima Professional	18 (21 in summer)	
	English & Business	18 (21 in summer)	
	Combination/One to One	18	
	Comenius Teacher Refresher	21	
	Integra Summer Intensive	16	
	General English/Cambridge/IELTS/English & Work	16	
	CLAS	11	

## VISAS

The College is a licensed sponsor of "Tier 4" students. As a general rule, non European students wishing to study for more than six months require the issue of a Confirmation of Acceptance for Studies (CAS) to support an application to study here. Please note there is an exacting procedure which you are strongly advised to follow in every detail, in order to obtain clearance for entry into the UK to study for a period of not less than six months. All rules and instructions in connection with student applications for a visa can be found at <http://www.ukba.homeoffice.gov.uk/studyingintheuk/>.

## RICHARD LANGUAGE COLLEGE CAFETERIA

*Prices correct at 01/11/10*

### **Wraps £2.50-£3.00**

Chicken or Chicken Tikka  
Chicken Chargrilled

*All served in soft tortillas with tomato, lettuce, cucumber,  
fried onions jalapeno peppers and topped with sour cream.  
All served with chips*

### **Burgers £2.50-£3.00**

Chicken burger  
Vegetarian burger  
Beef burger

*All served with chips, salad and relish.*

### **Panini £2.50-£3.00**

Cheese & Tomato; Cheese & Mushroom  
Cheese & Ham; Cheese & Bacon  
Cheese & Meatballs

*All served with chips*

### **Drinks**

Selection of Hot Drinks £1.20  
Cold Drinks 80p  
Fruit Juices 65p

## BOURNEMOUTH UNIVERSITY CAFETERIA *(INTEGRA COURSES July & August)*

### **Lunch**

Grilled chicken breast with garlic mayo & potatoes,  
Pasta with a selection of sauces,  
Battered cod & chips

### **Vegetarian**

Roasted vegetable plait  
Veggie burger in a sesame bun with garlic mayo

A selection of sandwiches and hot & cold drinks is available.



## SOCIAL & LEISURE PROGRAMME

We believe that the educational value of a stay in England is not limited to the classroom; the experience of living with an English family and the social, cultural and leisure programme are also vital elements of a successful stay.

Tour of Bournemouth on arrival (after testing) for Maxima Intensive arrival dates only, visiting different places of interest in the town. The tour lasts up to an hour.

Access to our social programme of activities, including evening video-films, lectures, table tennis, social evenings and walks.

Other activities: night clubs, excursions, concerts, theatre performances, live bands, bowling, laser quest and paintball at very reasonable prices.

## SAMPLE SOCIAL PROGRAMME



DAY		EVENT	MEETING PLACE	TIME	COST
Mon	3	Meet & Greet at Richmond Arms Pub	Richmond Arms Pub (Charminster)	20.00	Your own food & drinks
Tues	4	Cinema Night	Tourist Info Centre	19.30	£5.30
Wed	5	Half-Day Excursion to Portsmouth	RLC	13.00	£18
Thurs	6	Laser Quest (Electronic paintball)	Tourist Info Centre	19.00	£6
Fri	7	Half-Day Excursion to Stonehenge	See Social Organiser		
Sat	8	Full-Day Excursion to London	See Social Organiser		
Mon	10	Bournemouth Eye - Balloon	Tourist Info Centre	18.30	£7.50
Tues	11	10 Pin Bowling Evening	RLC	19.30	£6.20
Wed	12	Half-Day Excursion to Poole	RLC	13.45	Your own Yellow Bus Ticket
Thurs	13	Curry & Pub Evening at Moon in the Square	Tourist Info Centre	18.30	from £4.99 (per meal)
Fri	14	RLC Farewell Afternoon	RLC Cafeteria	12.00	Included

## SPORTS

There are excellent facilities for sports in and around Bournemouth which are reasonably priced. Prices are correct at time of going to print but are subject to increases and should therefore only be used as a guide.

The Littledown Sports Centre is a very popular venue offering swimming, squash, aerobics, badminton, five-a-side football, tennis and a health & fitness complex. Surrounded by 47 acres of parkland complete with lake, the centre is open to the public every day until 11.00pm.

Near the College there are good facilities for golf, tennis, squash and swimming. During the summer months, windsurfing and sailing are available nearby, at Poole Harbour.

Golf (01202 706040)  
Meyrick Park Golf Course

To play: £10.00 per person (student rate), per round (weekdays + Sat. pm)  
£14.00 per person, per round (weekends)



Lessons: £15.00 per 30 minute lesson  
Cost includes course fee and tuition by a Golf Professional

Tennis  
Winton Recreation Ground  
Town Centre Central Gardens  
(01202 515726)

To play: £5.80 per hour, per court (£5.00 with student card)  
Racquets may be borrowed from the College

Stokewood Leisure Centre

Phone: 01202 437840

Email: [stokewoodleisurecentre@bhlive.co.uk](mailto:stokewoodleisurecentre@bhlive.co.uk) - [www.stokewoodleisurecentre.co.uk](http://www.stokewoodleisurecentre.co.uk)

Opening Times:  
Mon to Fri 6.30am - 10pm  
Sat 8am - 7pm, Sun 8am - 8pm

Littledown Sports Centre

Whether you want a gym workout, exercise class, swim, spa or to play a sport, there is lots to choose from at the Littledown Centre to help you get active  
[www.littledowncentre.co.uk](http://www.littledowncentre.co.uk)

Cycling  
'On Yer Bike'  
[www.onyerbike.co.uk](http://www.onyerbike.co.uk)  
Tel: (01202) 315855

(Prices shown - per week)	Normal Price	RLC Group (min 10 people) (Sept - May)
<i>Ladies/Gents Cruise Bike</i>	£12.00	
<i>Ladies/Gents City Bike</i>	£15.00	£12.00
<i>Refundable Deposit</i>	£40.00 - £70.00	£70.00



## LIVING IN ENGLAND - FAQ

At the time of writing, the cost of living in England is quite high. This means that you may need to be careful with how you spend your money, and on what, during your stay in Bournemouth.

There is a regular and varied College social programme in which you are welcome to take part. If there is any cost, this is clearly indicated before you buy. However, you may wish to spend your free time in another way. We will gladly give advice on where to go and what to do. The College is also able to point you in the direction of cheaper shops and outlets, as well as restaurants that charge reasonable prices.

Here are some answers to some basic practical questions to do with your daily living:

***“I want to wash and dry my clothes.”***

Normally your Host Family should launder a reasonable quantity of your clothes. However, for surplus items there are a large number of public launderettes where you can wash your clothes yourself.

***“I want to go for a drink or a bite to eat.”***

There is a wide range of friendly international restaurants and snack bars. Please ask in Reception.

***“I have a small budget that needs to last. Can you advise?”***

There are many ways to save money if you are well-informed. Lidl & Aldi sell cheap quality food. Wilkinsons are ideal for anything for your body or for the home or for personal use, such as travel adaptors, batteries and toothbrushes.

***“I want to send a letter to my home country.”***

Stamps can be purchased locally from post offices and other outlets such as convenience stores.

***“I want to make a phone call to my home country.”***

Avoid using your own mobile phone. However it is possible to buy special SIM cards for use in your own mobile to get good discounted rates to international countries. You could also buy a phone card to use in phone booths.

***“I want to use public transport while I’m in Bournemouth.”***

Yellow Buses provide weekly bus passes for unlimited travel at reasonable prices. You buy your ticket on the bus. Individual trips can be very expensive. It is possible to use local yellow taxis, which are clean and safe. Check the price with your driver.

***“I want to buy some English Pounds.”***

Outlets such as Marks & Spencer's or the Post Office buy and sell currency at clearly indicated rates. Please ask the Reception for advice.

***“I want to use the Internet.”***

Computer access at the College is free but limited to short sessions, because of high demand. You can choose to go to a local Internet Café, where you can surf and e-mail at very reasonable prices.

***“I have a medical emergency in the middle of the night.”***

Speak to your host family. If this is not possible, the national emergency number for medical and other emergencies is 999. You also have 24-hour numbers to contact so that you can speak to a College staff member strictly in an emergency.

***“I need to see a doctor or dentist.”***

Please see page 14 or ask the Reception for advice.

## PLACES OF WORSHIP IN BOURNEMOUTH

- Church of England
 

St. Johns & St. Barnabas - Holdenhurst Village	Tel: (01202) 302468
St. Barnabas - Mount Pleasant Drive, Queens Park.	Tel: (01202) 393438
St. Albans - Charminster Road, Charminster.	Tel: (01202) 534193
St. Andrews - 53 Bennet Road, Charminster.	Tel: (01202) 396022
St. Augustine's - Cemetery Junction, Wimborne Road.	Tel: (01202) 294940
Holy Epiphany - 81 Castle Lane West, Muscliff.	Tel: (01202) 512481
St. Francis of Assisi - Charminster Road, Charminster.	Tel: (01202) 529336
St. John Moordown - 2 Vicarage Road, Moordown.	Tel: (01202) 546400
St. Mark's - Wallisdown Road, Talbot Village.	Tel: (01202) 529349
St. Peter's - Hinton Road, Town Centre.	Tel: (01202) 554058
- Baptist
 

Winton Baptist Church - Cardigan Road, Winton.	Tel: (01202) 514124
West Howe Baptist Church - Anstey Rd	Tel: (01202) 578840
Lansdowne Baptist Church - Lansdowne Road, Lansdowne.	Tel: (01202) 297977
- Christian Brethren
 

Charminster Chapel - 514 Charminster Road, Charminster.	Tel: (01202) 513767
Alton Road Gospel Hall - Alton Road, Talbot Village.	Tel: (01202) 525891
- Christadelphian
 

Christadelphian Church - Queen's Hall, 28 Bath Road, Lansdowne.	Tel: (01202) 526456
Christadelphian Church - 574 Wimborne Road, Winton.	Tel: (01202) 526456
- Free Church
 

Incorporated Bournemouth - 3 Stourcliff Avenue	Tel: (01202) 773472
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- Islamic
 

Bournemouth Islamic Centre & Central Mosque	Tel: (01202) 557072
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- Jehovah's Witnesses
 

Kingdom Hall - Elms Road, Winton.	Tel: (01202) 526741
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- Methodist
 

Winton Methodist Church - Alma Road, Winton.	Tel: (01202) 529151
Wallisdown Methodist Church - 9-10 Kinson Road, Wallisdown.	Tel: (01202) 256962
Punshon Memorial Church - Exeter Road, Town Centre.	Tel: (01202) 298874
- Mormon
 

Church of the Nazarene - 5 Mayfield Road, Moordown.	Tel: (01202) 521050
Latter Day Saints - 30b Wimborne Road, Cemetery Junction	Tel: (01202) 292564
- Orthodox
 

Celtic Orthodox Church - Cemetery Junction, Wimborne Road	Tel: (01202) 511156
Orthodox Church/British Isles - Osborne Road, Winton.	Tel: (01202) 697683
- Roman Catholic
 

Annunciation - 218 Charminster Road, Charminster.	Tel: (01202) 513369
Sacred Heart - 1 Albert Road, Richmond Hill.	Tel: (01202) 551013
St. Edmond Campion - Castle Lane West, Strouden Park.	Tel: (01202) 513369
St. Bernadettes Catholic Church - 46 Draycott Road, Ensbury Park.	Tel: (01202) 529202
- Salvation Army
 

Salvation Army - Latimer Road, Winton.	Tel: (01202) 535615
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- Synagogue
 

Bournemouth Hebrew Congregation - The Synagogue Wootton Gardens	Tel: (01202) 557433
Bournemouth Reform Synagogue - 53 Christchurch Road	Tel: (01202) 557736
- United Reformed
 

Richmond Hill Church - St. Stephen's Road.	Tel: (01202) 290161
St. Andrew's Church - The Square, Exeter Road	Tel: (01202) 556574



## MEDICAL TREATMENT

At the time of writing (November 2010), only students who are enrolled on a course of full-time study in the United Kingdom for a period of **more than 6 months registered with a British doctor** are automatically entitled to treatment under the National Health Service. Nationals of countries which are members of the EU, and countries with which the UK has reciprocal arrangements, are also entitled to treatment under the National Health Service but should check in their own country prior to departure which documentation they need to bring with them, in order to qualify for treatment. Students who do not have the correct documentation may find it is not possible to receive free treatment and may have to pay as private patients.

### Prices

Visit to Dentist	cost depending on treatment required
Visit to Doctor or Nurse at the Surgery	£100* per visit
Provision of prescription for medicine	£10* per Prescription as applicable
Cost of medicine	as applicable

\* Correct as at November 2010

Students of any nationality will be seen and treated by the casualty department of any National Health hospital, as an emergency, normally free of charge. However, any student hospitalised who is from a non-EU country or a country without a reciprocal arrangement with the UK or who does not have the correct Documentation may be asked to pay for this treatment as a private patient (currently in excess of £250 per day, excluding treatment).

### Medical Insurance

It is imperative that a comprehensive medical insurance policy is taken out for the duration of your study at Richard Language College.

### Travel Insurance

It is important to consider travel insurance. If you taken, it should include cover for cancellation of your course for reasons such as sickness or bereavement.

### Influenza

If you develop Flu symptoms at any time, you should stay at home, drink plenty of fluids and ask your host family to check your symptoms. You should contact / ask your host family to contact your/their GP (family doctor) directly if you have a serious underlying illness or if you are pregnant; if you have a sick child under 1 year old; if your condition suddenly gets worse or your condition is still getting worse after 7 days.

If you are in your own accommodation, you should stay at home and check your symptoms.

You should inform the College about your condition (01202 555932), and required to keep us informed if registered as a Tier 4 student.

## BOURNEMOUTH

### BOURNEMOUTH'S ATTRACTIONS:

([www.bournemouth.co.uk](http://www.bournemouth.co.uk))

- Tourist town and premier seaside resort: safe, clean environment, golden sands for sunbathing and swimming in clear waters from June onwards.
- Numerous parks, gardens and pine trees that characterise the area.
- Victorian Pleasure Gardens which are situated in the heart of the town centre, next to Bournemouth's seafront and the shopping area.
- Historic Bournemouth Pier and its theatre with regular seaside comedies and farces; fireworks every Friday night during summer.
- Bournemouth Pavilion Theatre - a traditional theatre with a large Victorian-style interior.
- Dorset Belles - a popular boat cruising company that provides a variety of trips for tourists in and around the Bournemouth area.
- Compton Acres - featuring seven spectacular gardens including a stunning Japanese garden, and nearby Brownsea Island - a popular National Trust nature reserve, home to native red squirrels.
- Excellent museums and art galleries, such as Russell Cotes.
- "Bournemouth Eye" - a tourist balloon which gives visitors a panoramic view of Bournemouth and the surrounding area.
- Historic Poole and its old fishing harbour - ideal for a half-day excursion or visit in the evening.
- Corfe Castle, Swanage and the Isle of Wight are within easy reach.
- Vibrant nightlife, with clubs, bars and restaurants galore.

## EMERGENCY CONTACTS

### STUDENTS' PERSONAL EMERGENCY NUMBER

**+44 (0) 7742 328155**

The Students' 24-hour Personal Emergency number is available to all Richard Language College students. This number appears on student cards. It is intended for students to make contact with the College strictly in an emergency. The emergency number is also made available to the parents of Integra students. The Accommodation Officer's mobile number is on the Accommodation Advice Letter for arriving students, and is **07712 965925**.

### TAXI TRANSFER EMERGENCY NUMBER

**+44 (0) 7742 971496**

The taxi transfer emergency number is given only to students who have booked a taxi transfer. This number only appears on transfer confirmations and is intended strictly for **students who have booked a taxi transfer** to contact the College in a transfer emergency.

### CLAS COURSE EMERGENCY NUMBER

**+44 (0) 7704 746474**

This 24-hour emergency number is made available to all international CLAS students and parents.

## SERVICE CHARTERS

### Academic

- ◆ All clients are tested rigorously prior to integration into classes.
- ◆ The results of these tests are available to clients on request.
- ◆ A feedback questionnaire is given within three days of course commencement.
- ◆ Any client who has expressed any concern at all will be seen quickly.
- ◆ A response to any client query will be made within 24 hours.
- ◆ A client's request to change class is dealt with immediately in the following way:
  - The client discusses the case with a senior member of the academic staff.
  - The member of staff then obtains detailed information and judgement from the client's tutors.
  - The senior member of the academic staff forms a conclusion based on the information obtained and meets the client within a mutually agreed period in order to discuss the conclusion and the action to be taken.
- ◆ On completion of the course, all clients are given a language profile detailing their competencies in English at their particular level according to the Common European Framework.

### Accommodation & Welfare

- ◆ All host families are initially inspected before acceptance and regularly thereafter.
- ◆ Students' likes and dislikes regarding children / animals / diet / smoking etc. are matched as closely as possible with the family.
- ◆ Special requests are catered for wherever possible.
- ◆ All students are accommodated in a single room.
- ◆ Clients are supplied with the address, together with a map showing the location of the family and College and a description of the host family.
- ◆ Most host families are situated within a maximum of one bus ride away.
- ◆ There are a maximum of four students in any host family. No two students speaking the same mother tongue will be accommodated together, unless requested by them at enrolment, or unless for any reason host families are in short supply.
- ◆ Native English-speaking host.

## SERVICE CHARTERS

- ◆ Initial impression questionnaires are issued within three days of the commencement of the course and any student with accommodation or welfare problems and/or queries is seen immediately by our Staff.
- ◆ Any student who has reasonable grounds to wish to change Host Family is guaranteed to be found a new family within a reasonable period.
- ◆ An experienced and qualified, full-time Accommodation and Welfare Officer and Host Family Visitor are available for help and advice.

### Registration

- ◆ We aim to respond to all initial enquiries within 48 hours.
- ◆ Client bookings are processed on receipt. We normally aim to complete enrolment procedures and send confirmations to the client within 24 hours.
- ◆ Each booking received is checked for course suitability against information provided by the client and an alternative course recommended if necessary.
- ◆ In the event of a course being full, a suitable alternative will be offered.
- ◆ All bookings are confirmed in writing by e-mail.

Online bookings via the RLC website are confirmed immediately by e-mail and confirmation documents sent by fax or mail. Confirmation documents include an official letter that may be used for visa application if necessary.



## PAST STUDENTS

**Marta Szabo**  
**Hungary**  
**Comenius**  
**Special**  
**Methodology**  
**Course**

I have been in Bournemouth for nearly two weeks now and I have been having a really good time. I am an English teacher from Hungary and I am attending the Special Methodology Course. We have wonderful teachers, who are always well-prepared and give us an awful lot of good examples and materials in order to try them out in our own schools. Some methods we already know and use ourselves as well, but it is worth talking about them with the other colleagues in the group. I am very happy that I chose Richard Language College because I have learnt a lot, and the atmosphere in the group, thanks to the informal teachers, is tremendous.

It is absolutely fantastic in Bournemouth. I study English in RLC, which has nice teachers, various social programmes and friendly students who come from other countries. On weekends I always enjoy everything in Bournemouth. For example, going to the beach, going to the library, going shopping in the town centre and doing exercise in the park. Its quite a peaceful place. I love it.

**Ying-Hui Chen**  
**Taiwan**  
**Long Course**

**Beata Blaszkiewicz**  
**Poland**  
**Long Course**

My English teacher recommended this school to me. I think that was a good idea. My accommodation is very good. It is a very nice family. I am going to take an exam (FCE) next year. The people in reception are very kind and helpful.

I want to say that I am satisfied with my stay in Bournemouth. The lessons of the course "Business Communication" improved my knowledge immensely. I am sure that the exercises we have done will help me to communicate better with my business contacts. My host family was also very friendly and polite, I enjoyed my stay!

**Chris R.**  
**Schweigert**  
**Netherlands**  
**Short Course**

**Lorena Mazzini**  
**Italy**  
**Long Course**

I think the college is very good. I have very good teachers and learn English day after day. I studied English at school a lot of years ago and I have forgotten grammar and words.

Dear staff, thank you very much. I had a good time in Bournemouth at your college. And to all the teachers as well, thank you very much.

**Katutaka Sumida**  
**Japan**  
**Short Course**

**Doris Reitz**  
**Germany**  
**Short Course**

I really enjoyed the large selection of restaurants within walking distance of the school. Every lunch break I try another one. It was a new experience to make a presentation and later to see myself on the video. My host family are very kind. It has been a very pleasant stay!

I have just finished a 4-week course at the Richard Language College in Bournemouth. I worked with up to 7 other students in an intensive English course in the mornings and in the afternoon. I worked with a teacher to improve my speaking and writing. During my stay in Bournemouth, I visited many interesting places like Salisbury, Christchurch, Poole and the Jurassic coast. I have enjoyed my time a lot in Bournemouth and my English is now much better. RLC will remain in my memory and I hope to come back again.

**Marcela**  
**Michalickova**  
**Czech Republic**  
**Short Course**