



FACULTY OF ARTS AND HUMANITIES
Centre for Language and Linguistics

General English Programme HANDBOOK

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Table of Contents

CAMPUS MAP	4
Welcome to Canterbury Christ Church University	5
Finding a Room on Campus	5
Your Course	6
January – mid-September	6
Mid-September to December	7
Attendance & Absence	9
Your Learning on the Course.....	10
Rules.....	10
Learning Resources	10
Language Levels and Assessment.....	11
Progression and changing your level	12
Reports	12
Examinations.....	12
IT and Learning Resources.....	13
Your CCCU Computer Account and Email	13
Blackboard	14
Your Life Outside the Classroom	15
Social Activities	15
Volunteering	15
Tell Us about Your Experience with Us.....	16
What you can do to keep learning English, even when you leave the UK.....	17
WATCH or LISTEN.....	17
READ	17
STUDY	17
WRITE	17
With Other People	17
English All Around You	17
Safety, Security & Health.....	18
If there is a Fire or Other Emergency... ..	18
Emergency contact (including medical emergencies & first aid)	18
University information to support your studies	19
Student support.....	19

Visas	19
i-Zone	19
Disabled students	19
Equality and diversity	19
Dealing with bullying and harassment	20
Misconduct and disciplinary procedures	20
Future study and employment	20
Who to contact if.....	20
In an emergency or for medical first aid	21
Appendix A: Student Report Template	22

Welcome to Canterbury Christ Church University

The International Office and the Centre for Language and Linguistics welcome you to Canterbury Christ Church University. Thank you for joining our General English Language Programme. I hope you will make international friends and enjoy improving your English with us at our university in the heart of historic Canterbury.

Finding a Room on Campus

The **building** code. Here are the most common buildings we use:

ER = Erasmus
J = Johnson
L = Laud
N = Newton
OS = Old Sessions House
R = Ramsey
M = Moore

(for the full list of buildings see: <https://www.canterbury.ac.uk/students/docs/academic-services/timetables-and-dates/Guide-to-room-numbers.pdf>)

The **floor** code:

basement = b
ground floor = g OR 0
first floor = f OR 1
second floor = s OR 2
third floor = t OR 3

Then the **room number**.

e.g. **R f 11** = Ramsey first floor room **11**
ER.2.06 = Erasmus, 2nd floor room **06**

Augustine House (the Library) = **AH**

ground floor = g
first, second, third floor = **1, 2, 3**

e.g. **AHg.27** = ground floor, room 27
AH2.23 = 2nd floor, room 23

Your Course

January – mid-September

Monday–Friday, 09:00–11:00 Core Language lessons

These lessons teach vocabulary, grammar, pronunciation and practise them in the context of your listening, reading, writing & speaking skills. Your teacher for this class will also be your personal tutor and will be available for you to contact if you want to discuss your learning outside of class. You will be set 1 hour of homework every day in this lesson.

Monday–Friday, 11:30–12:30 Topic-based Language lessons

These lessons will develop your confidence by using your English knowledge to produce work in all the skills. The classes will cover many different topics which may include learning about British culture or international English, public speaking, literature studies or news and world events. You might also work on a project. You will also usually be asked to give a presentation, which is a short talk to the class on a topic.

Monday–Thursday, 13:30–15:00 Language Skills lessons (Summer: 14:00–15:30)

These lessons will be focused on the individual language skills: reading, writing, listening and speaking. You will be mixing with students from other classes of a similar level, and may have a choice of topics. These lessons are collaboratively planned, which means the teacher and the students in the class decide the lesson focus together. For example:

- In **writing** lessons you may ask for lessons in email and text language or formal letters.
- In **speaking** lessons you may ask for drama and role-play or games.
- In **listening** lessons you may ask for film lessons or songs.
- In **reading** you may ask for newspaper or literature studies.
- In **any of the skills** you may ask for a focus on IELTS preparation, Business English, everyday situational communication, vocabulary development, current affairs or anything else that you and your teacher decide on.

During the summer, the length and type of classes will stay the same. However, afternoon classes will be **from 14:00 to 15:30** (i.e. half an hour later than during the rest of the year).

Example timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
09:00–11:00	Core language skills				
	BREAK				
11:30–12:30	Topics e.g. Presentation Skills, Current Affairs, British Culture				
	LUNCH				
13:30–15:00	Writing	Speaking	Reading	Listening	self-study

Example of typical week (Summer timetable)

	CORE 9:00 – 11:00	TOPIC 11:30 – 12:30	SKILLS 14:00– 15:30
MON	Getting to Know You: <ul style="list-style-type: none"> Mingling & discussion activities Common expressions in English 	Functional Language: Indirect/polite question forms. Grammar & practice	Writing: Writing dialogues: jumbled dialogue activities & chain writing Present & past tenses
TUE	Speaking & Reading <ul style="list-style-type: none"> Adjectives vs adverbs Adverbs of manner & frequency. 	Films & Books: <i>Romeo & Juliet</i>: Vocab & reading comprehension. Creating a timeline of events.	Speaking: Presenting convincing arguments
WED	Listening & Speaking <ul style="list-style-type: none"> What kind of mind have you got? Vocab. Use & non-use of the passive 	Culture in Britain: Canterbury Quiz. Students go out looking for answers to questions about Canterbury (history, places, famous people etc.)	Reading: <i>The Space Invaders</i> Chapter 2. Making your own comprehension questions.
THU	Reading & speaking <ul style="list-style-type: none"> What shapes your personality? Vocab. Passives (revise) 	Current Affairs: Language Learning: German & French drop by half in UK schools. Listening & reading.	Listening: The Happiness Formula: happiness & technology. Listening for specific information & discussion.
FRI	Speaking & vocabulary <ul style="list-style-type: none"> Psychological test: Wordspot Mind. 	Language Games: Articulate! The fast talking description game.	Independent Study

Example of core classes in a Project Week

	CORE 9:00 – 11:00
MON	Introduction to Project (Newspaper) Planning Project & Stages <ul style="list-style-type: none"> Individual & group work
TUE	Own ideas/starting research Vocab. & structure
WED	Conducting own research <ul style="list-style-type: none"> Individual help from teacher Vocab. & structure
THU	Preparation for presentation <ul style="list-style-type: none"> Pronunciation work, intonation Preparing notes Individual help from teacher
FRI	Preparation for presentation <ul style="list-style-type: none"> Individual help from teacher. Final presentation of work

Mid-September to December

In Semester 1 of the main CCCU undergraduate term, General English students join the morning classes of the International Foundation Year (IFY). This is a preparation course for students who want to take a degree at CCCU.

Monday, Tuesday, Thursday, Friday, 09:00–12:30: English for University Study (EUS)

These lessons follow the same curriculum and may mix with students of a similar level studying on the International Foundation programme English for University Study [EUS] 1 & 2. The lessons will broadly follow a general English coursebook, but focus on the language and skills required for key tasks on the Foundation programme:

- regular writing tasks on a topic studied in the week
- collaborative writing tasks based on research and writing with a group from other classes
- reflective journals
- individual/group presentations on current affairs and other topics

Wednesday: 09:00–12:30: British Life and Culture

The aim of this single module is to develop a broader awareness of Britain, British life, culture and cultural norms in order that students can not only function effectively in Britain but to enable them to integrate comfortably into the life of a student living in Britain.

Monday, Tuesday, Wednesday, Thursday: 13:30–15:00 Topic or Skills Lessons

These lessons will focus on a new topic each week. To start with you will concentrate on topic vocabulary and pronunciation, moving onto reading, writing, speaking and listening and finishing the week with further practice and review.

Example timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
09:00–10:30	EUS: Grammar, Vocabulary & Pronunciation		British Life & Culture	EUS: Grammar, Vocabulary & Pronunciation	
	BREAK				
11:00–12:30	EUS: Integrated Skills Work		British Life & Culture	EUS: Integrated Skills Work	
	LUNCH				
13:30–15:00	TOPIC WORK				self-study
	Vocabulary, Speaking & Pronunciation	Reading & Speaking	Speaking & Listening	Review & Practice	

Typical week in Semester 1

	Morning	Afternoon: Skills
	EUS (Mon, Tue, Thu, Fri)	Topic Cycle: Animal Welfare & Animal Rights
MON	<ul style="list-style-type: none"> • 1st Conditional. • Reading, speaking & vocabulary (advertising) 	Writing <ul style="list-style-type: none"> • [pre-read article] listen to talk & make notes • Write summary (250 words)
	Current Affairs Presentation <ul style="list-style-type: none"> • Study skills (participating in a group discussion) 	
TUE	<ul style="list-style-type: none"> • A cause and effect essay 	Speaking <ul style="list-style-type: none"> • Evaluate another's writing, compare with tutor's summary • Group discussion: Animal rights & consumption of meat • Short fluency exercises
	Timed Writing in-class	
WED	British Life & Culture Caring for the Nation: the Welfare State	Reading <ul style="list-style-type: none"> • Yes/no/not given • Vocabulary
THU	<ul style="list-style-type: none"> • Vocab. revision (advertising & adjectives) • Listening for gist & specific information 	Listening <ul style="list-style-type: none"> • Tim Peake & the ISS - listening for gist & specific information • Note-completion task
	<ul style="list-style-type: none"> • Writing skills: introductions 	

FRI	<ul style="list-style-type: none"> • Speaking - manipulated images/photoshop to elicit key vocab. • Reading - scanning & note-taking of key points. • Reference (pronouns) to avoid repetition 	Independent Study
	Collaborative Writing #2 Animals 'The hunting of animals can never be justified. Discuss.'	

Attendance & Absence

Absence

Students are expected to attend all classes, and Teachers complete registers daily. If you are frequently absent or late, this is recorded on your Student Report and Tutorial Record. If your attendance falls below 80%, you will not receive a Certificate at the end of your course. If you are in the UK on a student visa, significant absence may have to be reported to the UK visa authorities (see the section below on Visas).

- If you know are going to be absent from class: email the teacher of the classes that you are going to miss to explain why.
- If you are ill: email your class teachers as soon as possible.

Your emails are attached to the register as a record. If you do not email, you will be noted as absent and your attendance record will be affected.

Starting on Time

Students should arrive on time for classes. Late arrival causes disruption and is unfair to the teacher and the other students. This is particularly important in the mornings as the lessons start at 9:00. If you come to class more than **ten minutes late**, the teacher may not let you in and you will have to wait to join the next lesson.

If you frequently miss classes or are late, the Programme Director will contact you to ask why you have been absent, and to invite you to discuss any problems you might be having. You may also be referred to the Student Support service who will then contact you and ask to see you.

Changing your course dates

If you want to change your programme, take a break from your studies, extend your stay or leave early, you should contact the International Office:

- email: language.school@canterbury.ac.uk
- in person: come to the i-Zone desk in Augustine House and ask to speak to a member of the International Office team about your programme.

This is especially important if you are a student with a **Tier 4 visa**.

Your Learning on the Course

What YOU do will make the biggest difference to your English, not what we do.

Homework

Your teachers will give you a minimum of one hour's homework from your Core Lesson each day. This will help you with the work you do in class. Please ask your teachers to advise you on extra work you can do to help you improve (see also under **Learning Resources**).

Tutorials & Your Personal Tutor

You will have an individual tutorial in the middle of each academic term. Your personal tutor is normally one of your teachers in the 9:00–11:00 (core) classes. Each tutorial will last 10–15 minutes and you will discuss your learning. We will write a Tutorial Record: you will have a copy, and a copy will be filed with us. This will encourage you to think about your progress and to take an active role in your own learning. It is also a chance to speak confidentially about any other issues that may be affecting you.

Rules...

- **Mobile Phones:** please turn the sound off during lessons. If you want to use your mobile for a dictionary or other help, please ask permission from the teacher. If you are found using it in class for anything else, you may not be permitted to use it again in class.
- **Eating & Drinking:** There should be no eating or drinking (except water) during lessons.
- **Smoking:** You cannot smoke anywhere except in the smoking shelters on campus. (It is also illegal to smoke in within any public building which includes bus shelters, trains stations etc.).

Learning Resources

We will normally supply you with the necessary material for the classes, either as textbooks or as photocopies. Additional material for each class may also be posted on Blackboard.

Dictionaries

Many students bring electronic dictionaries or use dictionaries on their phones. Bilingual dictionaries (i.e. giving translations in your own language) can be very useful for quick reference. However, for full information especially to help you use vocabulary in your speaking and writing, it is best to use special learner's dictionaries.

Example English-English Learner Dictionaries

- **Cambridge:** <http://dictionary.cambridge.org/> – also has translations for many languages e.g. Japanese, Spanish, Chinese
- **Macmillan:** <http://www.macmillandictionary.com/> – has a useful thesaurus (words with related meanings)

You can access these free on-line via Wifi, but you may want to download their mobile app. versions.

WARNING: on-line translators such as Google Translate are not always accurate especially at higher levels, and using them stops you learning!

Library

You can study in the Library in Augustine House. You will have a short introduction to the Library on your first day. English-language books and graded readers (versions of books where the language is controlled for a particular level

of English) are available to borrow. You will need your student SMART card, which you receive when you register. You can find more information about the library here: www.canterbury.ac.uk/library.

Recommended Books for Learning English

This depends on your language level and interests. Ask your tutors for advice. There may also be recommended material on the General English Blackboard site.

University Bookshop

The University Bookshop can supply recommended coursebooks, self-study books and dictionaries, often at a discount. For more information see: www.canterbury.ac.uk/bookshop. The bookshop has an Amazon price-match promise: i.e. it will charge no more than the same price that you can find a book on the Amazon website (for details, see their website).

The Importance of Reading & Listening

Research and our experience as tutors show that students who read and listen to English a lot in their own time, learn much more, and much faster. Try to listen to and read English every day; not just in class.

Language Levels and Assessment

When you arrive, you will take a short placement test and be put in a class with other students of the same general level of English. These levels are described below based on the Common European Framework of Reference for languages (CEFR)*.

A2 (Pre-Intermediate): You can understand sentences and common phrases which are relevant to you: e.g. very basic personal and family information, shopping, local places, jobs. You can communicate in simple and regular tasks which need a basic exchange of information. You can describe in a simple way your personal background, your situation, and your immediate needs.

B1 (Intermediate): You can understand the main points of clear standard English (e.g. not slang, regional accents etc.) on familiar topics from work, school, leisure, etc. You can deal with most likely situations while travelling in an area where the language is spoken. You can produce simple connected text on topics which are familiar or of personal interest. You can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.

B2 (Upper Intermediate): You can understand the main ideas of a complex text on both concrete and abstract topics, including technical discussions in your specialist subjects. You can interact with sufficient fluency and spontaneity to make regular interaction with native speakers possible without significant difficulty for the participants. You can produce clear, detailed text on a wide range of topics and explain viewpoints on an issue giving the advantages and disadvantages of various views.

C1 (Advanced): You can understand a wide range of demanding, longer texts, and recognise implicit meaning. You can express yourself fluently and spontaneously without much obvious searching for expressions. You can use language flexibly and effectively for social, academic and professional purposes. You can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.

* Adapted from <https://www.coe.int/en/web/common-european-framework-reference-languages/table-1-cefr-3.3-common-reference-levels-global-scale> (accessed 6/26/2019).

If you want to know more about your own level, you can look at the CEFR Self-Assessment grid. This describes what you 'Can Do' with your level of English. There are official translations into most European languages:

<https://www.coe.int/en/web/common-european-framework-reference-languages/table-2-cefr-3.3-common-reference-levels-self-assessment-grid>

Progression and changing your level

During your stay, if your class level stays the same, this does not mean that you are not making progress! Within each level, students who work hard and practise always improve their English. Students make progress at different speeds depending on their motivation, attendance and effort in class, and also on how much they use their English **outside of the classroom**. As a result you will not automatically move up a level after a certain time at one level. Your teachers will decide when you are ready to move up a level.

If you feel very strongly that you should move into a different class level, follow the procedure below:

Moving DOWN or ACROSS a level

1. Discuss with your tutor, and if your tutor agrees with you...
2. ...you will be invited to an appointment with the Programme Director (PD)
3. The PD will talk to you about your level and language learning experience. If you both agree...
4. ... you will be placed in a new class.

Moving UP a level

1. Discuss with your tutor, and if your tutor agrees with you...
2. ...you will be invited to an appointment with the Programme Director (PD)
3. The PD will set you some language tasks to help decide whether you are at a higher level than your current class. These may include extra written work, a short test. We may also consider your attendance and effort reflected in your homework completion and out-of-class work.
4. If your performance is high enough, you will be placed in a new class.

Reports

When you leave you will receive a report written by your tutor. An example report can be found at the end of this handbook, it is a two-page document which you can show to your university or sponsor.

Certificate of Attendance

At the end of your course, you will receive a certificate from the university with the period of time you have spent studying and the level at which you studied in your main class. You will only receive a certificate if your attendance is above 80%.

Examinations

The IELTS Examination

You can ask your teacher for an estimated IELTS score for the skills of Speaking, Writing, Listening and Reading. However, this is an estimate, and does not guarantee that you will get any particular score if you take the examination.

Taking the IELTS examination

We can help you prepare for IELTS, but do not provide or organise for you to take the examination. There is a test centre in Canterbury at Chaucer College (<https://www.chaucercollege.co.uk/ielts-examination/>) and it is also

possible to take the examination in London or in other places in the UK.

Please note: Chaucer College does not offer the IELTS test for UKVI (Visas & Immigration) which you need to use for a Tier4 visa for full-time degree study.

To apply for an IELTS exam you need to decide on where and what month you want to take the examination then apply and pay online at <http://www.ielts.org>. This website will also tell you the current price for the IELTS exam.

Other examinations

There are other English exams which are widely recognised and may be useful to you. Please ask your teacher or the Programme Director if you are interested in taking any of these, and they can give you advice. There may also be self-study materials which you can borrow. The most common are:

Cambridge UCLES exams (with their approximate CEFR levels – see above)

- Preliminary English Test (PET) [CEFR B1]
- First Certificate in English (FCE) [CEFR B2]
- Certificate in Advanced English (CAE) [CEFR C1]
- Certificate of Proficiency in English (CPE) [CEFR C2]

Others

- Test of English as a Foreign Language (TOEFL)
- Test of English for International Communication (TOEIC)
- Pearson Test of English Academic (PTE).

IT and Learning Resources

Your CCCU Computer Account and Email

On your first day you are registered you will set up your CCCU computer account. Your **username** (e.g. fg64) and **password** are very important as these will give you access to your CCCU emails and computer network (including access from off-campus). It is very important that you CHECK YOUR CCCU EMAIL ACCOUNT DAILY for messages from your teachers, the International Office, the Accommodation Office and other departments.

There are many Open Access computers on the university campus and in the library. There is a map of student computer rooms on the wall next to the Touchdown café in the Laud building, as well as a screen showing how many computers are free to use at any time.

Campus WiFi

There is Wifi all over campus, and in the student accommodation. This uses the Eduroam service which is shared across other universities and colleges in the UK and other countries. You can find out how to connect to your mobile/laptop/tablet at an i-Zone desk, or at: <https://www.canterbury.ac.uk/students/current-students/it-services/On-Campus-IT/connect-to-eduroam-wifi.aspx>

You can also **link your CCCU email to your mobile**: we strongly recommend you do this so you can check it easily. Again, ask at i-Zone for this.

Printing & Photocopying

There are all-in-one printers/photocopiers/scanners around the campus. For printing you print from a network computer, then log-in to a printer using your Student Card, and then print. Any scans you make are sent to your CCCU email. To use these machines, you need to buy printer credits.

i-Borrow Laptops

These are laptops you can borrow from the cupboards on each floor of the library. They log-on to the University network and so can only be used on campus.

Blackboard

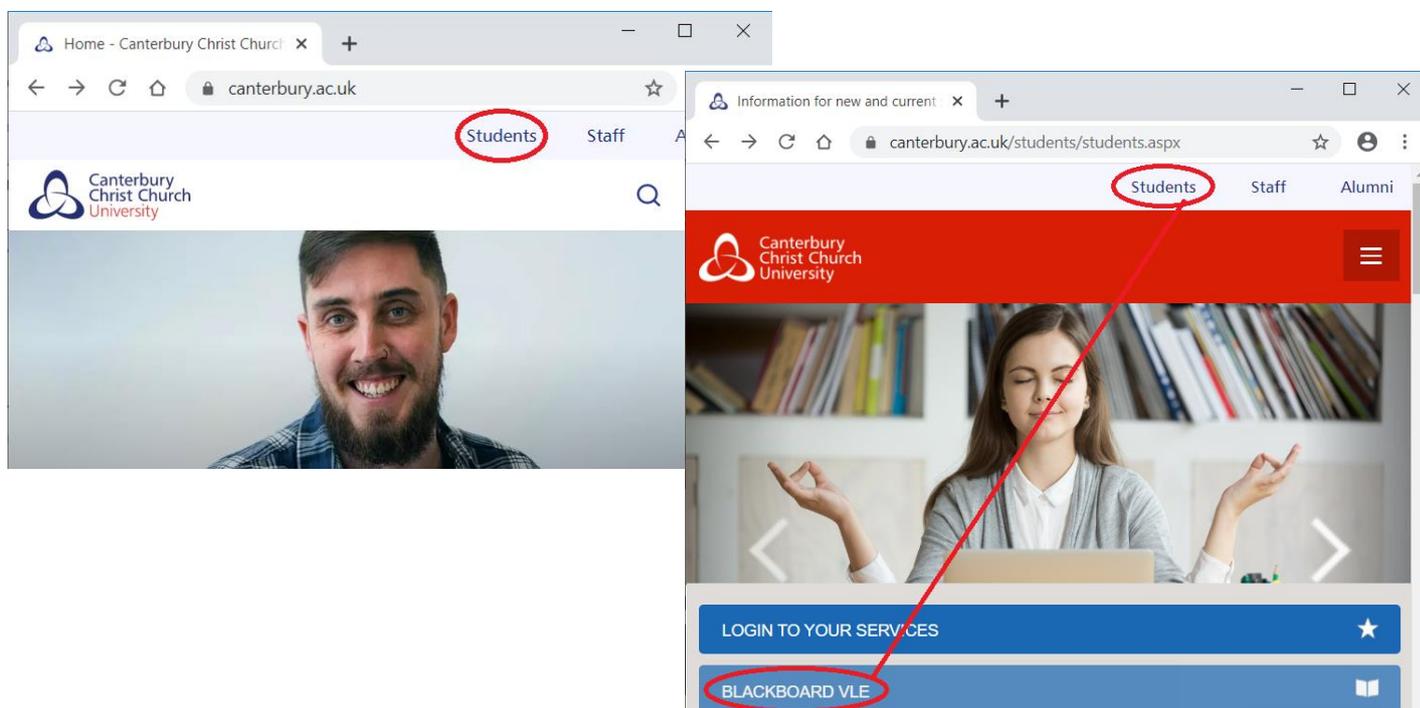
Blackboard is the Virtual Learning Environment (VLE) at Canterbury Christ Church University. On Blackboard you will find up to date information about your course and further material to support your learning. We will also use it to tell you about events at CCCU and other interesting or important information.

EXAMPLE info. on Blackboard

- class lists
- weekly timetables including rooms
- contact info. for tutors
- class information e.g. homework tasks
- important announcements: e.g. special events

Accessing Blackboard

You can access Blackboard either through the CCCU website: www.canterbury.ac.uk/students.



Your Life Outside the Classroom

Social Activities

Canterbury Christ Church University has a lot of activities and events outside your studies. Concerts, art exhibitions and film shows, sport activities, social events and societies, even talks for members of the public are running throughout the year. You will have lots of opportunities to join in with the local student life, to meet new people and to learn new skills. We will update you about events taking place at CCCU and in Canterbury and around, but explore the webpages and social media for yourself.

Activities at the University

An introduction to social life at CCCU: <https://www.canterbury.ac.uk/study-here/student-life/social.aspx>

- **Arts & Culture** events: <https://www.canterbury.ac.uk/arts-and-culture/arts-and-culture.aspx>
- **Musicians & Singers:** <https://www.canterbury.ac.uk/arts-and-humanities/music-and-performing-arts/calling-all-musicians.aspx>
- **Public Talks & Lectures:** <https://www.canterbury.ac.uk/about-us/public-lectures/public-lectures.aspx>
- **Sports & Exercise:** <https://www.canterbury.ac.uk/christ-church-sport/christ-church-sport.aspx>
- **Student Union** events: <https://ccsu.co.uk/events/>

Chooseday Chill

Would you like to just relax with tea and toast; play board games; watch a film or unwind with table tennis? Then choose the Chooseday Chill in the Augustine House café 5.00-7.00pm every Tuesday during the main academic year.

Friends International

This is a charity run by local churches which provides social support for visiting students. (NOTE: Religious participation is NOT required.) Their regular Global Café is a chance to meet other students and local people. They also run special events, volley ball nights, a baking group (yes, cakes!) and occasional trips.

- Global and World Café: <http://canterburyfi.org.uk/global-cafe/>

Conversation & Cultural Exchanges

There are a number of informal conversation clubs and cultural exchanges that meet in Canterbury.

Use the following sites to find one:

- **Host UK:** <https://www.hostuk.org/> (or email laura.spencer@canterbury.ac.uk in the International Office)
- **Meetup Language & Culture Groups:** <https://www.meetup.com/cities/gb/g5/canterbury/language/>
- **MyLanguageExchange.com:** https://www.mylanguageexchange.com/city/Canterbury__England.asp

Volunteering

To make the most of your time here you can become a volunteer and even have your work officially accredited by us to add to your report. The amount and type of volunteering you can do will depend on your visa, and also your language level. However, this is a valuable experience as it will involve communication with many different people, not just other students.

To find out how to get involved: <https://www.canterbury.ac.uk/students/current-students/careers-and-volunteering/volunteering-opportunities/volunteering-opportunities.aspx> OR <https://ccsu.co.uk/volunteering/>

You could also join the internationally-based **Rotaract Society** which aims to bring young people together to exchange ideas with people in the community, develop leadership and professional skills, and have fun through service. The University has its own Rotaract Club: <https://ccsu.co.uk/organisation/9643/> (or you can email laura.spencer@canterbury.ac.uk in the International Office).

Tell Us about Your Experience with Us

Feedback at the beginning of the course

After you have been with us for about week we will check that everything is OK, and that you are comfortable and happy here. Telling us about your arrival and how you feel at the start of your course is very important as it helps us to make you feel welcome and to make sure there are no problems.

End-of-course questionnaires

At the end of your course you will be asked to complete a questionnaire so you can tell us about your experience with us. You will be asked about your studies, your accommodation and your activities at the university. What you think about your experience is very important to us, as it helps us improve the student experience!

Comments and complaints

If you are unhappy about any aspect of the University's work, then it is important that we know about it.

Please talk first of all (if appropriate) to your tutor, the Programme Director, or someone at the International Office.

If your concerns are not solved in this informal way then there are formal procedures:

See: <https://www.canterbury.ac.uk/students/current-students/student-voice/Your-Feedback/complaints.aspx>

AS we are accredited by the British Council, you may also be able to make a complaint to them:

See: <https://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints>

What you can do to keep learning English, even when you leave the UK

WATCH or LISTEN

- Watch videos in English: on TV, YouTube, or other on-line source (it can help you to watch something you have already watched in your own language).
- Listen to radio online; BBC World Service is good for international listeners:
<https://www.bbc.co.uk/worldserviceradio>
- Subscribe to and listen to a regular Podcast on your phone (there are many website guides to podcasts: you can find one in your own language: so long as the Podcasts themselves are in English.)

READ

- Read English language websites about anything that interests you.
- Have an English book with you to read; even something simple or that you already know in your own language
- Buy an English-language newspaper; many countries publish their own English newspaper which contains home news but written in English.
- Buy an English-language magazine about something that interests you.

STUDY

- Look on web-sites for English language students; e.g. www.learnenglish.org.uk (British Council's web-site).
- Get an app for English language study for your mobile phone.
- Buy recommended self-study book; e.g. *Murphy's Grammar in Use* (you have had a chance to look at them in our Library).

WRITE

- Keep an English blog or private journal.

With Other People

- Study at a college or school in your town and set yourself the goal of an examination
- See if there is an English club you can join
- Meet with friends for an English hour every week; only speak English and perhaps set yourselves some homework
- Message your friends in English; especially friends you've made here
- Find an English speaker and exchange lessons – half in English and half in your language; you can do this on-line e.g. using the Tandem app: <https://www.tandem.net/>

English All Around You

- Check the English lyrics for music you listen to
- Keep English language radio on in the background while you do housework
- Listen to English-speakers around you: what bits of their conversation can you understand?
- Describe the scene around you in English in your head or just remember words for different things
- Read any parts of brochures in English
- Read the English labels on products you buy
- Turn on English subtitles if you watch films on DVD
- Write your shopping list in English

LITTLE AND OFTEN: It is better to spend ten minutes practising every day than one hour every month.

Safety, Security & Health

Please be careful with your bags and valuable items like mobile phones and cameras. Always take them with you when you are on the university campus and keep them secure when you are in the city.

If there is a Fire or Other Emergency...

If you discover a fire...

1. Sound the nearest fire alarm.
2. Only attempt to extinguish a fire if you have been trained in the use of fire extinguishers and you feel confident to do so. Remember University policy is that you do not take personal risks: in short: "Get out and stay out!"
3. Leave the building immediately and report to the Assembly Point.
4. Tell the person in charge what has happened.

If you hear the fire alarm...

1. Always assume there is a fire somewhere in the building!
2. Immediately leave the building.
3. Warn others in the area if safe to do so, but do not delay!
4. Where possible close doors behind you (if you are the last to leave).
5. Report to the assembly point.
6. Do not re-enter the building until told to do so by a responsible person such as a Fire Warden or a member of Security.

When you arrive in a building you don't already know:

1. Look at the **Fire Action Notices** near exits, in corridors, at doors by stairs and at fire alarm points
2. Find the nearest fire alarm point.
3. Identify your nearest escape route along with any alternative escape routes. If you don't know, then follow the green fire exit signs.
4. In University accommodation read the fire plan on the back of the bedroom door (or next to it).
5. Make sure you know the location of the assembly point where you should go and wait.

Emergency contacts (including medical emergencies & first aid)

- if you need them **NOW**: phone **999** police/fire/ambulance (9999 on an internal phone)
- if you need them soon but not immediately (i.e. there is no immediate danger): phone **112**
- for CCCU security & medical first aid
 - main campus: 01227 92 2111 (2111 on an internal phone)
 - Augustine House: 01227 92 2125 (2125 on an internal phone)

University information to support your studies

This section of the handbook contains some important policies, procedures and guidance information that apply to all students studying on Canterbury Christ Church University programmes.

Student support

Ensure you get appropriate help and support, if you need it, to make the most of your time at Canterbury Christ Church University. We offer counselling, study skills and IT training, financial information, advice for international students and general welfare support. Find out more about our range of services and how to access them from <https://www.canterbury.ac.uk/students/current-students/support-services/support-services.aspx>

Visas

For many students, studying on this course is a condition of their visa for being in the UK. If you do not attend the course, the University may have to report you to the UK visa authorities.

If you are a student with a **Tier 4** visa (i.e. on a long full-time course), and you miss classes for ten days together, the University must **by law** report you to the UK visa authorities.

The University must also report you if it has information that you are breaking other conditions of your visa. Being reported may well lead to your automatic withdrawal from the programme and the University's support for your visa.

Advice and support concerning visas and other matters is available from the International Office:

- email: language.school@canterbury.ac.uk
- in person: come to the i-Zone desk in Augustine House and ask to speak to a member of the International Office team about your programme.

i-Zone

The i-Zone is the first place you can go to ask about University services or if you need advice. There is an i-Zone desk opposite Touchdown café in Laud, and the main i-Zone desk is on the ground floor of the library in Augustine House. When the i-Zone can't answer your question immediately, they will ask our various service staff who will contact you directly. Contact i-Zone@canterbury.ac.uk or telephone 01227 92 2222.

Disabled students

If you have a disability that may affect your studies, the University's Student Support Services can help get the support you need. Our support includes learning difficulties such as dyslexia or mental health problems such as depression, as well as more visible issues, such as using a wheel chair.

More information is available from the links at: <http://www.canterbury.ac.uk/disability>

Equality and diversity

The University is committed to providing a fair environment in which everyone is treated with dignity and respect. We take a proactive approach to promoting equality and are committed to a range of actions intended to create a welcoming and positive environment for all students, staff and stakeholders. The Equality and Diversity Unit represents and supports students, Home and International, as well as staff. We work closely with Christ Church Students' Union and Student Support and Guidance to promote equality and diversity. For more information or to get involved visit: <https://www.canterbury.ac.uk/equality-and-diversity/equality-and-diversity.aspx>

Dealing with bullying and harassment

Bullying and harassment are behaviour which makes you feel frightened, upset or humiliated. The university takes such behaviour very seriously. If you feel that you have a problem with bullying or harassment, you should speak to your personal tutor or the Programme Director. You can also find information here:

<https://www.canterbury.ac.uk/equality-and-diversity/help-support-and-policies/harassment-and-discrimination.aspx>.

Misconduct and disciplinary procedures

All students at Canterbury Christ Church University are expected to follow the rules of the university, and to respect the rights and privacy of other students and staff. Misconduct is behaviour which damages the university or which interferes with proper university activities or with other students' study. If a student does any of these things, he or she will be invited to talk to the Programme Director and may be given a warning. Examples of misconduct include obstructing university activities; violent, threatening or offensive behaviour or language (including emails); dangerous or damaging behaviour; possession or misuse of illegal drugs. In a serious case, the student's behaviour will be investigated following university procedures and there may be a penalty, e.g. a fine, or the student may be required to leave their programme.

Future study and employment

You can visit www.canterbury.ac.uk/careers for advice and guidance on employment, and about further study in the UK. Further information is also available on Blackboard under the 'Careers- The CORE' tab. There are also 'drop in' sessions you can visit in the careers information area on the ground floor of Augustine House, opposite the Atrium café.

Who to contact if...

Language learning: speak to your teacher or email them or the Programme Director

Paying fees, your visa, police registration: contact the International Office, Augustine House

Accommodation (Residencies and Homestay) during the academic year: contact the Accommodation Office

Banking & Health Services: contact International Student Support

Future studies at CCCU: contact the International Office

Emotional or mental health: speak to your personal tutor, the Programme Director or Student Support and Wellbeing: <https://www.canterbury.ac.uk/students/current-students/support-services/support-services.aspx>

- studentwellbeing@canterbury.ac.uk, 01227 92 2675
- mentalwellbeing@canterbury.ac.uk
- counselling@canterbury.ac.uk, 01227 863056

General enquiries, computer services or student card: i-zone@canterbury.ac.uk; 01227 92 2222

Library: <https://www.canterbury.ac.uk/students/current-students/library/library.aspx>; library@canterbury.ac.uk;

Buying books: <https://bookshop.canterbury.ac.uk/>; bookshop@canterbury.ac.uk; 01227 92 2256

In an emergency or for medical first aid

- if you need them **NOW**: phone **999** police/fire/ambulance (9999 on an internal phone)
- if you need them soon but not immediately (i.e. there is no immediate danger): phone **112**
- for CCCU response
 - main campus: 01227 92 2111 (2111 on an internal phone)
 - Augustine House: 01227 92 2125 (2125 on an internal phone)

Appendix A: Student Report Template



Student Report

School of Language Studies & Applied Linguistics
General English or General English with IELTS Preparation

Name	
Student ID	

Level*	CEFR*	Speaking
Advanced	C1	Can speak at length without noticeable effort or loss of coherence, spontaneously and precisely, with little obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes, drawing on a variety of complex grammatical structures and a range of appropriate communication strategies.
Upper-Intermediate	B2	Has a wide enough vocabulary to discuss both concrete and abstract topics at length and to make meaning clear. Uses a mix of simple and complex structures, not always accurately but rarely producing mistakes which lead to misunderstanding. Pronunciation is clearly intelligible, even if a foreign accent is sometimes evident.
Intermediate	B1/B1+	Can sustain a conversation on familiar topics, and to convey basic meaning on unfamiliar topics. Can communicate in everyday situations reasonably fluently, using a narrow range of sentence structures. Can describe experiences & events, and briefly explain plans & opinions. Pronunciation is generally clear enough to be understood.
Pre-Intermediate	A2/B1	Can convey personal information, and communicate in routine tasks requiring a simple and direct exchange on familiar matters. Can describe aspects of his / her background and environment, and needs of a concrete kind. Pronunciation can be understood with some effort by listeners used to speakers of his / her language group.
Elementary	A2	Can use familiar everyday expressions and very basic phrases to satisfy basic needs. Can ask and answer questions about personal details such as where he / she lives, people he / she knows and things he / she has. Can interact in a simple way, if helped. Can describe in simple terms likes and dislikes. Pronunciation may be heavily accented depending on first language.
Level*	CEFR*	Writing
Advanced	C1	Can use written English flexibly and effectively for social, academic and professional purposes. Can organise information and ideas logically, and uses a variety of complex structures with good control and sufficient range of vocabulary to allow some flexibility and precision.
Upper-Intermediate	B2	Can produce clear, detailed texts on a wide range of subjects, using an adequate range of vocabulary for the task. Arranges information and ideas coherently. Is generally accurate, and uses some complex sentence structures. Rarely makes mistakes which lead to misunderstanding.
Intermediate	B1/B1+	Can produce connected texts with some organisation, and on topics which are familiar or of personal interest. Uses a limited range of vocabulary. Structures can tend to be repetitive, with some attempts at complex sentences. Errors occur, but it is generally clear what he / she is trying to express.
Pre-Intermediate	A2/B1	Can write straightforward connected texts on familiar subjects, drawing on a very limited range of structures and expressions. Shows some control of word formation and spelling.
Elementary	A2	Can write simple sentences on familiar subjects and all structures are in the most basic form. Displays the beginning of some control of word formation and spelling.
Comments		

*CEFR = Common European Framework of Reference for languages
(see: <https://www.coe.int/en/web/common-european-framework-reference-languages/table-1-cefr-3-3-common-reference-levels-global-scale>)
Approximate equivalent for IELTS bands: (see: <https://www.ielts.org/ielts-for-organisations/common-european-framework>)

*CEFR Level	A1-A2	B1	B2	C1+
IELTS	below 4.0	4.0-5.0	5.5-6.5	7.0+

page 2 of 2



Level*	CEFR*	Listening
Advanced	C1	Can understand a wide variety of English, including both colloquial language and abstract discussions. Can recognise implicit meaning, and can summarise information from different spoken sources.
Upper-Intermediate	B2	Can understand the main ideas of complex speech, even on abstract topics, including technical discussions in his / her field of expertise
Intermediate	B1/B1+	Can understand the main points of spoken language regularly encountered at work, school, leisure etc. Can deal with most situations likely to arise whilst travelling in an area where English is spoken.
Pre-Intermediate	A2/B1	Can understand straightforward factual information about common <u>everyday</u> or job related topics, identifying both the general message and specific details, provided speech is clearly articulated in a familiar accent.
Elementary	A2	Can understand common, everyday expressions and exchanges, provided speech is clearly articulated in a familiar accent. Can understand simple information in small language chunks.
Level*	CEFR*	Reading
Advanced	C1	Can summarise information from a range of written sources, including literary and non-literary texts. Can understand and interpret critically relatively demanding material, and recognise implicit meaning.
Upper-Intermediate	B2	Can understand the main ideas of complex texts, even on abstract topics, including technical discussions in his / her field of expertise.
Intermediate	B1/B1+	Can understand the main points of written language regularly encountered at work, school, leisure etc.
Pre-Intermediate	A2/B1	Is able to grasp the gist of a simple text, and to answer questions on the content.
Elementary	A2	Is able to identify the alphabet and many simple words, and can read basic texts demonstrating a general understanding.
Comments		

General Comments (in-class, individual study, out-of-class activities, advice for future progress)	Reporting Tutor	Date: 27/09/2019
		Attendance
		Progress/Effort

Progress/Effort A+ (Excellent in all classes) A (Very good in all classes) B (Good in most classes) C (Satisfactory in most classes) D (Limited progress/effort)
Attendance A+ (100%) A (over 90%) B (over 80%) C (over 70%) D (over 50%) E (under 50%)