

Dear CELT Student

Thank you for choosing to study at CELT! We are looking forward to welcoming you to Cardiff and our school and want to make sure that you have as much information as possible before you arrive in the UK.

Some of the information in this email may not apply to you but please read it carefully so that you know what to expect when you arrive and how CELT can help you while you are studying with us.

Our school is run with the quality education of our students and their enjoyment of their course is our top priority, and we like our students to leave our school feeling like we are their Welsh family! If you have any questions about the information here please contact us and we will be happy to help you.

Travelling to the UK

It is important that CELT knows how you will be travelling to the UK and Cardiff.

We need:

- The dates you will arrive and leave the UK
- The UK airport you will be using
- Your flight numbers
- The times of your flights
- How you will get from the airport to Cardiff

If you have any problems when you arrive, it is much easier for us to help you if we have your travel information. If you need any advice on the best way to get to Cardiff, please ask us.

Emergency Contact

Our main office number is **+44 29 2033 9290** and it is open Monday to Friday, 09.00 to 17.00.

If you need to contact us outside of office hours you can call our emergency number which is **+44 7486 888 641**.

Your First Day

09.00am: Arrive at CELT!

09.15am: The level test starts. It is important that you are not late! If you are late you may have to wait until the next Monday to start your course.

After your test, the Director of Studies will give you some information about studying with us and living in Cardiff.

For morning and afternoon courses: You will have your first lesson at **13.45** on Monday.

For morning-only courses: You will have your first lesson the next day at **09.15**.

What You Need to Bring

- Paper/Notebook
- Pens/Pencils
- Passport/ID

Coursebooks can be bought or borrowed from the office. If you buy the book it is yours to keep; if you borrow the book you will pay a £10.00 deposit which is given back to you when you return the book in good condition. You cannot write in borrowed books.

Visa Students

If you have a visa it is important that CELT has a copy for our records. **Please bring your visa with you on your first day.**

Some long-term students **may** also need to:

- Collect a Bio-Residence Permit (BRP) card
- Register with the police within 7 days of arriving in the UK

The letters you were sent when your visa was approved will tell you if you need to do this. We can help you with this, so please ask us if you would like advice or are unsure!

Accommodation

Host Family	CELST Student Residence	Friends/Family/Rented Flat
<p>You should already have:</p> <ul style="list-style-type: none"> • The family's address and contact details • A plan for how to get to your host family <p>Please contact your hosts before you arrive to introduce yourself and arrange your arrival.</p> <p>You can find more information about your host family and what to expect in homestay accommodation in the letter that was sent to you with the host family's details.</p>	<p>You will receive a message from CELST a few days before you arrive that tells you how to enter the residence and find your room.</p> <p>In your room there will be a welcome pack that tells you about the residence and surrounding area.</p>	<p>If you have arranged your own accommodation CELST will need the address. Please make sure that you have sent it to us.</p> <p>If you have any problems or questions about accommodation that you have organised yourself, please talk to us and we will help if we can.</p> <p>For example, we can read contracts before you sign, give advice on the best locations, or explain things like council tax.</p>

Insurance

It is highly recommended that students buy insurance before they travel to the UK. You can do this through an insurance company in your home country or in the UK, and you can buy policies that protect you and your belongings. You can find more information and advice on the English UK website: <https://www.englishuk.com/en/students/your-stay-in-the-uk/insurance>

Doctors and Dentists

Not all students are entitled to treatment by the UK National Health Service (NHS). For this reason, we strongly recommend that students buy health insurance before travelling. Students from EEA member countries should bring a valid European Health Insurance Card (EHIC) which will entitle you to free healthcare. If you are a long-term student (more than 4 weeks of study), you should register with a General Practitioner (GP). We can give you a letter that will help you do this. If you have a problem with your teeth, we can give you lists of dentists that you will be able to see. Come and talk to us in the office! For more information please see [this page on the NHS Wales website](#) which will tell you more about accessing healthcare in the UK as an Overseas Visitor.

Complaints

We want you to be happy while you study with us! If there is something you are not happy with before, during, or after your course with us you can make a complaint. You can do this by speaking to someone in person or over the telephone or in writing. We will do our best to deal with the problem quickly and fairly. Please find a more detailed description of our complaints procedure [on our website](#).

Cancellations, Refunds, and Expulsions

If a student cancels for whatever reason 14 days or less before the beginning of the course, CELT will keep 50% of the course fees. Cancellations must be given in writing (email), **not** over the telephone.

If a student cancels because of a visa refusal, CELT will refund any course fees paid **if** we receive a copy of the visa refusal letter. CELT will keep the £150.00 deposit.

The £100.00 deposit for homestay accommodation is non-refundable once a family has been assigned to the student. If a student wants to leave their accommodation early, we must be given at least two weeks' notice or CELT will not return any accommodation fees.

Students whose behaviour or attitude is unacceptable may be asked to leave their course. In most cases students will be warned about the problem and asked to improve. However, in cases of gross misconduct we reserve the right to expel students immediately. Examples of gross misconduct include but are not limited to: illegal activity, abuse towards staff or students, and violent behaviour. Students that are expelled will not receive a refund of their course fees.

Please see [our website](#) for full details of our Cancellations, Refunds, and Expulsions Procedures.

Attendance

Students will need to have a minimum of 80% attendance to receive a certificate at the end of their course. Students whose attendance drops below 80% will receive a verbal warning, followed by a written warning if their attendance does not improve after two weeks. Students that do not have at least 80% attendance at the end of their course will not receive a certificate. You can find our full attendance policy [on our website](#).

Safeguarding

Safeguarding means caring for and protecting children and vulnerable adults and taking steps to keep them safe. CELT has rules and plans which we follow that help us keep our students from harm and these rules apply to everyone that works for or with CELT. In the UK anyone under the age of 18 is considered a child and all adults have a responsibility to children called 'Duty of Care.' This means that adults who work with children must provide a level of care that should be similar to 'a caring and responsible UK parent.' At CELT we have special rules and procedures that help us to look after children under 18 and keep them safe while they are under our care. For more information about safeguarding and how CELT protects children and vulnerable adults, please see our [Safeguarding Policy on our website](#).

Travelling Around Cardiff and the UK

Cardiff is quite a small city and most students quickly learn how to find their way around by walking or using buses or trains. Many students buy an IFF card which they can use to travel on Cardiff buses instead of paying with cash. Please see below for some useful links that can help you when travelling in Cardiff and the UK:

- Cardiff Bus website. Search for journeys or download timetables: <https://www.cardiffbus.com/>
- Information on the IFF card: <https://www.cardiffbus.com/iff>
- Moovit is a website and app that helps you plan journeys: <https://moovit.com/>
- National Express is a bus company that travels across the UK and many students use it to travel to different cities for day trips: <https://www.nationalexpress.com/en>
- Transport for Wales is the train company in Wales. Use their website to search for journeys and prices: <https://tfwrail.wales/>
- The Train Line is a website that helps you plan train journeys around the UK: <https://www.thetrainline.com/>

If you have any questions about travelling while you are here please come speak to us in the office. We have maps and bus timetables that we can give you and can help you learn how to get around Cardiff.

Useful Websites

There are several websites that have suggestions of things to do in Cardiff and Wales. We also have information on restaurants, activities, nature walks, places of worship, and local facilities that we can give you. Come talk to us and we can help!

- Visit Wales has information on popular things to see and do in Wales:
<https://www.visitwales.com/>
- Visit Cardiff lists events and activities that you can see and do in Cardiff:
<http://www.visitcardiff.com/>
- Cardiff Council Website with lists of upcoming events happening in Cardiff:
<https://www.cardiff.gov.uk/ENG/resident/Leisure-parks-and-culture/Whats-on/Pages/default.aspx>
- Events and activities in Cardiff Bay: <https://www.mermaidquay.co.uk/whats-on/>
- Meetup.com is a website where you can contact local people who are interested in the same things as you and plan to meet up and do activities:
<https://www.meetup.com/cities/gb/x5/cardiff/>