

The Student Handbook



Contents Page



This section helps you find information quickly. It lists key areas of the Student Handbook, including policies, student services, and important guidelines. Use it as a reference to navigate the handbook easily.

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Here, you'll find a broad summary of what the handbook covers, from rules and responsibilities to support services. It's designed to give you a clear understanding of the essential topics and where to find them.

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Knowledge First

Welcome to Newcastle!

Welcome to Knowledge First, we hope that your stay with us will be an enjoyable one! We are here to help you in every way, and to try and make you feel as comfortable and as happy as possible!

We are in the centre of Newcastle, a lively city with lots of interesting things to do. Moving to a new country can be difficult, and we hope that the information in this handbook will make things easier so that you can start enjoying your new city as soon as possible.

TRANSPORT: HOW TO GET HERE

By bus/rail

- We are located in the city centre, with easy access to the main transport links. Central Station is a short walk away from Knowledge First and the nearest Metro stations are Haymarket and Monument; both are only a few minutes walking from Knowledge First.
- For bus routes, timetables and all travel information see www.nexus.org.uk

Parking

- There is a car park beside Knowledge First (Northumbria University car park), along with various multi-storey car parks throughout the town centre.
- For a full list of details contact www.newcastle.gov.uk/parking

By Bicycle

- We have local cycle lanes offering safe bike routes to the school. Remember to wear a helmet and to use bright clothing when cycling.
- If you chose to cycle, you will find off street cycle spaces in most multi storey car parks and also in the main shopping areas (Northumberland Street).

TOURIST INFORMATION

For any information you may need about Newcastle or surrounding areas, places to visit, things to do, days out, hotels etc, you will find it at the Tourist Information Centre, based in the City Library on ground floor.

The address is:

Newcastle City Library

Charles Avison Building

33 New Bridge Street

Newcastle upon Tyne

NE1 8AX

Vision and Mission Statement



VISION STATEMENT

Create a happy, welcoming place for learning

- We want every student to enjoy coming to class and feel like they belong.

Make sure everyone can improve, no matter their background

- We believe that language learning should be open to everyone. All students have the chance to succeed with the right support.

Help students make new friends and enjoy learning

- Our lessons are not just about study—they're also about sharing, laughing, and learning together.

Support personal and academic success

- We help students grow in school and in life. As they learn more, they become more confident and ready for their next steps.

Inspire a love of language and lifelong learning

- We want students to enjoy language learning and feel excited to keep learning new things throughout their lives.

At Knowledge First, our vision is to build a vibrant, inclusive community where all students can develop language skills, connect, and grow. We aim to provide an exceptional learning experience that empowers individuals to achieve their goals, unlock new opportunities, and succeed in today's competitive world.

MISSION STATEMENT

Help people learn languages and build connections

- We support students in learning new languages so they can talk with people from different countries and cultures, make friends, and connect with the world.

Give high-quality lessons and friendly, personal support

- Our experienced teachers work hard to give great lessons. They also take time to support each student with care and kindness.

Use different teaching styles to support all learners

- We understand that people learn in different ways. That's why we use many teaching methods to make sure everyone can understand and enjoy learning.

Make sure students feel welcome, safe, and confident

- We create a friendly place where everyone feels respected and supported. This helps our students feel good about themselves and ready to learn.

Always improve our lessons to help students grow

- We listen to feedback and look for better ways to teach, so our students can keep learning and reach their goals.

Encourage understanding between cultures

- By learning languages together, our students also learn about each other's cultures and ways of life. This helps build peace, respect, and global friendship.

Useful Information

This section contains helpful details to support your student experience. It includes key contacts, campus resources, and essential guidelines for daily life. Use it as a quick reference whenever you need important information.

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Open Hours:

Monday	9.00 – 17:00
Tuesday	9.00 – 17:00
Wednesday	9.00 – 17:00
Thursday	9.00 – 17:00
Friday	9.00 – 17:00
Saturday	Closed
Sunday	Closed

Academy Name	Knowledge First
Address	32 St. Mary's Place, Newcastle-upon-Tyne, NE1 7PQ
Contact Number	+44 (0191) 222 0828 +44 (0) 7949 327385 (24/7 emergency)
Email Address	admin@knowledge-first.co.uk
Website	www.knowledge-first.co.uk
Managing Director	Maryam Knowles
Director of Studies	Rebecca Whitehead
First Aider	Maryam Knowles, Alex Cleghorn
Mental Health First Aider	Maryam Knowles, Rebecca Whitehead
Welfare Lead Welfare Officers	Maryam Knowles Rebecca Whitehead, Alex Cleghorn
Accommodation Officers	Maryam Knowles, Alex Cleghorn

Admissions and Enrolment



Knowledge First offers English courses for all levels of the CEFR. We also help students prepare for different English exams and teach Academic and Business English. This means our courses are good for everyone. You can find more details on our website.

We welcome students from all countries who are 16 years old or older. You can start a course on any Monday, except for one week at Easter and two weeks at Christmas and New Year, when the school is closed. We also have Summer programmes for students in June, July, and August. In addition, we offer special group courses for adults and juniors all year.

Before starting, every student takes a test. This helps us place them in the right level. We always try our best to give students the course they ask for.

There are lots of different ways you can enrol at Knowledge First:

- **Online booking:** You can fill in an enrolment form on our website (knowledge-first.co.uk). Our admin team will reply and ask for more details if needed. They will also send an invoice with payment options.
- **By email, phone, or post:** You can email, call, or write to Knowledge First anytime with your request.
- **Through an educational agent:** You can ask an educational agent in your country or region about Knowledge First. The agent will help you with everything.
- **Walk-in students:** If you or someone you know lives in Newcastle, you can visit Knowledge First to talk about enrolment.

CONDITIONS OF ENROLMENT

When you enrol at Knowledge First, you must give us the following information:

- Your full name (as shown in your passport or EU national ID)
- Your date of birth
- Your home address
- A copy of your passport or EU national ID, and UK visa (if needed)
- Emergency contact / next of kin (update us if this changes)

After you send your application, we will send you an invoice with the total course fees. Once you have made the payment, we will send you an acceptance letter. If you need a visa letter, we will include all the details of your course in it.



Before Arriving in the UK



Before you travel, it is important to plan ahead so you have a smooth and safe arrival. Make sure you bring the right documents, pack carefully, and check your visa. These steps will help you feel ready and comfortable when you arrive.

IMMIGRATION REQUIREMENTS

- If you need a visa to enter the UK, apply at the British Embassy in your country as early as possible. Visa applications can take time, so don't wait too long.
- You can apply at a visa processing centre or your nearest British Diplomatic post. Find your nearest centre here: www.gov.uk/find-a-visa-application-centre
- You will need several documents for your visa application. Make sure you include everything required, or the process may take longer.
- If you have questions, visit the UK Visas and Immigration website: www.gov.uk/government/organisations/uk-visas-and-immigration.

BRINGING VALUABLE ITEMS

- If you are bringing electrical items like a laptop or camera, remember to write down their serial numbers. Make copies of important documents like traveller's cheque numbers and insurance policy details. Keep them in a safe place.
- It is better not to bring valuable items like jewellery. If you do, make sure you have a safe place to keep them. Your money and important documents should also be stored securely.

PERSONAL ITEMS

- If you bring valuable items, write down their serial numbers. You can also use an ultraviolet pen to mark your items with a unique number. This helps police track them if they are lost or stolen.
- Remember to note down your passport number, bank details, and credit card details in case of emergency.

PACKING FOR YOUR TRIP

- Check your transport provider's weight limit before packing your bags.
- British weather can change quickly and winter can be very cold, so bring warm clothing.



Before Arriving in the UK



Before you travel, it is important to plan ahead so you have everything you need when you get here. These steps will help you feel relaxed when you arrive.

MONEY

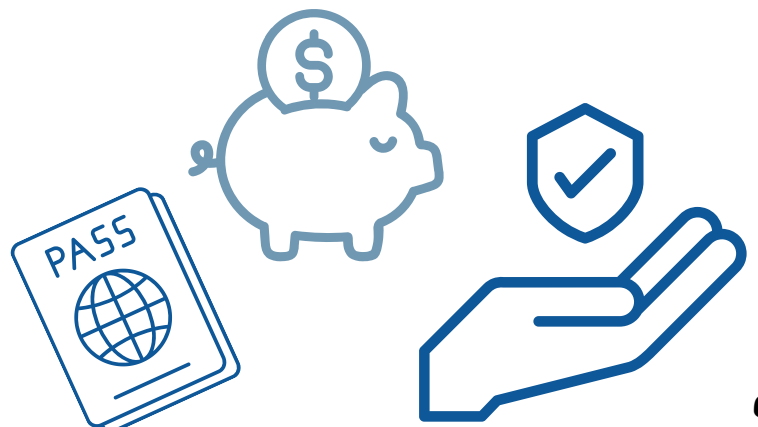
- Make sure you have enough funds or a sponsor to pay for your living expenses and tuition fees.
- Living expenses include accommodation, travel, food, social activities, and pocket money.
- Do not keep all your money in one place, and avoid carrying large amounts of cash while travelling. It is safer to transfer money once you arrive in the UK.
- Your tuition fees must be paid before the course starts. It is best to transfer the payment to our bank account before you travel to avoid carrying too much money.

TRAVEL AND HEALTH INSURANCE

- It is very important to have insurance before you travel!
- You must have medical insurance to cover any healthcare costs in the UK. Without it, you may not be able to receive treatment.
- Find international student insurance options on the English UK website:
<http://www.englishuk.com/en/students/your-stay-in-the-uk/insurance>.

MEDICATION

- Bring at least one month's supply of any medication you need. You can register with a local doctor once you arrive.
- Knowledge First has a medical centre nearby, but students must allow time for registration and appointments.
- Check if you qualify for free treatment in the UK. Medical insurance is recommended for all students.
- Make sure your vaccinations are up to date, especially for MMR, Tetanus, and Meningitis.



When You Arrive in the UK



We want you to feel comfortable and supported during your time with us. This guide gives important information about documents, healthcare, student facilities, and nearby universities. If you need help finding a doctor, borrowing books, or settling into your accommodation, we are here to help you.

STATUS LETTER

If you need a status letter, we are happy to provide one. This letter will confirm that you are a student with us and will show the start and finish dates of your course. This letter has an additional cost. Speak to reception or check our website (www.knowledge-first.co.uk) for the latest prices.

DOCTOR AND DENTIST

Once you have settled in, we can help you find a doctor's surgery near your home. There is also a doctor's surgery close to Knowledge First. It is important to register with a doctor so you can receive medical care when needed.

We can also help you find a local dental clinic so you can register with a dentist.

RECEPTION AND SUPPORT

Our reception is on the ground floor, and our staff will do their best to help you with any questions or problems.

LIBRARY

Newcastle City Library is just two minutes away from Knowledge First. You can become a member and borrow books, DVDs, and use free internet services to support your studies. There are also language learning services offered by the library for free - it is a great way to get involved in the local community and meet local people!

UNIVERSITIES NEARBY

- Northumbria University is a two-minute walk from Knowledge First.
- Newcastle University is a five-minute walk from Knowledge First.





Helpful Resources for the UK

Coming to the UK to study, work, or live is an exciting adventure, and we are here to make the journey as smooth as possible. To help you settle in, we have gathered a list of useful websites packed with essential information. For an interactive list, please see our website.

Visa Information - <https://www.gov.uk/browse/visas-immigration>

The Visas and Immigration page on GOV.UK gives information about coming to the UK. You can find details about different visas, including visitor, work, student, and family visas.

The website also explains how to stay in the UK permanently, how to become a British citizen, and how to apply for asylum. If you are from the EU, EEA, or Switzerland, there is guidance for you too.

You can also check travel rules, visa appeals, and new electronic travel authorisation (ETA) requirements.

Entering the UK - <https://www.gov.uk/uk-border-control>

The Entering the UK page on GOV.UK gives information about arriving in the UK. You can find information about the border crossing, documents you need, and special VISA requirements.

The website also explains that you must follow UK customs rules when bringing items into the country. This includes declaring goods over your duty-free limit, restricted items, and large amounts of cash. Border officers may check your baggage to make sure you follow these rules.

Coming to Newcastle - <https://newcastle Gateshead.com/plan-your-visit/getting-to-newcastle Gateshead>

The Getting to Newcastle and Gateshead website provides information on how to travel to the Tyne and Wear. It gives information about the different transport options such as trains, buses, flights, and driving routes. This website can help you plan your journey efficiently.

The page also offers guidance on nearest airports, railway stations, and public transport links, making it easier for you to find the best way to reach Newcastle and Gateshead.

Living in the UK - https://www.britishcouncil.org/sites/default/files/j035_02_study_uk_creating_confidence_a5_final_v2_web.pdf

This document is a guide for students from other countries who come to study in the UK. It gives information about staying safe and feeling confident while living in a new place. It explains how to avoid scams and fraud and gives advice on finding secure accommodation. Understanding the local laws is another key part, helping you to follow the rules and avoid problems.

Travel in Newcastle – metro and bus <https://newcastle Gateshead.com/plan-your-visit/getting-around-newcastle Gateshead>

This website provides helpful information on how to travel around Newcastle and Gateshead. It explains different local transport options, including buses, the Metro, taxis, e-scooters, and walking routes.

You can find tips on using public transport efficiently, such as downloading travel apps, checking parking availability, and using travel cards. The website also highlights accessible travel options for wheelchair users and families.

Student Notices and Services



This section provides key details about student support, campus resources, and available services. It helps you navigate school life, from academic assistance to extracurricular activities. If you need help or more information, reach out to a staff member.

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Accommodation Services



STUDENT ACCOMMODATION (18+ YEARS OLD)

Students aged 18 and above can apply for student accommodation while studying at Knowledge First. This accommodation is self-catering, meaning students buy and prepare their own food. Cooking and sharing meals with friends is a great way to meet new people and learn about different cultures.

There are different types of student accommodation, such as shared apartments and studio flats. Some students prefer a private space, while others like a more social environment. We aim to provide safe and comfortable housing where students can focus on their studies and feel part of a friendly community.

Because spaces are limited, we advise students to apply early to get their preferred choice. Our team is happy to help with any questions and support students in finding the best accommodation for their stay.

We offer comfortable and welcoming places to stay while you study with us! You can choose a homestay or student accommodation, both designed to help you feel at home and improve your English. Homestay lets you live with a local family, giving you daily chances to build your confidence in speaking. If you are over 18, our self-catering student accommodation gives you freedom and independence while keeping you connected to a friendly community.

HOMESTAY (16+ YEARS OLD)

Knowledge First offers homestay for students who want to live with a local family while studying. It is a great way to practice English, meet new people, and feel comfortable in a friendly environment.

We have homestay locations in Newcastle and surrounding areas. Students can enjoy busy city life or a quieter neighbourhood. Host families can also prepare meals for students with special dietary needs.

- **Half board:** Students stay with a host family and receive breakfast and dinner. Meals help students practice conversation in a relaxed setting. For lunch, they can visit restaurants or cafés, or bring their own food.
- **Self-catering:** Students stay with a host family but cook their own meals. Host families allow students to use the kitchen and agree on cooking times. This option helps students explore local shops, try cooking, and share meals with others.

Homestay Notices and Rules



BEFORE YOU ARRIVE

- You will get your host's name, address, phone number, and email before you travel. It's a good idea to send them a short message to say hello and tell them when you will arrive.
- If your travel plans change, please tell us as soon as possible so we can let your host know. If there's an emergency outside office hours, phone +44 (0) 7949 327385
- If you cancel your homestay less than 24 hours before you arrive, you must pay an accommodation fee of 2 weeks.

AROUND THE HOUSE

- You will get a key. Keep it safe and return it when you leave. Lost key: £10 charge.
- You will get clean towels and bed sheets every week.
- Your host will provide laundry facilities. Ask for help if you need it.
- If you're cold, ask for an extra blanket or hot water bottle.
- Turn off lights and heaters when you leave the room.
- Keep your room clean and make your bed.
- Use your own soap, toothpaste, shampoo, etc.—not your host's products.
- Keep the bathroom tidy.
- Don't hang pictures on the walls unless you have permission.

USING THE PHONE AND INTERNET

- Don't use your host's phone unless they say it's OK and you have a phone card.
- Ask before receiving phone calls, and tell your parents to call before 10pm (UK time).
- Don't use your host's address for mobile phone contracts.

Some hosts have internet. If you use it:

- Ask first
- Be polite
- Don't download videos or large files

BEING A GOOD GUEST

- If you stay out overnight or will be late for dinner, tell your host as early as you can.
- Don't use the kitchen or take food without asking.
- **Homestay is not a hotel.** You are part of the family—please be kind and respectful.

IMPORTANT NOTICES

- If you break or damage something, tell your host and offer to pay for it.
- Do not bring offensive or illegal items into the home (e.g. drugs, racist or sexual material).
- Smoking is not allowed unless your host agrees.
- No drugs – If you bring illegal drugs, the police will be called.

Student Code of Conduct



ATTENDANCE AND RULES

It is important that you attend all scheduled classes and follow the school rules. We pay special attention to student attendance.

Attendance levels: 3 Stage Process

90% = 1st Warning, (not satisfactory, meet and discuss)

80% = 2nd Warning, (failure to improve, must sign document to improve)

70% = Final Warning, (no improvement, registration to be cancelled)

We do not accept any form of discrimination at Knowledge First. Any student who shows discriminatory behaviour will face consequences.

When you register at Knowledge First, you agree to follow our rules and policies. If you break the rules, your placement may be cancelled without a refund.

We recommend that students read our policies carefully. You can find them at the end of this document.

At Knowledge First, we want to give all students the best learning experience possible. To do this, we ask all students to fully participate in classes and activities. Students who engage learn more and have a more enjoyable time.

By following these rules, all students can enjoy a safe, respectful, and welcoming environment at our school. These guidelines help create a place where everyone feels valued, included, and able to focus on learning.

RESPECT AND BEHAVIOUR

Students must always behave in a respectful way and follow UK laws. This includes:

- Keeping the city clean – put rubbish in litter bins.
- Respecting others – avoid loud noise that may disturb people.
- Following road rules – obey traffic laws if driving.

NIGHTLIFE AND SAFETY (18+ YEARS OLD)

Newcastle is famous for its nightlife, and we want students to enjoy their time here. However, we ask you to:

- Drink responsibly and avoid excessive alcohol.
- Respect people's privacy and personal space.
- Avoid trouble – do not get involved in fights or violence.

Antisocial behaviour is serious and will not be accepted at Knowledge First.



Discipline and Student Conduct Notice

We have rules to make sure the school is a safe, respectful, and positive place to learn. This means that if there are problems with behaviour, we will look at the situation carefully and follow the same steps for everyone. Our goal is to help students learn from mistakes and make better choices in the future.

WHAT IS MISCONDUCT?

Misconduct means serious or repeated bad behaviour. Some examples include:

- Using school computers for illegal activity (like downloading or viewing things you shouldn't)
- Disrupting lessons or being noisy
- Lying about your documents (like visa, passport, qualifications)
- Not paying school fees without a good reason
- Acting in a way that could harm someone else
- Hitting, shouting at, or threatening other students or staff
- Behaving in a sexual or indecent way
- Damaging school property
- Disturbing our neighbours
- Bullying, teasing, or harassing others
- Smoking, drinking alcohol, or using illegal drugs on school property
- Behaving badly at your homestay or accommodation
- Skipping lessons or being late often

SERIOUS MISCONDUCT (GROSS MISCONDUCT)

Some actions will result in being asked to leave the school immediately:

- Violence
- Discrimination (racist, sexist, or harmful behaviour)
- Damaging school property on purpose
- Breaking serious health and safety rules
- Theft or stealing
- Lying or using fake documents (fraud)

WHY THESE RULES ARE IMPORTANT

- To help everyone feel safe and respected
- To make sure learning is not interrupted
- To protect our school and community
- To support British values of fairness, equality, and respect

IF YOU BREAK THE RULES

If a student does not follow the rules, this is called a disciplinary issue. What happens next:

1. The school will look into what happened
2. You may be given a warning or other consequences
3. For serious behaviour, you may be suspended or asked to leave the school without refund

IMPORTANT REMINDERS

- Knowledge First celebrates diversity—we welcome people of all backgrounds
- We will act if anyone is being discriminated against or made to feel unsafe
- Health and safety rules must be followed at all times
- Report any accident or dangerous behaviour to a staff member immediately
- Smoking is not allowed anywhere in the school
- Never attend class if you are under the influence of alcohol or drugs
- Always treat others with kindness and respect

Discipline and Student Conduct Process



We have rules to make sure the school is a safe, respectful, and positive place to learn. This document explains what happens if someone breaks the rules while studying with Knowledge First. If there is anything you do not understand about this document, you should speak to our reception team.

WHY WE HAVE THIS PROCEDURE

Knowledge First has this process to make sure:

- Everyone is treated fairly and equally
- School rules are followed
- Problems are handled clearly and respectfully

This procedure applies to all students, staff, and visitors who break the school rules.

WHAT HAPPENS IF YOU BREAK THE RULES

There are three steps in the disciplinary process:

1. Investigation
2. Disciplinary meeting (if needed)
3. Appeal (asking for a second opinion)

STEP 3 – APPEAL

If the person thinks the decision is unfair, they can ask for an appeal if:

- The punishment is too strong, new evidence is found, or something was not done properly
- They feel they were treated unfairly

The appeal must:

- Be in writing and be sent within 10 working days
- Include new evidence or witness names if needed

At the appeal meeting:

- The person speaks again and shares new information
- A decision is made within 5 working days

This final decision cannot be changed.

STEP 1 – INVESTIGATION

If someone is accused of breaking the rules:

- The Managing Director will collect information and speak to people involved
- Witnesses and written statements may be used
- The person accused will be told about the problem and will have a chance to respond
- Serious issues like fraud, theft, or violence may be reported to the police

STEP 2 – FORMAL DISCIPLINARY PROCEDURE

- A meeting is held with a panel (Director of Studies and Managing Director)
- The accused will get a letter with the date, time, and reason for the meeting
- They can bring witnesses or evidence, but this must be shared before the meeting
- Everyone shares information and has a chance to speak

The panel will decide the outcome within 3 working days. A final letter will be sent within 10 working days.

POSSIBLE OUTCOMES

- Verbal warning – for small problems
- Written warning – for more serious or repeat problems
- Final warning – if the problem continues or is very serious
- Dismissal (asked to leave) – for serious or repeated rule-breaking

Policies and Procedures



This section explains important rules that help keep our school safe and respectful. It covers academic expectations, student behaviour, and campus guidelines. Understanding these policies helps create a positive learning environment for everyone. If you have questions, ask a staff member for help.

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Academic Structure and Assessments

Assessing students is an important part of learning English. It helps to understand progress, adjust lessons, and support success. This policy explains how students are assessed at Knowledge First, focusing on reading, writing, listening, and speaking skills.

OUR ASSESSMENT SYSTEM FOLLOWS:

- UK Teaching Standards, which encourage good assessment and feedback.
- British Council Guidelines, ensuring fair and clear assessment methods.
- BAC Accreditation Standards, providing organised evaluation in certified schools.
- CEFR (Common European Framework of Reference for Languages), which sets levels for learning English.

ASSESSMENT PROCESS

Placement Test (First Assessment)

New students take a test when they start at Knowledge First to:

- Find their English level.
- Understand their learning needs.

The test has written and spoken parts, following CEFR levels (A1–C2).

Ongoing Assessments (Regular Testing)

During the course, students have different types of assessments:

- Small tests – Short quizzes and class activities.
- Homework – Writing assignments and speaking tasks.
- Self-checks – Students review their own work.
- Final exams – Longer tests at the end of the term.
- Presentations – Speaking assessments.

Feedback and Reports

Teachers provide helpful feedback and reports, explaining:

- What students have learned.
- Strengths and areas to improve.
- Ideas for self-study.



Knowledge First uses different ways to check English skills:

- Placement tests – To find the right level.
- Standard tests – Comparing progress with international standards.
- Class quizzes – Checking understanding.
- Writing tasks – Essays, short texts, and descriptions.
- Speaking tasks – Role-plays, interviews, and presentations.
- Listening exercises – Understanding conversations and recordings.

Knowledge First follows five key rules for assessment:

- Accurate – Tests check real English skills based on CEFR levels.
- Consistent – Results stay the same, even in different test situations.
- Realistic – Tasks are like real-life English use.
- Equal – Assessments are fair for all students, no matter their background.
- Clear – Students know the grading system and rules before the test.

Plagiarism and Cheating Policy



This policy helps students at Knowledge First understand why it's important to do their own work and be honest. It explains what plagiarism and cheating are, and what happens if a student breaks the rules. The goal is to make sure everyone learns in a fair and respectful way.

DEFINITIONS

Plagiarism: Plagiarism means using someone else's words, ideas, or work and saying it is your own. This includes copying from books, websites, or other people without saying where it came from.

Cheating: Cheating means trying to get better marks in tests or assignments in an unfair way. This can include using notes when not allowed, working with someone else without permission, or making up false information.



EDUCATION AND AWARENESS

New students receive information on academic integrity, including the definitions of plagiarism and cheating and the importance of original work. We also provide academic support services, such as tutoring and writing assistance, to help students understand and meet academic standards.

REPORTING SUSPECTED PLAGIARISM OR CHEATING

Students: Students who suspect plagiarism or cheating should report their concerns to their teacher. Teachers who detect possible instances of plagiarism or cheating must report them to the relevant Director of Studies .

INVESTIGATION

The Director of Studies will investigate all reports of plagiarism and cheating. This involves reviewing the evidence, interviewing relevant parties, and determining whether a violation has occurred.

CONSEQUENCES

First Offence: A warning and mandatory attendance with the academic management. The student may be required to redo the assignment or test.

Continuing violations will result in future action including suspension or expulsion from the school, depending on the severity of the violation.

APPEALS

Students have the right to appeal decisions related to plagiarism and cheating. Appeals must be submitted in writing to the academic management within 10 days of the decision.

Engagement Policy For Students



At Knowledge First, we believe that students learn best when they feel confident, included, and actively involved. This policy helps all students understand what is expected and how we support their learning journey from start to finish.

WHAT WE EXPECT FROM STUDENTS

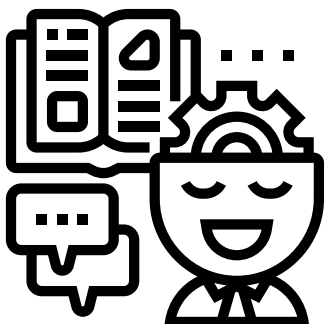
We ask all students to:

- Attend classes regularly and on time
- Take part in lessons, group work, and class discussions
- Complete tasks and homework to the best of their ability
- Ask for help when they need it
- Show respect to other students, staff, and the learning space
- Be open to feedback and keep trying, even when learning feels difficult

HOW WE HELP YOU STAY ENGAGED

We will:

- Create fun, interesting, and varied lessons that suit different learning styles
- Use games, projects, and group activities to keep learning active
- Set clear goals and celebrate small wins along the way
- Encourage student voice and give you choices in how you learn
- Provide extra support if you are struggling or falling behind



TRACKING YOUR PROGRESS

We want you to see how much you're growing.

Here's how we help you track your progress:

- You will have regular reviews with your teacher
- We will give clear feedback in a kind and helpful way
- We will help you set personal goals for your language learning and life skills
- If needed, we will give you an Individual Learning Plan (ILP) to help you reach your goals

SUPPORT FOR EVERYONE

We know that everyone learns differently. If you need extra support, we can offer:

- One-to-one help
- Extra time in lessons or on tasks
- Support with confidence or motivation
- Help with special educational needs (SEN)

Please speak to your teacher or the Student Welfare Officer if you'd like more support.

CELEBRATING YOUR ACHIEVEMENTS

We are proud of every student who works hard and keeps improving. We celebrate your success by:

- Giving praise and certificates
- Sharing your progress in class
- Inviting you to take part in projects and school events



Health and Safety for Students

At Knowledge First, we are committed to providing a safe and secure environment for all students, staff, and visitors. To do this, we follow health and safety rules to prevent accidents, injuries, and risks within our school. By following these clear safety rules, we can keep everyone safe and protected in emergencies.

RESPONSIBILITIES

- The school must ensure a safe learning space and follow all health and safety rules.
- Teachers and staff must encourage safe practices and report any hazards.
- Students must take care of their own safety and avoid actions that may harm themselves or others.

STUDENT SAFETY RULES

- Follow school health and safety guidelines at all times.
- Be aware of emergency exits and procedures, which will be explained during student induction.
- Use school equipment and facilities responsibly to prevent accidents.
- Report any safety concerns to a teacher or staff member immediately.
- Respect others' personal space and act with care in shared areas.

EMERGENCY PROCEDURES

- Fire Safety: In case of fire, follow staff instructions and exit the building safely using emergency routes.
- First Aid: If injured, inform a staff member for immediate assistance and first aid support.
- Building Safety: Avoid blocked exits, running indoors, or unsafe behaviour in classrooms and hallways.



Safeguarding
Policy
page



Fire Safety
Policy
page



First Aid
Policy
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Mental Health
First Aid Policy
page



Building Safety
Policy
page



Safeguarding and Welfare Policy

At Knowledge First, we care about your health, safety, and happiness while you are learning with us. This policy explains how we support you and how you can get help if needed. If you have any questions, you should ask your teacher or speak to the reception team.

WHAT WE DO TO KEEP YOU SAFE AND SUPPORTED

- We create lessons and activities that help you grow in English, make friends, and understand different cultures.
- We teach kindness, respect, and understanding between students.
- We help students learn how to take care of themselves, others, and the environment.
- We protect all students from harm—no matter their background, identity, or beliefs.
- We teach students and staff how to recognise and report problems.

Who You Can Talk To

At school

- We have a Welfare Officer who looks after student well-being.
- There are friendly staff members you can talk to if you feel worried or upset.
- We keep emergency contact details with us at all times, in case we need to contact your family or guardian.
- In your first week, we explain UK rules and give safety advice—like how to travel safely and ask for help.

At Activities and Events

- During school events and trips, our Welfare Officer leads on student safety.
- Group Leaders and other staff are there to help too. If something doesn't feel right, always speak up.

For more information:

<https://lordslibrary.parliament.uk/safeguarding-in-schools/>

<https://learning.nspcc.org.uk/safeguarding-child-protection-schools>





Our PREVENT Duty Policy

This policy helps keep students safe from extremism and radicalisation. That means we work hard to stop anyone being influenced by dangerous or harmful ideas, including terrorism. Knowledge First follows the UK government's Prevent Duty, which is a law to protect people from becoming involved in terrorism.

WHAT WE BELIEVE

At Knowledge First, we welcome people from all backgrounds and beliefs. We support:

- Democracy – Everyone has a voice
- The rule of law – Everyone must follow the law
- Individual liberty – Everyone has the right to be themselves
- Respect – Everyone should respect people with different beliefs

OUR GOALS

- To keep all students and staff safe
- To show that we do not accept hate, violence, or dangerous behaviour
- To teach British values in class and through activities
- To provide a safe place for learning and discussion

SOME SIGNS THAT MAY CAUSE CONCERN:

- Talking about extreme or violent ideas
- Becoming isolated or acting very differently
- Saying things that show hate or promote violence
- Sharing or looking at extremist content online
- Drawing or writing about extreme symbols or messages

If we notice these signs, or if you are worried about someone, we will speak to the Safeguarding Leader.

KEY WORDS

Extremism – Having extreme views that go against fairness, equality, or safety

Radicalisation – The process where someone begins to believe or support extreme or violent ideas

Vulnerability – When someone is more likely to be affected by harmful ideas (e.g. feeling lonely or stressed)

British Values – The ideas of freedom, fairness, respect, and the law that help keep people safe in the UK

WHAT SHOULD YOU DO ?

- If you are worried about yourself or someone else:
- Tell the Safeguarding Leader or the Welfare Officer
- You will be treated with respect and confidentiality
- We are here to help—there is no punishment for asking for help





Fire Safety Policy for Students

In case of a fire, everyone must evacuate the building quickly and safely. This guide explains what to do when the fire alarm sounds, how to exit safely, and where to go after evacuation. By following these steps, we can ensure that all students, staff, and visitors remain safe in an emergency.

EMERGENCY ALARM

- If you hear the alarm (bell), stop what you are doing and prepare to leave immediately.
- Follow the instructions from staff and teachers.

WHAT STUDENTS MUST DO

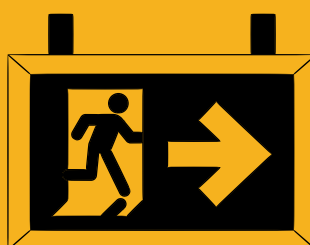
1. Leave the building quickly using the nearest emergency exit. Follow signs and staff directions.
2. Close doors if a teacher or staff member tells you to.
3. Do not go back inside unless a teacher or staff member tells you it is safe.
4. Leave all belongings behind—your safety is more important than your things.
5. Go directly to the assembly point (the safe meeting area outside).
6. Stay at the assembly point—do not go anywhere else until staff tell you to.
7. Tell a staff member immediately if you think someone is still inside—give their last known location.

EXTRA SAFETY INFORMATION

- Learn the emergency exits in the building so you know the safest way out.
- Listen carefully to teachers and staff during emergencies—do not panic or shout.
- Fire drills happen regularly so students can practice evacuation safely.
- If there is smoke, stay low to the ground and cover your nose and mouth.
- If your exit is blocked, find another safe way out and follow staff instructions.

WHAT HAPPENS AFTER EVACUATION?

- Teachers and staff will check that everyone is safe.
- You must stay at the assembly point until it is safe to return or until you are given further instructions.
- If you feel unwell or scared, speak to a teacher or staff member—they are there to help.





First Aid Policy for Students

At Knowledge First Academy, your safety and well-being are our top priority. This policy ensures that all students receive prompt and appropriate first aid if they experience an injury or medical emergency on school grounds.

WHO TO CONTACT FOR FIRST AID

If you or a fellow student needs first aid, you should immediately seek help from one of our designated first aiders:

- Alex Cleghorn
- Maryam Knowles

Other staff members are also trained to assist in emergencies.

WHERE TO FIND FIRST AID HELP

First aid kits are available in the reception area.

WHAT TO DO IN AN EMERGENCY

Minor Injuries: If you have a minor injury (like a cut or bruise), report it to a teacher or a first aider so they can help.

Serious Injuries or Illnesses: If you or someone else experiences a serious injury or medical emergency, notify a first aider immediately or ask a teacher to call emergency services (999).

STUDENT RESPONSIBILITIES

- If you see someone injured, alert a teacher or first aider.
- Follow the instructions given by first aiders.
- Be aware of safety rules to prevent injuries
- Inform a teacher about any medical conditions you have that may require special attention.

ACCIDENT REPORT

You should report all accidents to a First Aider as soon as possible.





Mental Health First Aid Policy for Students

At Knowledge First Academy, we care about your mental health and well-being. This policy ensures that all students receive quick and appropriate support if they experience emotional distress or a mental health crisis while at school.

WHO TO CONTACT FOR MENTAL HEALTH FIRST AID

If you or a fellow student needs mental health first aid, you should immediately seek help from one of our designated first aiders:

- Rebecca Whitehead
- Maryam Knowles

Other staff members are also trained to assist in emergencies.

WHERE TO FIND FIRST AID HELP

- Students can speak to a trained staff member for guidance and reassurance.
- Mental health resources and information are available at reception.
- If needed, students may be referred to professional support services.

WHAT TO DO IN AN EMERGENCY

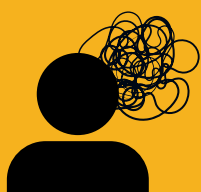
- **Feeling overwhelmed or anxious?** Talk to a Mental Health First Aider—they are here to help. If someone else is in distress, check if they need support and notify a Mental Health First Aider immediately.
- **Serious mental health concerns?** A teacher or first aider can help contact emergency services (999) if necessary.

STUDENT RESPONSIBILITIES

- Be supportive—if you see someone struggling, encourage them to ask for help.
- Follow advice given by staff or mental health first aiders.
- Take care of yourself—if you have a mental health condition, let us know if you need special support.

ACCIDENT REPORT

You should report all Mental Health First Aid incidents to a Mental Health First Aider as soon as possible.





Building and Premises Safety

At Knowledge First, we take security seriously to ensure that students, staff, and visitors feel safe while on school grounds. Unauthorized access to the building can create risks, so everyone must follow these safety guidelines.

VISITOR RULES & ACCESS CONTROL

- All visitors must check in at reception upon arrival and wear a visitor badge.
- Only authorized people are allowed in restricted areas such as staff offices.
- Students should not let strangers into the building or open locked doors for unknown individuals.

BUILDING SECURITY MEASURES

- The school uses security cameras to monitor entrances and key areas.
- Staff are trained to handle safety concerns and suspicious activity.
- Doors and exits are locked outside school hours to prevent unauthorized entry.

WHAT TO DO IF YOU SEE SUSPICIOUS BEHAVIOUR

- If you see someone acting strangely or attempting to enter the school without permission, report it to a teacher or staff member.
- Never confront unknown individuals—staff will handle any security concerns.
- If you feel unsafe, go to a secure area and inform staff immediately.

EMERGENCY SITUATIONS

- If there is an unauthorized person in the building, staff will follow emergency procedures to ensure student safety.
- In serious cases, the school may contact security personnel or emergency services (999).
- Students should follow instructions from teachers and staff during security incidents.





Smoking and Vaping Policy

At Knowledge First, we are committed to providing a safe, healthy, and smoke-free environment for all students, employees, and visitors. This policy has been developed to protect everyone from second-hand smoke and harmful effects of vaping, in compliance with the Health Act 2006 and other health and safety regulations.

HEALTH RISKS OF SMOKING AND VAPING

- Smoking and vaping can cause serious health problems, including:
- Lung disease and breathing difficulties.
- Heart disease, high blood pressure, and increased risk of stroke.
- Addiction due to nicotine in cigarettes and vape products.
- Harmful effects on non-smokers, including irritation and respiratory issues from second-hand smoke and vape aerosols.
- Vaping is often seen as a safer alternative, but it still carries health risks, including exposure to toxic chemicals and potential long-term effects on the lungs.

SMOKING AND VAPING RESTRICTIONS

- Smoking and vaping are strictly prohibited inside school buildings and classrooms.
- No smoking or vaping near entrances, exits, or open windows, to prevent exposure to others.
- Designated smoking areas may be provided away from school buildings, following safety regulations.

STUDENT RESPONSIBILITIES

- Respect the smoke-free policy and follow all health and safety rules.
- Dispose of cigarette butts and vape products properly to prevent fires and environmental harm.
- Inform staff if you see any safety risks, such as improper disposal or damaged vape batteries.
- Students are encouraged to seek support if they wish to quit smoking or vaping. The school can provide guidance on where to find help. You can also find information online at:

<https://www.nhs.uk/live-well/quit-smoking/nhs-stop-smoking-services-help-you-quit/>



Computer and Internet Policy

At Knowledge First, students must use computers safely and responsibly. By following these rules, students can use computers, the internet, and social media safely, while also ensuring their well-being inside and outside the school.



COMPUTER USAGE GUIDELINES

- Limit computer use to a maximum of 3 hours per day.
- Take regular breaks—after 90 minutes, have a 15-minute break.
- Shorter sessions are better: 30 minutes of use, followed by a 5-minute break, or 60 minutes of use, followed by a 10-minute break.
- Computers should be used for educational purposes only.
- Students can use email and online chat, but must follow the law and avoid inappropriate websites.

SOCIAL MEDIA RULES

- Do not post or share harmful content (such as offensive, bullying, or rude messages).
- If you feel bullied or harassed, report it to the Director of Studies or Welfare Officer.
- Never share confidential or private information online. If unsure, ask the Welfare Officer.
- You are responsible for your posts—what you share stays public for a long time.
- Use privacy settings where possible, but remember that even private posts can be shared.
- If you see negative content about the school, tell the Welfare Officer.

STUDENT RESPONSIBILITY

Personal social media use is allowed but must follow these rules:

- Do not overuse or abuse social media—Knowledge First may limit access if necessary.
- Do not post inappropriate content or anything unprofessional.
- Use social media minimally during study time and mostly outside of class hours.
- Follow all school policies, including Equal Opportunities, Anti-Harassment, Data Protection, and Disciplinary rules.





Technology in the Classroom Policy

At Knowledge First, we want to help you use technology in the right way. This means using phones and computers for learning, not for personal use. This policy also follows UK government rules (called the Prevent Duty) to keep students safe online.

USING YOUR PHONE

You can only use your phone in class if:

- Your teacher gives you permission
- It helps you with your learning (for example: using an app, doing research, or reading course materials)

You cannot use your phone for:

- Social media (e.g. Instagram, Snapchat)
- Games or watching videos
- Personal messages during lessons

If you use your phone in the wrong way, you may lose the right to use it in class or face other consequences.

USING STUDENT COMPUTERS (PCS)

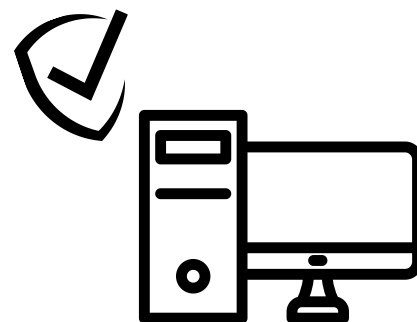
School computers are for learning only. You can use them for:

- Schoolwork
- Research
- Practising English or using course software

Do not use school computers for:

- Playing games
- Browsing unrelated websites
- Downloading anything inappropriate
- Trying to get around school rules or internet blocks

Breaking these rules may lead to losing computer access or other disciplinary action.



KEEPING EVERYONE SAFE ONLINE

We want to keep the classroom safe and focused. By following these rules:

- You stay protected from harmful online content
- You help others focus and feel safe while learning

This is part of UK school rules to protect students from dangerous information online.

To find out more, you can visit:

<https://www.gov.uk/government/collections/using-technology-in-education>



Anti-Harassment & Bullying Policy

Bullying and harassment can seriously impact students, causing stress, anxiety, isolation, and difficulty in learning. We recognise that everyone has different experiences, and what may seem harmless to one person may be deeply upsetting to another. All cases will be managed according to Knowledge First's Disciplinary Procedures, ensuring fairness and accountability.

At Knowledge First, we are committed to creating a safe, respectful, and inclusive learning environment. Bullying and harassment of any kind are not tolerated. This includes:

- Emotional abuse (intimidation, isolation, manipulation)
- Verbal abuse (insults, threats, offensive language)
- Physical abuse (aggression, unwanted contact, intimidation)

All Knowledge First staff members must enforce this policy fairly and positively, ensuring that every student is treated with dignity and respect in all activities and events. If a complaint is made, we will handle it quickly, carefully, and confidentially. When harassment or bullying is confirmed, appropriate action will be taken to ensure student safety and well-being.

OUR COMMITMENT TO A SAFE ENVIRONMENT

- Prevent and eliminate bullying and harassment through clear policies and active support.
- Support students by providing safe spaces to discuss concerns.
- Take action against anyone making false accusations of harassment or bullying.
- Monitor complaints and respond promptly to all reports.
- Recognize the seriousness of harassment and bullying, ensuring cases are handled sensitively.
- Maintain confidentiality when dealing with harassment and bullying incidents.

STUDENT RESPONSIBILITIES

- Treat others with respect and kindness in all interactions.
- Report any incidents of bullying or harassment to a trusted staff member.
- Understand that jokes or comments may be hurtful to others, even if they seem harmless.
- Support their peers by standing against bullying and creating a welcoming community.





Anti-Discrimination Policy & Procedure

Knowledge First is committed to creating a welcoming and inclusive learning environment that is free from discrimination for all students, staff, and visitors. We value diversity and believe that everyone deserves equal opportunities to learn and grow in an atmosphere of respect and dignity.

At Knowledge First, we want everyone to feel safe, respected, and welcome. We do not accept any kind of unfair treatment (discrimination) based on a person's:

- Age
- Disability
- Gender identity or reassignment
- Being married or in a civil partnership
- Being pregnant or having a baby
- Race (including skin colour, nationality, and ethnic background)
- Religion or beliefs
- Sex (whether someone is male, female, or non-binary)
- Sexual orientation (who someone loves or is attracted to)

We follow the Equality Act 2010 and treat everyone equally.

WE DO NOT ALLOW:

- Unkind or rude language
- Touching someone without their agreement
- Leaving someone out on purpose
- Racist, sexist, or offensive words or actions
- Unfair treatment in joining, learning, or how people are treated at school

We believe that when everyone feels included and valued, we all learn better. Let's work together to create a kind and equal learning community!

WHAT TO DO IF SOMETHING HAPPENS

If you feel that you or someone else has been treated unfairly or disrespected, please tell us as soon as possible. You can speak to:

- The Student Welfare Officer
- The Director of Studies

You can talk to us or write it down. We will treat the complaint with care and privacy, and we will follow a fair process to understand what happened and what to do next.

YOUR ROLE IN CREATING A SAFE SCHOOL

Staff should:

- Learn and follow this policy
- Be respectful to everyone
- Help students feel included and safe
- Speak up if they see discrimination

Students should:

- Learn and follow this policy
- Be kind and respectful to others
- Tell staff if they see or experience discrimination
- Help make our school a welcoming place



For more information:

<https://www.citizensadvice.org.uk/law-and-courts/discrimination/>
<https://www.legislation.gov.uk/ukpga/2010/15/contents>

Data Protection Policy



At Knowledge First, we respect your personal information. We follow UK law to make sure it is handled safely and fairly.

WHAT IS PERSONAL INFORMATION?

Personal information means any facts about a person that can identify them. This might include:

- Names, addresses, contact details
- Date of birth, job history, health details
- Opinions written about someone
- Anything that helps identify a person

It doesn't matter if the information is on paper, on a computer, or somewhere else—it still needs to be protected.

WHOSE INFORMATION DO WE COLLECT?

We may collect and use information about:

- Our current or past staff
- Students
- People who may become staff or students
- Suppliers and people we work with

WHY WE USE PERSONAL INFORMATION

We only use personal information:

- For the purpose we explained when it was collected
- If we have a good reason (a lawful basis) to use it
- If the person agrees (consents), especially for sensitive information like health or religion

YOUR RIGHTS

- See the information we hold about you
- Ask us to change anything that is wrong or out of date
- Ask us to delete information we no longer need
- Tell us not to use your data for marketing
- Say no to anything that makes you feel unsafe or worried

HOW WE KEEP YOUR DETAILS SAFE

We:

- Keep your information secure and private
- Only share it with people or organisations we trust, if necessary
- Use strong systems to protect personal data
- Delete or destroy data when we no longer need it

If something goes wrong, we will take it seriously and try to fix it quickly.

WHAT YOU NEED TO KNOW ABOUT YOUR OWN DATA

- You have a right to know what personal information we hold about you, and why we use it.
- We will explain what information we collect and how we use it.
- You must give your permission (consent) for us to use your personal data.
- If your personal details change (e.g. your address), please tell the reception so we can update your records.
- You are responsible for making sure your information is correct and up to date.

Terms and Conditions

This section outlines important rules and agreements for students. It covers your rights, responsibilities, and the school's policies. Understanding these terms helps ensure a smooth and fair experience for everyone. If you have any questions, ask a staff member for clarification.



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T&C for Payments and Charges

BOOKING YOUR PLACE

To book your course:

- You must pay 50% of the course fee when you enrol
- The rest of the fees should be paid when you arrive

We understand that sometimes payment can be difficult. You can talk to us about your situation, and we may offer a payment plan to help.

ACCOMMODATION FEES

If you need accommodation, the full accommodation fee must be paid before your arrival.

AFTER PAYMENT

When we receive your payment, we will send you a Confirmation Letter. This letter will include your course and accommodation details and proves your place is booked.

HOW YOU CAN PAY

You can pay in British Pounds (GBP) by:

- Bank transfer (you must pay all transfer fees)
- Credit or debit card (in person or by phone)
- Cash (in person only)

We do not accept payments through Western Union or MoneyGram. Payment via an American Express card may not work.

HOW TO CANCEL

- You must cancel in writing (email or letter).
- The Administration fee cannot be refunded.

REFUNDS

BEFORE YOUR COURSE STARTS

- If you cancel **2 weeks or more** before your course starts:
 - You get a full refund for your course costs minus the Administration fee.
 - You get a full refund for your Homestay accommodation minus one week's fees, the Accommodation Placement fee, and the Airport Transfer fee (if booked).
 - You get a 75% refund for your Student Accommodation minus the Accommodation Placement fee, and the Airport Transfer fee (if booked).
 - Visa Letter fees are non-refundable.
- If you cancel **less than 2 weeks** before your course starts:
 - You get a 50% refund minus the Administration fee.
 - You get a full refund for your Homestay accommodation minus one week's fees, the Homestay Placement fee, and the Airport Transfer fee (if booked).
 - You get a 50% refund for your Student Accommodation minus the Accommodation Placement fee, and the Airport Transfer fee (if booked).
 - Visa Letter fees are non-refundable.
- If you cancel **less than 24 hours** before your course starts:
 - You get a 25% refund minus the Administration fee.
 - You get a full refund for your Homestay accommodation minus two week's fees, the Homestay Placement fee, and the Airport Transfer fee (if booked).
 - You get a 25% refund for your Student Accommodation minus the Accommodation Placement fee, and the Airport Transfer fee (if booked).
 - Visa Letter fees are non-refundable.

AFTER YOUR COURSE HAS STARTED

- If you leave early, miss classes, or are asked to leave due to bad behaviour: Your fees will not be refunded.
- Refunds are only possible in serious medical cases. Please talk to the reception if this applies to you.
- Fees cannot be transferred to another person.



T&C for Accommodation

BOOKING AND PAYMENT

- You must pay all accommodation fees to Knowledge First.
- Your place will be confirmed only after full payment is received.
- Accommodation is for students only while they are studying at Knowledge First.
- If you leave your course early, you must also leave your accommodation.

LEAVING YOUR HOMESTAY EARLY

- You must give at least 1 week's notice if you want to leave your homestay.
- If you give less than 1 week's notice, you will be charged 1 extra week of fees.

HOMESTAY INFORMATION

- Homestay is usually from Saturday to Saturday or Sunday to Sunday.
- Extra nights cost extra money.
- Arrival time must be between 7:00 and 23:00.
- English is the main language in the homestay home, but hosts may be from different cultural backgrounds.

IF YOU BOOK YOUR OWN PLACE

- You must give the address and a contact phone number to Knowledge First before or on arrival.
- If you live in private accommodation and want to move into a homestay, you must give us 2 weeks' notice.

DAMAGE AND EXTRA CHARGES

Students are expected to treat their accommodation and everything inside it with care and respect. This includes furniture, appliances, walls, floors, and personal belongings of the host.

- Broken items (e.g. mirrors, furniture, lights, doors, appliances)
- Stains or damage to bedding, carpets, or walls
- Blocked drains or toilets caused by misuse
- Lost or damaged house keys (a fee of at least £10 may apply)
- Excessive mess or dirt left in the bedroom or bathroom
- Smoking indoors, if it's not allowed—this may lead to cleaning fees
- Misuse of kitchen appliances or washing machines, causing damage
- Drawing on or sticking items to the wall without permission

ANTISOCIAL OR UNACCEPTABLE BEHAVIOUR

All students must behave respectfully and safely in their accommodation. The following are not allowed and will be treated seriously:

- Loud noise that disturbs the household or neighbours
- Rudeness, aggression, or bullying
- Using alcohol or drugs inside the house
- Bringing guests without permission
- Ignoring house rules or refusing to cooperate with the host

If **you behave in an antisocial way, you may be:**

- Asked to leave the accommodation immediately
- Charged for any damage or disruption
- Not offered alternative accommodation

IMPORTANT NOTES

- Accommodation may change without notice due to reasons we can't control.
- Book early! Spaces are limited, especially during busy times.
- If you extend your stay, we cannot guarantee the same accommodation will be available.
- If your behaviour is unacceptable, you may be asked to leave, and we may not be able to find you a new place. **34**



T&C for Complaints

INFORMAL COMPLAINT STAGE

If you have a problem, try to speak to the person responsible or one of the support staff listed below as soon as possible. This should help fix the issue quickly and in a friendly way. Most problems are solved like this:

- Your tutor
- Student welfare officer OR member of administration

This first step is usually just a conversation. There won't be a written record. But staff may talk about the experience to help improve things at Knowledge First. If you are still not happy with the answer, you can move to the formal complaint process.

You will be asked what you want to happen. This could be a change in the way things are done, money, or action taken against a student or staff member. Your complaint will be kept private. Only the right people at Knowledge First will be told about it.

If your complaint is also about an academic appeal, the appeal will be finished first before the complaint. If your complaint is about another student's bad behaviour, it will go to the Disciplinary Procedure. You will not be told what happens after that. If your complaint is about a staff member's behaviour, it will go to the Staff Disciplinary Procedure. You will not be told the result. If someone makes false and serious claims about staff, they may face action for harming the good name of Knowledge First.

FORMAL COMPLAINT STAGE

Sometimes, a problem cannot be fixed informally. Then you must write a formal complaint to the Operations Manager or Director of Studies. You must include:

- Your name and address
- Any documents that support your case
- Dates, places, and names of people who saw what happened
- What you want to happen
- What you already tried to solve the problem

You will get a reply within 5 working days. Most complaints will be solved in 28 working days. You will be told if it takes longer. A meeting will be arranged. You can bring someone with you (a student or staff member). The Operations Manager or Director of Studies will keep a record. You will then receive a letter explaining the decision and the reasons. If action is needed, the right people will be told quickly. If you are not happy with the result, you can appeal. In the appeal, you must explain what you disagree with and what outcome you want. If the appeal does not work, you can complain to the British Accreditation Council (BAC). They have their own complaint process.

BRITISH ACCREDITATION COUNCIL

Wax Chandlers' Hall, 6 Gresham Street, London EC2V 7AD

Phone: +443003301400

Email: info@the-bac.org

Web: www.the-bac.org

We want our students to be provided with the best quality service, therefore we encourage our students to bring forward any complaints. When raising a complaint, students must have made sure that they have behaved according to our academy regulations. We aim to handle any complaint in a way which:

- Encourages informal settlement
- Is fair to all
- Treats complaints seriously and with understanding
- Is dealt with quickly and effectively
- Helps Knowledge First learn from each experience
- Every effort will be made to make sure your complaint is dealt with immediately, and with fairness to all sides.

BEFORE A COMPLAINT IS MADE

If you are considering making a complaint, or need help with further information, you can seek help from the following people:

- Your Tutor
- Student Welfare Officer
- Member of Administration

HOW TO MAKE A COMPLAINT

- This procedure will help you understand what areas can be complained about.
- The following list gives examples of the type of complaint covered by this procedure:
- Misinformation about academic programmes
- Poor teaching or supervision
- Not enough facilities
- The behaviour of a member of staff
- The behaviour of another student



CANCELLATION BY KNOWLEDGE FIRST

- In cases where Knowledge First and a student agree to course changes, an equivalent-cost course will be offered.
- Knowledge First reserves the right to cancel or amend courses without liability due to circumstances beyond its control. In such cases, alternative arrangements or dates will be offered.

Compensation will be provided if Knowledge First cancels a course:

- **Before the course starts:** Full fee refund or credit note.
- **After the course starts:** Remaining fee refund or credit note.

T&C: Additional Information

INSURANCE AND PERSONAL BELONGINGS

- Knowledge First is not responsible for any lost, stolen, or damaged belongings. This includes things like money, phones, laptops, or luggage.
- Students should get their own insurance to protect their personal items in case of accidents, theft, or other unexpected events.

BUSINESS HOLIDAYS

- Knowledge First is closed on Saturdays and Sundays.
- Knowledge First is closed during the Christmas and New Year holiday period.
 - During this period there will be no courses.
 - We won't accept any booking for courses starting during this period.
 - You are not permitted to stay with a Homestay during this period.
- Knowledge First will be closed during Public and Bank holidays.
 - There is a reduction in course fees for courses which include Public and Bank Holidays.
 - You can choose to reschedule classes that fall on a bank holiday.

Our Contact Information

Landline: +44 (0191) 222 0828

Mobile: +44 (0) 7949 327385 (24/7 emergency)

Email: admin@knowledge-first.co.uk

Website: www.knowledge-first.co.uk

WE HOPE YOU ENJOY YOUR TIME WITH US