



# STUDENT HANDBOOK

[www.studyuk.imperial-english.com](http://www.studyuk.imperial-english.com)

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## WELCOME

Welcome to Imperial English UK! I hope that you will enjoy being a student here. Coming to study in the UK is an exciting experience, with opportunities to broaden your academic, social and cultural horizons. It can also be challenging, especially when making arrangements to leave your country, and when you arrive here and have to adapt to a new way of living and studying. Students who are well prepared for this usually find it easier to settle in once they get here.

At Imperial English UK, we aim to give you a high level of support so that your time here will be as rewarding and problem-free as possible. I'm sure you will have a satisfying time with us. If you have any questions or concerns about studying at Imperial English UK, please contact me and I will be happy to help.

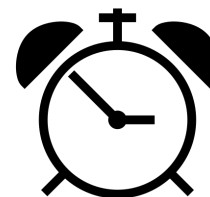


**Mr Rafael Salguero**

Vice Principal

## LATENESS / PUNCTUALITY

You should **attend all classes** on time and keep in contact with us.  
If you are going to be **late** then follow the instructions below.



### Late for first lesson:

Contact us **before 9.15am** (by phone, text or email).

### Late for 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> lesson:

There should be no reason to be late for these classes.  
If you have an appointment at lunchtime or break, tell the administrator before the appointment.

If you are **10 – 15 minutes late** because of travel delays or an appointment, the teacher will decide if you can join the class.

If you are **later than 15 minutes**, you will have to **wait** for the next class – you can use the self-study room while you wait.

### Regular lateness:

If you are **late for class often**, you will have a meeting to talk about the issue and make a plan of how to be on time.

## ATTENDANCE

You should try to attend lessons 100% of the time.

The minimum **attendance policy at Imperial English UK is 80%**. This is calculated each month.

If your attendance **drops below 80%** this could affect your course.

For some students it could also bring problems with their **visa or sponsorship**.

If you cannot come to class you must **contact us before 9am** (by phone, text or email). You must have a **good reason**.

If you know you cannot come to class or will be late because you have an appointment, please tell your teacher **before** the appointment.

If you do not come to class without contacting the administrator, we will telephone you to check if you have a problem. It is important that we know where you are and that you are safe.

Poor attendance will have a negative effect on your learning. You will not improve quickly and may not get the results you want.

### **If you do not contact us:**

**Stage 1:** If you are absent for **three consecutive days** you will receive a **verbal or email warning**.

**Stage 2:** If you are absent for **six consecutive days** you will receive a **written reminder**.

**Stage 3** If you are absent for **ten consecutive days** then you will be **suspended** from Imperial English UK

If you are on a visa, you will be reported to the UKVI (UK Visas and Immigration).

If a student is **sponsored**, they will be reported to the sponsor.

## BOOKS AND STATIONERY

You **don't need to buy any study books** for your course at Imperial English UK. We provide the study books and materials you need.

You can **borrow these books**, but please tell the administrator and return them when you leave or on an agreed date.



Remember to use the recommended **websites** your teachers show you. There are a lot of good, free English language practice materials available online.

When you arrive at Imperial English UK, the administrator will help you join the **Library of Birmingham**, 10-minutes' walk from us.

The library has a good English language section and is free to join.

**Students need to bring pens, paper and a folder to classes.**

## COMPLAINTS

If you have a complaint, speak to a member of staff.

If the complaint is about **lessons or teachers**, then please speak to the **Director of Studies**.

If it is about **us in general** or **problems outside of the classroom** then please speak to the administration staff.

The most important thing is to speak to somebody you feel comfortable with. If the problem cannot be solved at this stage then we will tell the Principal.

If you want to make a complaint by email you can send it to: [info@imperial-english.co.uk](mailto:info@imperial-english.co.uk)

## COURSE EVALUATION

During the course it is important that we can **check that you are happy with your course and learning**.



To do this there will be:

- regular **tutorials** with a teacher so you can talk about your studies
- an **'end of first week'** questionnaire to check you understand the most important information and that you are happy in your class
- a **mid-course** questionnaire
- an **end-of-course** questionnaire
- **teacher satisfaction** questionnaires
- **focus groups** when the class or a student representative can talk to a senior manager
- lesson **observations** by a senior manager
- possible **visits** from **inspectors** from the British Council.

## DISABILITY

If you have a disability of any kind, we will try to make arrangements so your experience at Imperial English UK is comfortable.

### Telling us about your disability

When you arrive at Imperial English UK, we will ask you if you have a **disability**, a **medical condition** or any other **learning needs**.

It is important to tell us if you need **support** because of a disability. We cannot provide support unless we know your needs.

You can discuss your support needs **privately** and **in confidence** with appropriate staff. However, sometimes it might not be possible to keep the support you receive private.

Even if you do not need support, we may need to know about your disability or medical condition so that we can ensure your health and safety whilst you are at Imperial English, or in an emergency.



## DRUG, ALCOHOL & SUBSTANCE ABUSE

Drugs and alcohol are **not permitted** in the building, and are not allowed on trips organised by the Imperial English.

Students who come to classes intoxicated will be sent home.

It is illegal to use or possess certain drugs in the UK. For information about the law on drugs, or about drug abuse, visit [www.talktofrank.com](http://www.talktofrank.com)

Students under the age of 18 are not allowed under UK law to buy tobacco products or alcohol.

It also against the law to buy alcohol to give to people under the age of 18.



## SMOKING

In the UK, you are **not allowed** to smoke inside public buildings.

You may smoke on the **pavement outside** the building, but make sure you do not make it difficult for people to get into the building.



It also against the law to buy tobacco products to give to people under the age of 18.

## FOOD AND DRINK

- Food is not allowed in any classroom during lessons.
- You should not drink in the library or around computers.
- Drinks are allowed in general purpose classrooms but they must be in a covered container, with a sealable lid or top.



## MOBILE PHONES

Put your **mobile phone on silent in classes.**

**Do not use your phone in class,** unless the teacher says you can.

**If you need to make a call,** use an empty classroom or go outside.

You cannot concentrate on a lesson or lecture if you are checking or sending text messages. **You should only be using your phone if you have been asked to do so by the teacher (for example, to check a word).**

**If you are expecting an important call, tell your teacher before the lesson begins.** Leave the room when you receive the call.



## EQUALITY AND DIVERSITY

At Imperial English UK we treat all students with **fairness** and **equality**, regardless of age, gender, disability, sexual orientation, ethnicity or religion.

We expect everyone at Imperial English UK:

- to show **respect** for others' **cultures, ethnic** or **religious** backgrounds
- to **report** incidents of **discrimination** to staff
- to act as a witness for any incident of **discrimination** that they may experience.

**Discrimination** is any behaviour that makes people feel bad or scared because of their race, gender, age, disability, religion, sexual orientation or ethnicity.

Examples of discrimination may include:

- verbal or physical abuse
- offensive comments and/or jokes
- written abuse like graffiti
- the display of offensive material
- unfair treatment



## BULLYING / ABUSIVE BEHAVIOUR

### Bullying

Bullying is the use of aggression with the intention of hurting another person. It makes the other person very unhappy about themselves or their life.

It can be:

- **Physical** (pushing, kicking, hitting, etc.)
- **Verbal** (name-calling, saying bad things, using bad words about someone, etc.)
- **Written** (sending unkind e-mails or text messages, writing bad things about someone on social media, etc.)
- **Emotional** (excluding someone from activities, teasing by taking things or hiding things, etc.)

At Imperial English UK **everybody is important**. We want Imperial English UK to be a safe and friendly place. We **do not accept bullying** at Imperial English UK.

### Rules for students and staff at Imperial English UK

- 1) **Respect** other people, their space and their belongings.
- 2) **Be kind** to other people, even if they are not your friends.
- 3) **Don't walk away** if we see someone being bullied.
- 4) Try to **stop bullying** and get help.
- 5) **Tell a member of staff**.

**Advice:** If you are being bullied, or know that someone else is, please talk to your teacher or an administrator. We can help to solve the problem.

Outside Imperial English UK, we can arrange for you to meet a counsellor who offers independent and confidential help.

### Abusive Behaviour

The following are not tolerated at Imperial English UK:

- Discrimination of any kind, including racism, sexism and homophobia
- Excessive and / or loud swearing
- Sexual harassment of any kind
- Aggressive behaviour towards staff, students or visitors (e.g. shouting at other students inappropriately, kicking furniture)
- Theft
- Vandalism of the premises or another person's property
- The viewing or reading of extremist material in any form
- Any illegal activity
- Activities which contradict core British values, in accordance with the UK government's Prevent Policy.

If you experience or witness bullying or abusive behaviour, you should tell a member of staff immediately.

Teachers and other staff are aware of the signs of bullying and abusive or extremist behaviour and if they experience or witness any such behaviour, they will contact the Assistant Director of Studies or Vice Principal who will, if necessary, involve the Principal.

An appropriate course of action will follow.

Abusive behaviour **by staff** → may result in **disciplinary action**

Abusive behaviour **by students** → may result in **termination of their course** with no refund.

### **IMPORTANT:**

It is Imperial English UK's decision if a student's behaviour is unacceptable or not.

If a student's behaviour is unacceptable the following procedure will be followed:

- **Verbal warning**
- **A meeting** with a senior staff member and one other staff member. In the meeting the student and staff will **discuss** the matter and **sign an agreement** about future behaviour.
- **If unacceptable behaviour occurs again**, the school will order the student to leave the school immediately with no refund.

Please note that the school may order the student to leave the school immediately with no refund of fees and no written warning if the behaviour is very serious in the school's opinion and in the best interests of students at Imperial English UK.

In addition, the school reserves the right to **involve the police** if it believes their assistance is required to maintain the peace or to investigate a suspected criminal incident.

### **Procedure**

If you feel that you are being bullied, or a peer is being bullied they should **tell a member of staff**. They will involve the **Vice Principal and Welfare Officer** who will then deal with the situation appropriately.

**Stage 1:** We will try to deal with the situation and **discuss the issue** with the people involved.

**Stage 2:** If the issue cannot be resolved, a **formal meeting** with the Vice-Principal and Welfare Officer will be held and appropriate action will be taken in accordance with Imperial English UK complaints procedure.

**Stage 3:** If the Welfare Officer and Vice Principal decide the abuse is damaging and ongoing to the individual, they will **contact the appropriate external authority**.

**Stage 4:** If the matter cannot be resolved a **decision will be made** by the Principal or Vice-Principal that is in the **best interests of students** of Imperial English UK.

If the abusive student is a sponsored student, we will inform their sponsor.

## PREVENT POLICY FOR STUDENTS

- There is an ongoing threat of terrorism throughout the UK
- People in Britain are being recruited by terrorist groups
- The government thinks local services could do more to identify and safeguard those at risk
- The government is making the prevention of terrorism a legal duty for all public bodies, including all education providers
- Imperial English UK is subject to inspection by The Department for Business, Innovation & Skills (BIS). An unsatisfactory inspection report on an organisation's Prevent policies and implementation can lead to the organisation closing.

### Student Responsibility:

**As a student you play a crucial role in helping the community to recognise any vulnerable students who might be drawn to extremism.**

If you suspect or think that any of your friends or students may have very strong political views or are often vocal towards any acts against humanity or support groups like ISIS you should tell a member of staff.

### Reporting concerns and Safeguarding

You can report any suspicious behaviour to any member of staff or local people.

The Prevent leads are the Rafael Salguero ([does@imperial-english.co.uk](mailto:does@imperial-english.co.uk)) & Rinku Desai ([link@imperial-english.co.uk](mailto:link@imperial-english.co.uk))

West Midlands Police Prevent Coordinator – Jas Baghria – [j.baghria@west-midlands.pnn.police.uk](mailto:j.baghria@west-midlands.pnn.police.uk)

BIS FE Prevent Coordinator – [hifsa.iqbal@birmingham.gov.uk](mailto:hifsa.iqbal@birmingham.gov.uk)

**Report any concern or incident** however small. Reports are confidential. All reports will be dealt with sensitively and carefully.

## EMERGENCIES

### **Near Imperial English UK/ in Birmingham:**

**Serious incidents** could happen in Birmingham, near the building or when you visit other cities.

If there is a serious incident near Imperial English UK, your **teacher will tell you what to do next.**

They might tell you to **go to the Emergency Control Room**. This is the **Rendle Room** (the small classroom by reception).

If this happens during **lunch** or **break** or not in **study hours**, we will call or text you and tell you what to do.

### **In Class:**

If a **serious incident** happens (e.g. a **dangerous person** with a gun or knife), your teacher will tell you what to do.

This might include:

- **Leaving** the building
- Call the **police, ambulance** or **fire** department: 999
- **Hide** and take cover
- **Lock** yourself in a room or cupboard

### **On trips:**

If there is a serious incident when you are on a trip, **your teachers will tell you what to do.**

If you are **not with your teachers** (because you have free time etc.) you should **call the Imperial English UK mobile phone** immediately: +44 (0) 7465992567 OR **go to the arranged meeting place** if it is safe.

## HEALTH AND SAFETY

It is important that everyone at Imperial English is safe.

If you think that your health or safety is at risk at Imperial English UK, you should speak to your teacher or the Health & Safety Officer.

### Your responsibilities

- Do not leave valuables like money, keys or your mobile phones in the classroom when you go out for a break.
- If you see anything dangerous or that could cause an accident (for example, loose wires or broken furniture), please tell a member of staff immediately.
- Take care in the classroom with tables and chairs.
- Keep bags and coats off the floor and out of the way so other students and staff don't fall.
- When you use a computer, use a suitable chair and make sure that you take short breaks to rest your eyes.
- If you notice any damage or have a problem with a computer, please tell a member of staff.
- Please report all accidents at Imperial English UK to the Health & Safety Officer. There is a First Aid box for minor accidents. If you or someone else needs an ambulance, call 999 or tell a staff member.

Imperial English UK have staff with **First Aid** and **Health & Safety** training.

The **Health & Safety** officers are: Rinku and Rebecca.

The **First Aid** officers are: Rinku and Rebecca.

## FIRE INSTRUCTIONS

The Fire Alarm is a **long, unbroken ring**.

*If you **find** a fire:*

- **Close the door** of the room which has the fire
- Start the nearest **fire alarm**. Fire alarms are located throughout the building
- **Tell a member of staff** immediately

*If you **hear** the Fire Alarm:*

### IN CLASS

- The teacher will tell you when to leave and which way to go
- *Do not* run
- *Do not* stop to collect your personal belongings
- *Do not* use the lift



- **MEET at Eden Place (on the corner of Edmund Street). STAY IN YOUR CLASS GROUP** so your teacher can check everyone is there.
- *Do not* go away from the meeting place until a member of staff say that you can
- EACH TEACHER WILL CHECK THAT CLASS MEMBERS ARE PRESENT AND REPORT TO THE RECEPTIONIST/ADMINISTRATOR ON DUTY WHEN NOT IN CLASS
- Leave by the most direct way to the MEETINGPLACE
- *Stand in your class groups for that day* OR stand together with other people from the IT Room if you are doing self-study and do not have a class that day. A staff member will check who is there.

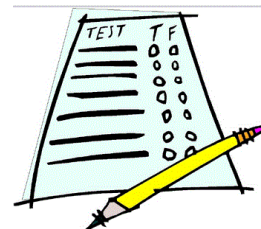
The General English course aims to make you more confident and accurate in using and understanding English.

To do this we will help you to learn independently, use critical thinking skills, solve problems, develop all skill areas and grammar and vocabulary.

## INITIAL ASSESSMENT

At the beginning of your course, you will take a **Placement Test**.

This helps the teachers decide which classes are best for you. We want the course to be useful for you, so the timetable is flexible.



If you and the teachers agree (and there are a range of suitable classes during your stay), you can take different classes at different levels. For example, Intermediate 'Listening' but a lower level 'Writing' class.

The most important thing is to tell your teachers how you feel.

## TIMETABLE

- 16-hour General English course:
  - Monday: 9.30 – 4.15
  - Tuesday: 9.30 – 12.30
  - Wednesday: 9.30 – 12.30
  - Thursday: 9.30 – 4.15
- 21-hour General English & IELTS course:
  - Monday: 9.30 – 4.15
  - Tuesday: 9.30 – 4.15
  - Wednesday: 9.30 – 4.15
  - Thursday: 9.30 – 4.15

*Coming to class is not enough to improve your English language skills or prepare for an examination.*

***You need to read, complete your homework, do self-study work from books or websites and extend your knowledge of the world and different cultures.***

## LESSONS

- General English:

This class is **every day**.

There will be a **topic** each week.

You will practice and develop **grammar**.

Classes also include **listening** and **reading** activities.

There are **progress checks** approximately every 2 weeks.

- **Words & Meanings:**

This class is every **Monday**.

Lower levels: practice and develop **pronunciation**, word **stress**/sentence stress, topic **vocabulary** in topic areas.

Mid-levels: develop **sounds**, sentence **stress** and **intonation**, **phrasal verbs**, **word formation** and **collocations**.

Upper levels: all of the above plus **metaphor** and **idioms**.

- **Grammar Workshop:**

This class is every **Monday**.

You will review the **grammar** from the **General English** classes.

You will use grammar **games**, **websites** and **individual** and **pair tasks**.

- **Listening & Speaking Skills / Reading & Speaking Skills:**

These classes are every **Tuesday** and **Wednesday**.

You will develop your reading and listening **comprehension skills**.

You will **talk about the topic** in the lesson and develop your **communication** skills and **vocabulary**.

Teachers want to hear your **ideas**, not just the 'correct' answers.

- **Presentations (Term 1):**

This class is every **Thursday** and is **led by the students**.

Every two weeks students give a **PowerPoint presentation** (individually or with a partner) on a different subject.

The lessons develop **speaking** skills and extend **vocabulary**.

- **Reading Circles (Term 2):**

This class is every **Thursday** and is **led by the students**.

You will read a **short story** at home and prepare a '**role**'.

You will **discuss** the story with classmates in the lesson.

- **News and Culture:**

This class is every **Thursday**.

You will study **UK culture**, **British values** and **places of interest**.

Sometimes you will do **projects** and **research** in small groups.

There will also be '**Situational English**' work to help you with **daily life** in Birmingham.

Approximately once per month there will be **trips** around Birmingham (e.g. galleries, museums, BBC, library).

- **IELTS Preparation** (21-hour programme only)

These classes are every **Tuesday** and **Wednesday afternoons**.



Classes focus on **skills** and **examination strategies**, as well as **topic** and **function vocabulary**. **Intermediate** and **above** study together.

Teachers will **advise** you what you need to do to achieve your target.

**Lower-level** students will have **introductory academic skills classes** to build confidence.

To be successful in IELTS, students need:

- English language skills
- Examination technique and strategies
- Good general knowledge of a range of topics

## CHANGING CLASSES

If you feel you need to change classes (because you find some too easy or difficult) speak to your teacher or discuss how you feel in **tutorials**.

## SELF-STUDY MATERIALS

Imperial English UK has a collection of **graded readers**, **grammar** and **vocabulary books** for you to use.

In the classrooms there is a *list of recommended websites* for you to use. You will also receive a **phonetics sheet** during induction.

Your teachers will also suggest **websites** for you to use.

Remember to write which books, films and websites you study from on your **Individual Learning Plan (ILP)** – this will be done within your first week at Imperial English UK).

## IELTS EXAMINATION

IELTS examinations are usually held **every two weeks** throughout the year.

Imperial English UK staff can advise you on **test dates** and help with your **application**.

If you need a visa to continue your academic studies in the UK, you need to take the **UKVI Academic module**.

The test costs approximately **£200**.

For more details go to **www.ielts.org**

**Other exams:** Teachers can give you advice and practice materials for the Cambridge international ESOL examinations.

## PORTFOLIO

All students who stay at the Imperial English for **3 months or longer** can work towards the Imperial English UK ELL Portfolio Diploma.

You will keep a collection of your work in a folder (a portfolio) and submit this for teachers to assess and give you a grade. You will get details of the portfolio and the work you need to do when you begin your course at the Imperial English.

## HOW TO BE A SUCCESSFUL STUDENT

### In Class:

Offer **opinions** and **participate** in **discussions**.

You can learn from each other so there will **group work** sometimes.

**Teamwork** is an important part of working life.

**Experiment** in class, don't just sit and listen to the teacher.



### Outside Class:

**Read** as much as you can.

Complete your **homework**.

Do **self-study work** from books or websites and **extend your knowledge of the world** and **different cultures**.

Keep an organised **folder**, including:

- **Learner Journals** – write about how you feel about your English language skills.
- **Weekly Work Record** – write down what you do in every class and the homework you get.
- **Worksheets** – any loose worksheets or paper you get from the teacher.

Keep a **vocabulary book**. Write down **new words** that you learn, and additional information like whether it is a **noun, verb or adjective**; how it is **pronounced**; what words come before and after it.

Every student has an **INDIVIDUAL LEARNING PLAN (ILP)**. In this plan you decide what you need to focus on and how you can do this. You can change you plan every six weeks and discuss this in your **tutorials**.

## SOCIAL PROGRAMME

**The teachers will give you information about trips and events that are available locally. The teachers are also happy to talk to you about free time ideas.**

There is a **full-day trip** every term which is included in the cost of the 21-hour course.

## STUDENT REPRESENTATIVES

Every term, two student representatives will be chosen (normally one male and one female). These representatives will have an active role in decisions made at Imperial English UK, as well as helping to decide on trips and social events. They will also meet with the teachers at least once to discuss any issues or ideas they may have.

If you would like to be a student representative, please let a teacher or member of staff know. A vote will be held early in each term, so that the students can choose who they would like to represent them.

**Please note:** the role of a student representative will be taken away if there are issues with lateness/attendance, attitude, lack of study/homework, or being a bad example to the rest of the students.

## DATA PROTECTION

Imperial English UK keeps information about staff and students. This may include personal information, financial information and information about your progress or results. This is used **only for purposes**, such as for contacting you, keeping track of your progress, or evaluating our courses.

**No one else will see this information** unless it is requested by the **Home Office/UKVI, British Council, the police**, or your **sponsoring embassy**.

If you sign the data protection form, it means that we might ask if we can put **photographs** of you on our website, social media or our course brochures.

We will keep any personal information you give us **safe**.

This privacy policy is intended to give you an understanding of how and why we use the information that you give us.

**We will never sell or share your data with someone else for them to use for their own purposes.**

We keep this policy under review and therefore it gets updated from time to time. ***We last updated this policy on the 17th May 2018.***

When you join us, use our website and social media pages or provide us with your information if you consent to this privacy policy and the ways in which we use your information as outlined in this policy. **If you do not agree** with this policy then please **do not** give us your information or use our products, services, sites and social media pages.

### **What is Personal Data?**

Personal Data is defined as “any information relating to a person”.

Imperial English UK is an educational organisation and the majority of the personal data we hold has been specifically provided to us the members and representatives of our institutions,

including and not limiting to staff, trainers and learners/students who subscribe to our courses, newsletter or attend our events.

The definition of personal data is quite broad so we have listed below the main types of data we specifically collect.

### **How we use your information**

We will use your personal information for the following reasons:

- to give you with the services you have paid for
- to give you information you have asked for (e.g. student magazine)
- administrative purposes (e.g. applications, payment, registration & inductions)
- to follow laws and regulations in relation to requests from statutory agencies (such as the Information Commissioner's Office, British Council, English UK, police, HMRC, UKBA etc)
- to tell you about changes to our services
- to reply to any questions or enquiries.

### **We do not:**

- analyse your personal information as part of any profiling
- use any kind of automated decision-making
- make use of any other additional external information about our users, either obtained directly or via third parties
- pass this personal data onto any third party unless it is necessary to carry out the service you have requested (for example, our annual declaration for accreditation purposes)
- use any personal data collected for a different purpose as to those indicated above.

### **Your consent**

We will ask for consent at the point of collecting your data. Sometimes we may process data without consent when we are legally allowed to do so and where it is in our interests. This is provided we respect your rights.

You can **withdraw your consent at any time**. Any time you do not wish to receive further information about us and our services, or you wish to change your contact details or preferences, contact us at [info@imperial-english.co.uk](mailto:info@imperial-english.co.uk) or call 0121 212 0888. You can also write to us at Imperial English UK, 9 Margaret Street, Birmingham, B33BS.

If you want no further contact from us, and if we are legally required to store the information, this will continue to be saved until the legal expiry date and we will keep some basic contact information in order to stop sending you unwanted materials in future, and to ensure that we do not accidentally store details for the same person multiple times.

### **How long we keep your data for:**

We will only keep your information for as long as we need it to provide you with the services or information you have required, to administer your relationship with us, to comply with the law, or to ensure we do not communicate with people that have asked us not to. When we no longer need this information we will dispose of it securely.

### **Where we store your personal data**

Your information may be kept on a secured computer. The data may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by persons operating outside the EEA. If we do send your personal data outside the EEA we will ensure that the recipient implements appropriate measures to protect your information. By submitting your details you agree to this transfer.

All information you provide to us is **stored on our secure servers**.

The internet is not completely secure. We will do our best to protect your personal data, but we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Who has access to your information?**

We allow our staff at Imperial English UK to access and use your information for the purposes for which you have provided it to us (such as administering the services you have subscribed to). Any third-party agencies are carefully selected and required to demonstrate compliance to General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA).

We will only share your information with third parties where it is directly relevant to the services you have requested.

### **Your rights**

We understand that privacy and data are sensitive and important. You have a number of rights in relation to your data and these are;

The right to be informed:

This privacy policy details how and why we collect, store and use your personal data.

The right of access:

You have the right to access the data and information we hold about you. Please see below for details on how to request this information.

The right to rectification:

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate by contacting us using the contact details below.

The right to erasure:

You can request that we delete the information we hold on you. If we are legally required to store the information this will continue to be saved till the legal expiry date, and if this is because you no longer want to hear from us then we will keep some basic contact information to ensure we don't contact you again in the future. If we completely erase your records then we wouldn't be able to ensure we don't contact you again in the future.

The right to data portability:

You have the right to request your data be provided in an easy-to-use format to another supplier.

The right to object:

You can opt out of hearing from us at any point by contacting us using the details below.

Rights in relation to automated decision making and profiling.

You have a right to access the personal information we hold about you and in certain circumstances to be provided with a copy of that information.

### ***Complaints***

If you are unhappy with the way in which your personal data has been handled you are entitled to;

- write to the our Vice Principal at [does@imperial-english.co.uk](mailto:does@imperial-english.co.uk) who will seek to work to resolve the issue to the satisfaction of the data subject.
- make a complaint to the Information Commissioner's Office.

### **Document control**

<b>Authors</b>	Imperial English UK, UK
<b>Reviewers</b>	Director, Principal, Vice Principal
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**SUBJECT ACCESS REQUEST**

I ..... (insert full name) wish to have access to:

**Either**

1. All the data that the Imperial English UK currently has about me, either as part of an automated system or part of a relevant filing system

**Or**

2. Data that Imperial English UK has about me in the following categories:

<b>Details of the request</b>	
(a) Academic marks or course work details	
(b) Academic or employment references	
(c) Disciplinary records	
(d) Health and medical matters	
(e) Political, religious or trade union information	
(f) Any statements of opinion about my abilities or performance	
(g) Personal details including name, address, date of birth etc.	
(h) Other information (please specify below)	

Signed	
Date	

**For Administrative Use Only:**

Request form received date:	
Request accepted date:	



# Imperial English UK

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[www.studyuk.imperial-english.com](http://www.studyuk.imperial-english.com)

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