



Welcome to your course!

Dear Language Learner,

The team at OISE are delighted to be welcoming you this summer. You have chosen a results-focused, highly rigorous and challenging language training programme helping you on your journey to become a world-class communicator! Get ready for a transformative experience, making new international friends and forming great memories along the way!



What should I bring?

- Clothes - prepare for good and bad weather and bring enough warm clothes and a pair of good walking shoes. Please bring sports clothes as well as swimming clothes and make sure all items are clearly labelled.
- Toiletries - please bring enough soap, toothpaste, etc. for your stay. Include a towel for personal use.
- Money - we recommend you bring a maximum of £50 per week. Please note that under no circumstances can money be borrowed from other students or the school.
- Medication - please bring a sufficient supply of any medication you may need and let us know in advance why you have to take it, how much and how often.
- Relevant Documents - please ensure you have all relevant documents for the country in which you are studying: Passport and/or national identity cards, visas if necessary. Do not pack these items in your luggage. Please also remember that any electronic devices must be fully charged so you can turn them on if asked by a customs officer.



What happens on arrival days?

If you are arriving at the school independently let us know the time you will be arriving and provide us with an emergency contact number. For those who require airport transfers, please ensure we have received your flight information and that all details on your transfer confirmation document are correct.



➔ **Meeting the Airport Team:** When you have collected your luggage and passed through customs, exit into the arrivals area of the airport terminal where our the OISE team will be waiting to welcome you. The team will be holding an OISE sign and wearing a navy blue top with an OISE book logo. They will check your passport and confirm your name and school details. Do not go off with an adult just because they have an OISE sign or say a name which sounds like yours. If you are an unaccompanied minor the person accompanying you will manage the handover. If you cannot immediately see a member of OISE staff stay in the area and call the emergency number on: **+44 (0)1865 258 350**. Be assured that our staff will be looking for you so don't go away from the arrivals area.

➔ **Onward Transfer:** Most students arriving into Heathrow or Gatwick will be transferred from the airport to the OISE Welcome Lounge, situated 15 minutes from Heathrow and 60 minutes from Gatwick. This is a comfortable and safe place for you to wait for your transfer to the school where activities and refreshments are provided. On arrival a member of staff will escort you into the centre where you will be registered and given a coloured sticker for your school and information about the transfer to the school. Please wear your stickers! It helps everyone identify each other. On average students will spend 2-3 hours here, but it may be longer. When it is time to leave, staff at the Welcome Lounge will tell you when to get your luggage, guide you to your transport and supervise boarding. Students arriving to other airports, Folkestone arrivals into Gatwick and late afternoon arrivals to Gatwick and Heathrow will be grouped together with other students and driven to school. Sometimes the route will involve picking up students at other airports or dropping off at more than one centre. Please ask our staff if you don't understand anything.



→ **Arriving to the School:** OISE staff will be there to greet you on your arrival to school. Firstly, you will be registered and asked whether you wish for the Course Leader to store any documents in a safe room, such as your passport, travel documents and pocket money. You will be provided with a packed lunch or dinner and you will have a chance to look around the school and familiarise yourself with your surroundings. Residential students will be shown to their rooms while homestay students will be met at the school by their hosts or driven to their family.



What will happen on my first day?

Homestay students will be taken by their family and shown exactly how to get to/from school. At 9.00am all students will attend a welcome assembly followed by a level test. After this, you will be assigned to your class and lessons will begin! You will be provided with a folder that includes your course material and information regarding staff, the school rules, and your lesson and activity timetables.

What happens on departure days?

Departure transfer information will be provided by the school a couple of days before you leave. Make sure you know where you will be picked up and at what time and do not leave behind anything important such as your passport or mobile phone!

Students flying from Heathrow after 12pm will be brought to the Welcome Lounge at 9-10am. All students are transferred to the terminals at least 3 hours before the flight and you will be checked in by OISE staff. Plenty of extra time is always allowed for traffic delays and other issues. As on arrival, you will be assisted by our travel teams who will make sure everything goes smoothly. Once again, from the whole team, we look forward to meeting you soon and we wish you a pleasant journey to the U.K!