

## Useful information

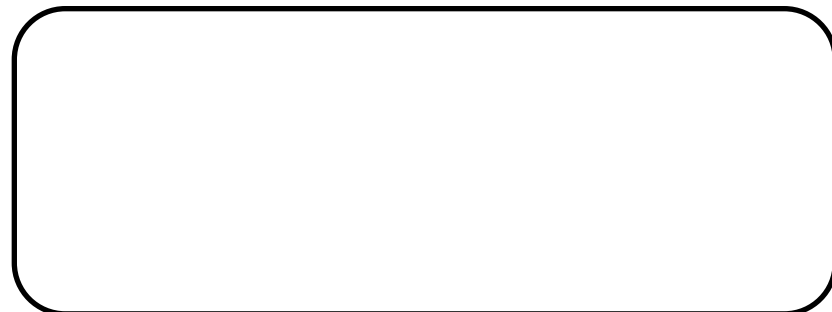
### Telephone Numbers

|  |               |
|--|---------------|
| Emergency Services (Police/Fire/Ambulance) | 999 / 101     |
| Emergency & Urgent Care                    | 111           |
| NCG Liverpool Emergency Contact Number     | 07774707622   |
| NCG Liverpool Reception Contact Number     | 0151 236 2749 |
| Local Taxi Number (DELTA)                  | 0151 922 7373 |
| NHS Walk In Centre (City Centre)           | 0151 247 6500 |
| Liverpool Airport Flight Information       | 0906 701 1111 |
| Manchester Airport Flight Information      | 0901 010 1000 |
| National Express Coaches                   | 0871 781 8181 |
| National Rail Enquiries                    | 0345 748 4950 |

### Websites

|                     |  |
|---------------------|--|
| NCG Liverpool       | <a href="http://www.newcollegelgroup.com">www.newcollegelgroup.com</a>         |
| Visa Information    | <a href="http://www.ukba.homeoffice.gov.uk">www.ukba.homeoffice.gov.uk</a>     |
| British Council     | <a href="http://www.britishcouncil.org">www.britishcouncil.org</a>             |
| Dictionary          | <a href="http://www.dictionary.cambridge.org">www.dictionary.cambridge.org</a> |
| IELTS Exam          | <a href="http://www.ielts.org">www.ielts.org</a>                               |
| TOEFL Exam          | <a href="http://www.toefl.org">www.toefl.org</a>                               |
| Tourist information | <a href="http://www.visitbritain.com">www.visitbritain.com</a>                 |

### Your Accommodation Details



## Under 18 Student Handbook

NCG Liverpool | Graeme House | Derby Square | Liverpool | L2 7ZH

Tel: +44 (0) 151 236 2749

Emergency Tel: +44 (0) 7774707622

E-mail: [frontdesk.liv@newcollegelgroup.com](mailto:frontdesk.liv@newcollegelgroup.com)

[www.newcollegelgroup.com](http://www.newcollegelgroup.com)

## Welcome to NCG Liverpool

The staff would like to welcome you to NCG Liverpool !

We hope you enjoy your time here.

To get the most out of your experience we have put together a handbook to assist you during your stay.

If you do not understand anything in the handbook or have any questions, please speak to a member of NCG Liverpool Staff.

## Important information about the school

**Lessons** On your first day you will be given a timetable, this will tell you when and where your lessons are. If you need help, please speak to staff at Reception.

**Attendance** If you can not attend your classes you need to let your group leader and the school know. You can contact the school by calling +44 (0)151 236 2749 / 07774707622. It is important that you attend your classes. If you do not attend all of your classes you will not get a certificate when you leave the school.

**Late** If you are going to be late to school you will need to let the school know by calling them on +44 (0)151 236 2749 / 07774707622. You also need to let your host family know if you are going to be home late too by calling them or sending them a text message.

**Prayer** If you want to pray during the school day, NCG Liverpool has a multi faith room you can use. If you would like information where to find other places of worship in Liverpool, see a member of staff at Reception.

Laws in the UK may be different from laws in your country especially on drugs, smoking and alcohol.

- You must be 18 to buy and 16 to smoke cigarettes or tobacco.
- You must be 18 to buy and drink alcohol.
- Don't buy or accept drugs or substances that are illegal.
- The age of sexual consent in the UK is 16.
- Litter—please do not drop rubbish, including food wrappers and chewing gum.

## Our advice if you are under 18 and have permission from your parents to go out unaccompanied

- Know where you are going before you leave.
- Make sure your host family knows where you are going and the time you are returning home.
- Stay with your friends—there is safety in numbers.
- Stay in streets with good lights at night.
- Sit downstairs near the driver on buses at night.
- Always carry your purse, wallet, handbag out of sight.
- Walk away from drunk people and arguments.
- Report any incident to your host family and NCG immediately.
- Avoid carrying your passport.
- Be cautious when getting money out in front of others.
- If you go out at night and you are alone —get a taxi.
- Make sure you look before you cross the road—remember cars drive on the left in the UK.

**NCG Liverpool Emergency Number is:**

**07774707622**

## Staying Safe

### Your welfare is NCG's priority!

The Police in Liverpool are happy to be approached by members of the public if they need help or information. You will often see Police Officers and security cameras (CCTV).

### Immigration / Police Registration

If your passport says "Police registration required within 7 days", you must register online at <http://www.merseyside.police.uk/about-us/our-services/registration-for-foreign-nationals/>

NCG Staff can help you with this and tell you what you need to take to the appointment.

## Under 18's Guidelines

- Speak English all the time
- Junior Students must stay on NCG premises at all times unless accompanied by an adult
- Mobile Phones are not allowed in class
- Please don't eat or drink in the classrooms (Water is allowed)
- No chewing gum is allowed on NCG Premises
- Please be quiet when leaving the classroom and school building

### Under 18 years old curfew

If you are 16 or 17 years old, you will only be allowed out at night time by yourself if it has been agreed and signed by your parents using our consent form before you start. Students under 18 year olds must also be home by 10pm. You must give your host family details of where you are going, who you are with and details on how to contact you.

Students aged 16 or 17 whose parents have not signed the consent form or students who are under 16 are not allowed to leave their host family at night unless accompanied by an adult or group leader. If you have an activity planned, your host family will be informed of the details and when you will return home.

## Meet the Team

If you need help during your stay, please speak to one of the following staff members:



**Christine Flanagan**    
**Senior Accommodation & Welfare Officer**  
Reception Desk



**Riccardo Lanza**    
**Operations Manager**  
Reception Desk



**Kerill Kennedy**    
**Acting Principal**  
Principal's Office — Room 7



### First Aiders

We have a team of first aid trained members of staff at NCG. If you or someone else has an injury, you can get help from one of our first aiders.

All of our host families and residences also have first aid kits so will be able to help you if you get injured in your accommodation.



### Safeguarding Officers

Our Safeguarding Officers are available to talk if you have a problem. No problem is too small and conversations are confidential.

If you need someone to talk to about any issues you may have, contact a member of the above staff, teacher or someone at your accommodation.

## Fire Evacuation Procedure

There is a fire alarm test **every Tuesday at 10am** at NCG Liverpool, do not leave the school on this occasion unless you are told to by a member of staff.

If you hear the fire alarm go off at any other time whilst you are at school, you will need to leave the school by the nearest exit.



A map with all the exits can be found on the back of each classroom door

### The procedure

- Once you hear the alarm, leave the building immediately
- Leave all your belongings behind
- Make your way to the Queen Victoria Monument
- Do not go back into the school until you are told to by a member of staff.



## Are you feeling unwell?



If you have an accident or feel ill while you are at school, tell your teacher or go to Reception immediately.

### Tell Us

If you are ill or cannot attend class, contact Reception on 0151 236 2749 immediately and tell your group leader. Please remind your group leader that they must tell NCG if you are going to be absent.

### If you have a disability

If you have a disability, please see reception to let them know about your condition. One of our members of staff will carry out a risk assessment.

### Accident or Emergency

In an emergency call 999 for Fire, Police, Ambulance or Coastguard. You can use any telephone. Only use this number in a real emergency; otherwise call 101 for police non-emergency and 111 for NHS non-emergency

### Local Emergency facilities are at:

|                               |  |
|-------------------------------|--|
| NHS Walk In Centre            | 6 David Lewis Street, Liverpool, L1 4AP<br>0151 247 6400 |
| Children's NHS Walk In Centre | Smithdown Road, Liverpool, L15 2LQ<br>0151 285 4820      |
| Alder Hey Hospital            | East Prescott Road, Liverpool, L14 5AB<br>0151 228 4811  |

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