

WELCOME TO LSI PORTSMOUTH – ONLINE!

Questions? Problems?

To all our students,

We really hope you enjoy your online course at LSI Portsmouth – if you have any problems or questions **please** ask for help. You can either email info@lsi-portsmouth.co.uk, speak with your teacher, call us on +442392 291811 or submit an enquiry [here](#).

1. **Contact details:** In order to send you your class information, it is very important that we have your up-to-date email address. It also helps if we have a phone number in case we have any issues reaching you via email. Almost all contact will be processed via email or in the *Zoom* classroom.
2. **Education:** Classes will be conducted via *Zoom*. You will need to sign up to *Zoom* ahead of starting your classes by visiting www.zoom.us/signup - if you are unsure of how *Zoom* works, you can watch our helpful tutorial [here](#)! If you have any problems while you are studying the Director of Studies will be able to help you, please contact info@lsi-portsmouth.co.uk and we will pass on your concerns to them.
3. **Emergencies:** In an emergency outside of normal school hours, you can phone the LSI Portsmouth Emergency phone number on 07803392476 (or +44 780 339 2476 if phoning from outside Britain)
4. **Money Matters:** Our accounts team are available via email and will be able to help you with any money matters. Please contact them at accounts@lsi-portsmouth.co.uk
5. **Personal Problems:** Amelia Gibson is our Welfare Officer, if you need to discuss any problems that you are experiencing either inside or outside of class (which may arise due to the ongoing pandemic, or educational stresses and worries) please speak to her by either contacting her on amelia.gibson@lsi-portsmouth.co.uk or calling +442392 291811
6. **Study Culture:** Your teacher will be able to provide you with additional learning materials as well as daily homework to supplement your online learning experience. If you would like any extra materials, please speak with your teacher. The teacher will also provide you with weekly 1:1 tutorials to monitor your progress and address any class issues.
7. **Social Activities:** We are running an online social programme that is available to current students, as well as ex-students who may wish to participate. Up to date details about this can be found [here](#) , on our social media pages and all current students will be emailed a sign-up link each week to ensure they can access the activities they want to participate in.
8. **Documentation:** It is a regulatory requirement that LSI Portsmouth takes a copy of your Passport or National ID card. You will be asked to send a copy of this before your first class, please send this by the Friday prior to your course. You will also be asked to provide a photograph for your student profile.
9. **Technical Issues:** If you find that you are experiencing any technical issues and are unable to access your online classroom, please contact info@lsi-portsmouth.co.uk or call +442392 291811 as soon as possible and we will help to reconnect you.

1-13 Lord Montgomery Way, Portsmouth, Hampshire, PO1 2AH, 02392 291811

Web: www.lsi-portsmouth.co.uk email: info@lsi-portsmouth.co.uk

You can use this timetable to write your teachers names and classroom Zoom invitation ID number to avoid losing this information. If you do lose this information, please contact info@lsi-portsmouth.co.uk who will help reconnect you with your class and teacher.

General English (Light) Timetable:

Day	Class One Either 8:00 – 9:00 or 17:00 – 18:00	Break Either 9:00-9:15 or 18:00-18:15	Class Two Either 9:15-10:15 or 18:15 to 19:15
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

General English (Intensive) Timetable:

Option 1 Time-zone Schedule (includes IELTS Preparation, Cambridge Preparation and OET Courses):

Day	Class One 8:00 – 9:00	Break 9:00-9:15	Class Two 9:15-10:15		Class Three 10:45-11:45	Break 11:45-12:00	Class Four 12:00-13:00
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							

Option 2 Time-zone Schedule:

Day	Class One 10:45 – 11:45	Break 11:45 – 12:00	Class Two 12:00-13:00		Class Three 17:00-18:00	Break 18:00 – 18:15	Class Four 18:15 – 19:15
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							

One-to-One classes will be scheduled at an appropriate time between both the teacher and the student.

School Rules

Attendance and Punctuality

All students are expected to attend 100% of lessons and arrive on time for every lesson. If you are late, you may not be allowed into class. Please read the '[Attendance Policy](#)' and '[Punctuality Notice](#)' for more details. Pre-Sessional Students should refer [here](#) or to their Student Handbook. If you are not going to attend your class, you must phone (02392 291 811) or email (info@lsiportsmouth.co.uk) the school, before the class starts to tell us. If you are having technical difficulties please also contact us to let us know, so we can help you.

Behaviour

Students and staff are always expected to be respectful and courteous to everyone, regardless of nationality, race, gender or religion. Abusive behaviour, bullying or harassment of any kind will not be tolerated. Any complaints about behaviour will be taken very seriously and could result in students or staff being asked to no longer attend. You can report any concerning behaviour you may be experiencing [here](#).

Holidays

It is possible to take a holiday whilst you are studying online, but you must give the school at least 1 weeks' notice. Please read the '[Holidays, Course Extensions and Course Changes](#)' document for more information. Pre-Sessional students are not allowed to take holidays.

Course Refunds

It is LSI Portsmouth's policy that all tuition fees are non-refundable once a course has started. Please make sure that you have insurance that will cover you in case you have to leave your course early. Please read the '[Cancellation Policy](#)' for more details.

Food and Drink

Please do not eat or drink during the online classes as it can be very distracting for the teacher and other students. We provide ample break time so you can eat and drink during these periods.

Alcohol

Any student under the influence of alcohol in online class will be asked to leave and return the following day.

You are all here to improve your English, so it's really important that you speak English at all times during your classes and in the social programme activities!

We hope you enjoy your online learning at LSI Portsmouth 😊

Attendance Policy

You are attending the online classes at LSI Portsmouth in order to improve your English and we really want you to gain as much as possible from your course. To achieve this, it is vital that you attend all your classes and arrive on time for every lesson. We expect all students to attend 100% of their classes.

If you are unable to attend the classes for any reason, for example you are unwell or have a prior arranged appointment etc, you must tell the school and, if possible, your teacher before the class begins.

You can phone the school on 02392 291 811 or email info@lsi-portsmouth.co.uk

If you do not attend for more than 3 days, we may ask to see a doctor's note.

If you do not tell us that you will be absent, your absence will be marked as 'unauthorised' in the attendance records. If you are absent, we may phone you to find out where you are and if you are safe. If we cannot contact you, we may try your emergency contact number.

Procedures

- If you miss classes, your teacher will speak to you and ask you to come to all of your lessons from then on.
- If your attendance drops below 85% and you continue to miss classes, the Director of Studies will speak to you and explain the consequences you may face if your attendance doesn't improve.
- If you still continue to miss classes after this, you will be given a written warning.
- If after this there is still no improvement with your attendance, the Principal will speak to you and decide a further course of action. Consequences of attendance below 85%
- Your parents/agent/sponsor may be told about your poor attendance.
- We may refuse to write reports/references that you need for future jobs, visas or Government sponsorship (your sponsor could then decide to withdraw sponsorship). If we do agree to write a report, we will state your overall attendance percentage on the document.
- If you are in an exam class, we will move you to a General English class until your attendance improves.
- If because of many absences your level falls behind that of your classmates, we may be forced to move you into a lower level class.
- If your overall attendance is below 85% (both excused and unauthorised absences), we may not give you a final leaving certificate.
- You may be asked to leave LSI Portsmouth online classes.

If you are on a Pre-Sessional course, stricter rules apply. If your attendance is below 90%, you will automatically fail the course and will not be able to proceed onto your university course.

Holidays, Course Extensions and Course Changes

Whilst you are attending classes with LSI Portsmouth you may want to take a holiday, extend your course or change your course. Here are the rules that you will need to follow:

Taking a holiday

Rules

- You must give us at least 1 week's notice (5 full school days) e.g. by the Friday, one week before your holiday starts.
- The maximum time that you can take is 4 weeks during your course in total.
- Holidays must start on a Monday and finish on a Friday.
- The holiday time taken will be given back to you as a 'course credit'. This credit must be used as future study weeks within 12 months – it is not refundable. If you do not give us at least 1 week's notice, we cannot offer you a course credit.
- Students on Pre-Sessional courses are not allowed to take holidays.

If you are a Government sponsored student

- You must gain permission from your embassy/sponsor before requesting a holiday from school.
- We will notify your embassy of the holiday.

Extending your course

Rules

- Please let us know if you want to extend your course as soon as possible – sometimes courses are full so it's useful for us to know early so that we can save you a space.
- Before deciding whether you can extend your course, we will look at your attendance record. LSI reserves the right to refuse an extension.
- Please arrange to pay your fees as soon as possible after confirming your extension.

Changing your course

Rules

- Depending on your level, it may not always be possible for you to change course. However, please speak to the Director of Studies.

LSI Portsmouth reserves the right to refuse a course change. If you want to take a holiday, extend or change your course, please speak Reception (info@lsi-portsmouth.co.uk) who will give you the correct form to complete. Please fill it in and give it back to them. They will tell you when everything is confirmed.

Cancellation Policy

- All classes are to be paid in full in advance of the course and it is LSI Portsmouth's policy that all tuition fees are non-refundable once the course begins, so you should make sure you have a suitable insurance policy that will cover this in case you have to stop your course early for any reason.

Please do not ask us to make exceptions to these rules. We are a fair school and treat all students in the same way. We cannot make any exceptions in any circumstance. We urge all students to take out suitable insurance.

Feedback

If you are unhappy about something, please talk to someone as soon as possible.

Don't wait to tell us on your final feedback form as it may be too late for us to help you. If you have a problem, speak to your teacher and they will try to help you, or they will refer you to another member of staff who can help.

If it is an educational matter which the teacher is unable to resolve, the problem should be referred to the relevant Director of Studies (For General English and exams this is Lewis Richards at lewis.richards@lsi-portsmouth.co.uk for Pre-Sessional Courses this is Joe Bagley at joe.bagley@lsi-portsmouth.co.uk).

If you wish to discuss personal problems that you are experiencing either inside or outside the school which may arise from mental health issues, family matters, study pressure or problems of possible cases of abusive behaviour you can speak to our Welfare Officer Amelia Gibson (amelia.gibson@lsi-portsmouth.co.uk)

If you are unhappy about something else please speak to Belle@lsi-portsmouth.co.uk

If all else fails, or the problem is of a serious nature, then students should speak to the Principal, Lea Brophy (lea.brophy@lsi-portsmouth.co.uk)

We also have an online suggestions box where you can leave suggestions or feedback anonymously if you prefer [here](#). If you have a suggestion on how we can improve anything, we would love to hear it so please write it down on the online form!

If you cannot find a solution to your problem or concern or are not satisfied with how LSI Portsmouth has handled a situation, you can write to English UK (the national association of accredited English language centres). For details of the English UK complaints procedure, please visit www.englishuk.com