



Student Handbook



You can download this handbook on our website www.adccollege.eu.



Dear Participant,

Welcome to ADC College London!

We are looking forward to working with you and we are happy that you are going to participate in our Work Experience Programme.

The following guide has been created with your needs in mind. Hopefully, you will find it useful.

Enjoy your time with ADC! If you have any questions, please speak to one of us – we are happy to help.



Jana Muruganathan Strausova
Managing Director

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About ADC College

Entering the Building

When you wish to enter the building, please (1) ring the door bell, (2) wait for someone to answer, (3) say your name followed by the name of your group, and (4) pull the door to enter. Whenever you speak to someone within the college, please remember to **mention the name of your group** as a reference.

Classrooms

There are 4 classrooms that you may use and they are located on the second floor of the building. The classrooms are called Alcock, Byron, Churchill and Meeting Room. There are signs above each classroom with the name of the classroom.

Common Rooms

The computer room is located on the second floor and includes a kitchenette that you can use. You can sit here to talk to your friends/colleagues or eat your lunch. You are free to use our cups, plates or cutlery but we ask you to wash up everything you use.

Coffee, Tea, Water, and Biscuits

You will find a selection of tea, herbal tea, coffee, milk and biscuits in our kitchenette (part of the computer room) and we invite you to help yourself. You will also find water dispensers in the corridor leading to your classroom.

Toilets

Toilets can be accessed from the main staircase. Toilets for females are located on the first floor. Toilets for males are on the second floor. The toilet for disabled students can be found on the ground floor. We ask you not to use the toilets on the third floor as they are not part of the college's rental agreement.

Internet and WIFI

You can access the Internet free of charge via ADC's WIFI network. You can also use the computers in the computer room. To login please follow the instructions which are displayed on the wall behind the computers. Please do not access any offensive, pornographic or extremist content.

Terrace

Please feel free to use our terrace which is located on the first floor to relax during your breaks. Please **do**

not use the staircase at the end of the terrace to enter or leave the building.

Smoking

Smoking is allowed for students aged 18+. Please use the smoking bins provided on the terrace and do not throw any cigarette butts on the floor. Please do not smoke in front of the building. We advise you that it is an offence in the UK to throw your cigarettes on the floor. If you are caught by police, you will have to pay a significant fine and might be reported for antisocial behaviour.

Fire Exits and Fire Alarm Procedures

There are two fire exits. One is located on the first floor and leads to the terrace. The second one is the main entrance to the building. Both are marked with fire exit signs.

If you hear the fire alarm, please **follow the instructions of your teacher/Project Manager**. Leave the building via the main staircase through the main entrance. The meeting point after evacuation of the building is the spot of grass next to the train station.

Information on Notice Boards

You can find additional information on the notice boards on the second floor including information on places of worship, studying English and additional policies and procedures that apply to you.

Contact

Calling the Office

You can contact the office from **08:00-17:00** from Monday to Friday on **020 8424 9424**. When calling, please tell us your name and the name of your group so that we can put you through to your Project Manager. If your Project Manager is not available, please leave a message or try to call again later.

Who to Talk to

If you would like to talk to somebody from ADC, please speak to your Project Manager who will be able to refer you to the correct person to speak to.

If you are under the age of 18, and would like to speak about anything that concerns you or makes you uncomfortable, please speak to our dedicated Safeguarding Lead, Mr Alexander Schimmel: you can

contact him via e-mail at alexander@adc-tt.co.uk or simply go to the second floor office (you do not need to make an appointment).

Reporting an Emergency

Contacting the Police

If you observe a crime or need urgent medical help, please dial 999 for the emergency services. You should call 101 to report crime and other concerns that do not require an emergency response; for example, if something has been stolen from you.

Contacting ADC

If you need to report an emergency that is related to your project, please call ADC's emergency line on 074 4343 1760. Please use the emergency line considerably and call the office number instead of the emergency line during office hours. **Please save the emergency number on your mobile phone**. Please do not send text messages.

Contacting You

Please ensure that the name and contact number we have for you are correct on our register. This will enable us to reach you if needed, and your certificate will be printed with the correct spelling of your name. If you change your phone number, please immediately inform your Project Manager.

Public Transport

Network

London is covered by an extensive network of trains and buses. The underground, or 'tube' as Londoners call it, runs from after 05:00 until shortly after midnight. On Fridays and Saturdays there is also a limited train service running throughout the night, although night trains do not run as far north as Harrow where most homestays and ADC College are located.

Oyster Card

Buying the Oyster Card

The most cost effective way of travelling around London is by using a smartcard that can be charged with travel credit. This card is called 'Oyster Card' and can be purchased at train stations (week days) or in news agents that display the Oyster sign: a shop called 'World News' is located opposite Harrow & Wealdstone station and is open on weekends from 10:00-17:00.

If you have bought your own Oyster Card, you should register it at the train station so that you can recover your travel card if you lose it. **Do not register cards that are the property of ADC College.**

- ➔ Take a picture of the back of the Oyster Card and the card number

Using the Oyster Card

You should use the Oyster Card every time you travel. You must touch in at any station where you start your journey. If you use trains, you also need to touch out when you leave the station. Please remember to always touch out even if barriers are open to avoid an automatic electronic fine.

TFL

You can find out information about your journey on the website of Transport for London (TFL). You can plan journeys, look up travel times, and find out about disruptions. Always check TFL before you start your journey. You should check how to **travel from your accommodation to work** as this can be different to the travel plan from ADC.

Problems with the Oyster Card

If a yellow or red light flashes when using your card, try to take a step back from the barrier and try again. If your card still does not work, speak to a member of TFL staff who can advise you what to do. If you have received your card from ADC College, you must get confirmation from ADC that you can buy additional travel credit before making any top-up. If you top up your card without asking ADC College for permission, you will not be able to claim any refund. If you buy your own Oyster Card, you must speak to TFL if you have any problems using the card. You must print out the Oyster history (ask for it at the station) and bring it to ADC for any refund claims.

Taking the Right Train and Changing Trains

White circles on the rail/tube map indicate where you can interchange between trains. Each line has its own colour to differentiate it from the others. Trains are often referred by the name of the line (e.g., central line) and the direction the train is moving (i.e., northbound, eastbound, southbound or westbound) instead of stating the final destination of the train. When looking for exits or when changing lines, always look up to the signs indicating the way along the ceiling or walls of the station.

Fast Train to the Centre

There is a fast train service called London Midland, which connects Harrow to the city centre. Trains are coloured in green and black and run every half hour from platform 6 on Harrow & Wealdstone station. Journeys to Euston station in zone 1 only take 15 minutes on this service, which is also very convenient if you would like to go shopping or sight-seeing. You can use your Oyster Card for travel between Harrow and the city centre.

Bus

Travelling by Bus

Travelling by bus is the cheapest way of getting around although it can also take longer than taking the tube/rail. Single-deck buses are boarded via the front door. Double-deck ('double decker') and articulated ('bendy') buses may have multiple entry points with Oyster Card sensors for tapping in. Paper tickets however, must be shown to the bus driver before entry. Buses do not accept cash payment so you need to have a valid ticket before boarding the bus.

Catching a Bus

Buses do not run according to a fixed time schedule. Instead, buses will run every X minutes, as indicated on the bus stop. You should calculate an extra amount of waiting time to ensure that you catch the bus that you want. Please note that many buses only stop on request so you need to signal that you want the bus to stop.

Bus Signs

Signs will only show you major bus stops instead of every single bus stop along the route. Ask the bus driver if the bus will be stopping at your destination if you explore a new route and are not sure if you boarded the correct bus. Sometimes, there are more than two bus stops in the same area. To make sure you wait at the right one, look at the letter on top of the bus stop and check online if this is the right stop. Each bus stop should also indicate the route number of the buses which stop there. If you do not have a smartphone with Internet access you can ask somebody at the stop to help you.

Homestay Accommodation

Living with a Host

Keep Contact Details with You

Always keep the address and phone number of your host with you, so that you can inform them about where you go and when you expect to return home. You must inform your host when you expect to be late for dinner and respect the household's internal curfew times.

Speaking English

We encourage you to speak English at all times when living with a homestay host. This also means that you should speak in English to your friends that are living in the same house whenever your host is present. In addition to improving your English language skills, this will show an English-speaking host that you are making an effort to include him/her, which is also polite.

Meals

Meals are typically lighter than in other parts of Europe. Breakfast usually comprises cereals and milk or toast and jam with coffee or tea. If lunch is provided, this could be sandwiches, fruit and water. Dinner varies according to homestay preferences – some hosts cook regularly while others will offer you ready meals.



Laundry

Please ask your host about how they arrange laundry cleaning. As a guideline you should be able to either wash or have your clothes washed once per week.

House Condition and Rooms

Houses and the rooms they contain are typically smaller than in continental Europe. Our homestay hosts live in average sized houses and the rooms you will be offered will correspond to usual rooms. Many houses have single glazing, which means that in winter it may get cold if the heating is not running at full capacity. If you feel cold, please ask your host if he/she has an additional duvet or a jumper for you.

Diversity

Host families in London are wonderfully diverse, as many people from all over the world have settled in London. Your host may have roots in Ireland, Africa, India or parts of Asia.



English Classes

The Way We Teach

We teach by encouraging learners to participate in discussions, games, and activities which consolidate and improve your knowledge of the English language. For this reason, we will often ask you to work in pairs and groups, so that you can help other learners and share your ideas. The more effort you put into your lessons, the more you will improve and benefit from them.

Your teacher will provide you with

- meaningful tasks,
- communicative lessons with an emphasis on speaking and listening skills,
- opportunities for discussions, to have fun and develop an independent learning style, and
- handouts/materials appropriate to your English level, field of studies and specialisation.

Course Materials

We do not use course books in our lessons. However, you will be given paper handouts with all necessary information for your lesson.

How we place students

For Work Experience Students

Assessing Your Level

Before you come to ADC, you will be sent an online test. Once you have taken it, the result will inform our assessment of your general level of English. This helps us to prepare your lessons and put you in the right class, so that your level matches the level of tuition. Please note that some of your classmates may be at a different level depending on the size of the group.

Maximum Class Size

Our maximum class size is 15 students. Therefore, groups of Work Experience students larger than 15 are usually divided, according to the students' level of English, their age, and nationality (where applicable). However, this might not always be possible, due to the size and nature of our school curriculum.

Closed Groups

Please note that we usually keep groups from the same school together for English lessons.

For Teacher Development Participants

Assessing Your Level

As a Visiting Teacher, you will be sent the link to a website where you can take an online test to assess your general level of English. This informs us of the class you should be put in, so that the level of tuition is appropriate.

Group Composition

Groups of over 15 participants are divided into two during the morning sessions to ensure there is a mixture of nationalities and levels of English. This is because we want all learners to benefit from exchanging ideas with participants from different countries and help each other to grow both linguistically and professionally. In the language development lessons however, Visiting Teachers are usually grouped according to level (where applicable), to facilitate the learning and development of the English language.

Level of Other Participants

Please note that, as our courses might have small groups of participants, sometimes it might not be possible to create afternoon groups with all learners at the same level. This should not be a concern, as our Teacher Trainers will still support and guide you to guarantee that you are learning.

Learning Outcomes

- Ability to communicate in English in a range of different situations
- Improved speaking and listening skills
- Improved pronunciation
- Knowledge about British culture
- For Teacher Development participants: knowledge of new teaching methods and ideas

Certificate

If you attend one of our courses, you will receive a certificate at the end of your stay. If you take part in our Work Experience programme, you will be given your certificate at the end of your project period. If you have attended less than 80% of classes, you will be given a certificate stating your days of absence. ADC reserves the right to withhold certificates in case of unjustified absences.

College closure

ADC College is closed on bank holidays (please check <https://www.gov.uk/bank-holidays>) and from 20th December until 7th January.

Work Experience Programme

Induction Essentials

Your First Day

You will meet your Project Manager on the first day after your arrival (usually Monday) at ADC College. Please access the building via the main entrance and register at reception. Do not use the staircase at the back of the building.

From 08:30	Arrival at ADC College	!!! If there are alternative arrangements, your Project Manager will agree this with your groups leader. Your group leader will then communicate this to you. !!!
09:00-12:00	Induction with your Project Manager	
12:30-16:00	Travelling to work and returning to ADC College	
16:30	End of day	

ADC College

ADC College, Station House, 11-13 Masons Avenue, Harrow HA3 5AD
Office: Monday to Friday, ☎ 08:00-17:00, ☎ 0044 20 84249424
Emergencies: Monday to Friday, ☎ 17:00-08:00, Saturday to Sunday ☎ 00:00-24:00 ☎ 0044 744 3431760

Your Reference

The name of my group is	
The name of my Project Manager is	

Internet (WIFI)

Network	ADC1stFloor
Password	02084249424!

Emergencies

Emergency Services	999
ADC Emergency Line	074 4343 1760

Meetings

Event	Date	Time
Induction	First Monday following arrival. Tuesday if Monday is a bank holiday.	09:00
Mentoring		
Certification		

Summary of Documents

Induction Essentials	Work placement attendance sheet	Travel Plan
First day feedback form	Europass	Tube Map
Mentoring form	DBS (Criminal Record Check)	Final feedback form

General Programme Information

Impact

Taking part in this project is a fantastic opportunity for you to find out what it is like living and working abroad. In 2014 only 3% of young people in Europe went abroad, according to a UNESCO study. You are now one of the privileged few – congratulations! The experience you make here will positively influence your future work and career, and it will also shape the way you look at the world and society around you.

Outcomes

At the end of the project you should be able to

- Compare the world of work in the UK with the one in your home country
- Have an open mind towards diversity and cultural differences
- Be more confident in English
- Have the courage and confidence to be internationally mobile to find the right job that suits your skills
- Be able to educate others in your home country about the positive aspects of international mobility

Your Place of Work: London

London has a population of 8 million and swells to an impressive 12 million people during the day when another 4 million commute into the British capital for work. The city is one of the most ethnically diverse cities on earth and more than 300 languages are spoken.

Work

Travelling to Work After Induction

Becoming Familiar with TFL

On induction day, you have the opportunity to travel to your place of work but only in order to make sure that you are able to find the way, and that you can be on time on your first day of work. Please do not enter the company or speak to staff on this induction day, as this can cause confusion because they will only expect you to meet you a day/week later.

Travel Plan

The travel plan that is given to you shows you the way from ADC to the place of work. Make sure that you

look up the way from your accommodation to your company, as this may save you time.

Travel Times

Usual travel times in London are 60-90 minutes or slightly more during rush hour. If your travel lasts more than 90 minutes, it may be possible to shorten your working hours by one hour. Please speak to your Project Manager, who will decide if this is appropriate.

Your First Day at Work

On your first day of work you will meet your colleagues and be introduced to your supervisor (it is possible that your manager/supervisor is on holiday and that another colleague will take care of you during his/her absence). Please introduce yourself to your colleagues, be positive and open.

Working with Your Colleagues

Understanding local customs will help you to integrate quickly into your new place of work. We recommend you to smile at people to encourage them to talk to you, be courteous (use 'please', 'thank you' etc.) and engage in light conversation if you are confident enough to do so. Remember that it may be harder for your colleagues to read and understand you – not only because English is your second language but also because your body language and facial expressions may be culturally different from theirs.

Tasks at Work

The work placement is aimed at providing you with opportunities to develop your soft skills. Tasks during your work placement will vary and develop during the period of your stay. Depending on your language abilities, you might be able to take on more responsible work after the first week or so. If you would like to take on more work, be proactive (i.e. ask for more work), positive, and show through the quality of your work that your supervisors can entrust you with more responsibilities.

Working Hours

How Working Hours Are Agreed

Your working hours are agreed in advance between ADC and your company. Each student will have different working hours according to the specific requirements of his/her company.

Leaving Early

Please be respectful of companies and avoid asking to leave early (unless there is an emergency) as this may be seen as you not being committed to your work place. If there is no work and your supervisor has agreed with you to leave early, **you must inform ADC** so that we know where you are in case something happens to you.

If you have an appointment at ADC College and need to leave earlier, please inform your supervisor and colleagues of this.

Overtime

You usually should not work excessive overtime (e.g., more than 5 extra hours per week). If you are asked to work beyond 40 hours per week, please **speak to you Project Manager**.

Dress Code

ADC asks companies to send us their dress code in advance and we will forward this to you when confirming your placement. We ask you to dress accordingly for the period of your placement. If you feel that you are overdressed during the first few days, please ask your supervisor if it is OK to wear other clothes in line with what your colleagues wear. You should always cover piercings and tattoos, unless this is specifically allowed.

Documentation

Project Documentation

If you have additional documents that need to be signed, you must **discuss this with your Project Manager** before you ask your company.

Written references

If you would like a written reference from your company, you may ask your supervisor if he/she would like to write one. Please note that it is not compulsory for companies to give out references and some companies have policies in place prohibiting them from doing so.

Criminal Record Check: The Disclosure and Barring Service (DBS)

If you work in a company that deals with under 18s, you will be asked to provide a clean criminal record check from your country (this is called 'DBS' in the UK). The DBS must be accompanied by a written

confirmation of your school, in English, stating that your DBS has been checked and that you are allowed to work with under 18s. **If you do not have your original DBS with you on your first day of work, your company can send you home** as they are legally required to do so.

Mentoring (1-to-1 meeting)

We will meet you after you have started your work placement to discuss how you are getting on. This meeting will take place in the evening at ADC College. The language of communication is English so we ask you to prepare yourself before the meeting. During the meeting our mentors will listen to your concerns, help you understand local customs, and help you to solve any problems.

Cultural Experience and Expectations

Communication styles of people living and working in the UK might be different to those that you know from your country. This translates into all areas of life, for example when living with a homestay host or when working in a company. It is important that you reflect on your own tone and gestures as you speak and try to be understanding when others communicate with you. For example, you might feel offended, although somebody did not intend to make you feel that way – or others could feel like that about you; in such a case, please take note of the other person's body language, ask if you have caused offence and explain what your true intentions were.

Attendance Sheet

We ask you to have your attendance sheet signed daily during the time of your placement and to return it to your Project Manager at the end of your stay.

Illness, Absence and Lateness

Lateness

Students must inform a member of ADC staff if they are expecting to be late.

If students are more than 10 minutes late and have not contacted ADC, the responsible Project Manager will contact each student to locate him/her and to establish the reason for lateness. If the student cannot be reached and there is no reasonable explanation provided by group leaders or other students of the same group, ADC will contact the accommodation provider to ensure the student's well-being. If the student cannot be located, ADC will contact the

emergency contact and establish an action plan to locate the missing student.

Lateness of 10 minutes or more during lessons will be recorded in the class register. Lateness during work placements period will be recorded in ADC's online database.

Illness & Absence

If students are sick and need to stay home, they must contact ADC **between 08:00-09:00** and provide information about the reason for their absence. Each student is responsible for contacting his/her homestay host and, if applicable, his/her place of work to inform them of his/her absence. If the Project Manager is not present when the student contacts ADC, the student will be advised that the Project Manager may call back to establish the severity of the illness and if a hospital visit should be considered.

If any student is absent for more than one day due to illness, ADC asks the student to **visit a doctor** and provide an account of any diagnosis or medical certification of his/her illness unless the student is over 18 and refuses to seek medical advice. If this is the case, the group leader will be advised of the student's decision.

Absence during lessons will be recorded in the class register. Absence during the work placement period will be recorded in ADC's online database.

If attendance of the work placement is less than 80%, you will be given a certificate stating your days of absence. ADC reserves the right to withhold certificates in case of unjustified absences or absences of more than 20%.

→ [Please also see English Classes/Certificate](#)

Seeing A Doctor

If you need to see a doctor, you must take your **ID or passport** with you as well as your **medical insurance card** to identify yourself and show that you have valid medical insurance in your country of origin.

If you need to see a doctor, please always inform ADC and your group leader.

Walk-in Centre

The closest walk-in centre is:

Belmont Health Centre
The Circle Practice

516 Kenton Lane
Harrow HA3 7LT.

Opening hours: Mon-Sun, 08:00-20:00
Phone: 02084271213

You can reach the walk-in clinic by bus 187 (10 minutes from ADC College).

Hospital

The hospital closest to ADC is:

Northwick Park Hospital
Watford Road
Harrow HA1 3UJ.

You can reach the hospital by bus (182, 186, 223, H9).

Code of Conduct

General Conduct

- Avoid overly casual clothes and try to make a good impression on hosts, companies and your teachers.
- Support each other during the project and cooperate with classmates.
- Respect British values: democracy, the rule of law, individual liberty, mutual respect and tolerance.
- Be calm and behave respectfully towards ADC staff, host families and co-workers.

Use of Facilities

- Eat and drink only in designated areas.
- Do not access pornographic, paedophilic, extremist, terrorist content.

Safety

- Inform others of your whereabouts (e.g. friends, group leaders, Country Manager).
- Always keep your phone with you and turned on. Keep it on silent during lessons and do not use it in class.
- Do not consume alcohol or drugs because this makes you vulnerable and an easy target for those trying to take advantage of you.
- Keep your valuables with you at all times.

Work Experience Project

- Inform ADC of any absence.
- Be punctual. If you are late you must contact ADC as soon as you know you will be late.

- Fill in documents (e.g. feedback forms) before your meeting at ADC to avoid delays for other Participants.

English Lessons

- Speak English in class and at ADC premises.

Reasons for Exclusion

- Disruptive, aggressive, or disrespectful behaviour.
- Endangering the safety, well-being or health of co-students or ADC personnel.
- Excessive or unjustified absence from programme appointments.

Practical Advice

Electrical Devices

UK Plugs and electrical sockets are different from other European countries. You will need an adaptor for your electrical devices. You can find adaptors in all airports and in many shops in London. The usual price is approximately £10.

Currency

Before you come to the UK, you may wish to find out about commission fees and the exchange rate between pounds and euros. It might be better for you to exchange your money before the trip.

Mobile Phones

The country code for England is 0044. Check with your mobile phone provider in your home country that you can make phone calls from the UK. If you would like to get a SIM card to use while in the UK you can ask the ADC team for help.

Feedback

Sharing Your Experience

If you enjoyed your time in London, we would love to hear about it! Please write a review on Google and Facebook to let other students know what you think.

Giving Feedback

You are welcome to give feedback about any part of your programme in London. You can talk to us after making an appointment or during the scheduled meetings (i.e. mentoring and certification). We also ask you to give detailed information on your homestay and your company during the project and at the end of it, by filling our feedback forms.

Complaints

We hope to help you wherever possible but if you are not satisfied with how your concerns are dealt with, please write to the Sales and Marketing Director, Mr Alexander Schimmel at alexander@adc-tt.co.uk.

Student of the Month

Every month, we publish an article about exceptional students who have participated in ADC's Work Experience Programme. If you would like to put yourself forward or recommend one of your co-students, please speak to your Project Manager.

Facilities for people with disabilities

ADC College provides some tools and facilities in order to help people with disabilities. Please speak to a member of staff to discuss your requirements.

Additional Information Available Online

Guidance & Tips

- ADC Floor Plan
- Homestay Information
- Student Handbook (online version)

Policies

- Complaints Procedure Policy
- E-Mail, Internet & Data Protection
- Equality & Diversity Policy
- Fire Safety & Evacuation Policy
- Health & Safety Policy
- Lateness & Absence Policy
- Policy for Dealing with Bullying, Harassment, & Abusive Behaviour
- Prevent Duty Statement
- Safeguarding Policy