



Young  
Learners

2026

Middlesex

# Student Handbook



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We're so excited to have you with us. Whether you're here for a short stay or a longer journey, you're now part of a vibrant, supportive community across amazing cities like London, Dubai, and Malta. Our team is here to help you learn, grow, and make unforgettable memories. If you need anything, just reach out, we're always happy to help.

**Enjoy the journey, and welcome to the EP family!**

## VISION, PURPOSE, MISSION AND VALUES

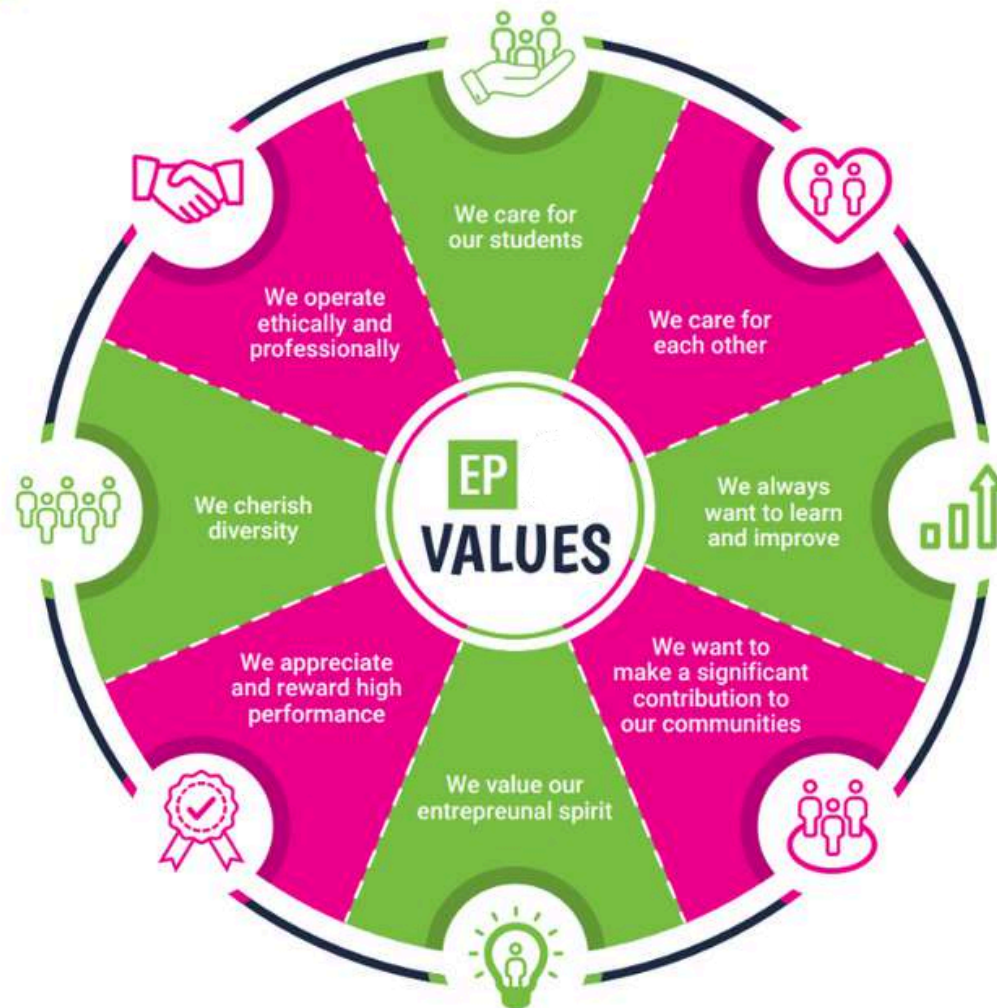
### What can you expect from the school?

**Vision:** To create the world's most accessible and innovative language school that changes lives through education that makes a fundamental difference to living standards.

**Purpose:** To establish and maintain a singular cross-cultural communication tool in a divided world, bringing people together through a common language. People who can communicate without barriers are more likely to work together for the common good. That is the reason for EP's existence. We believe that everyone has the right to education and language is often the first step.

**Mission:** A world in which every person can communicate using a common language removing inequality and creating a level playing field. Courses that stimulate and challenge. Students that learn, excel and grow.

### Values:



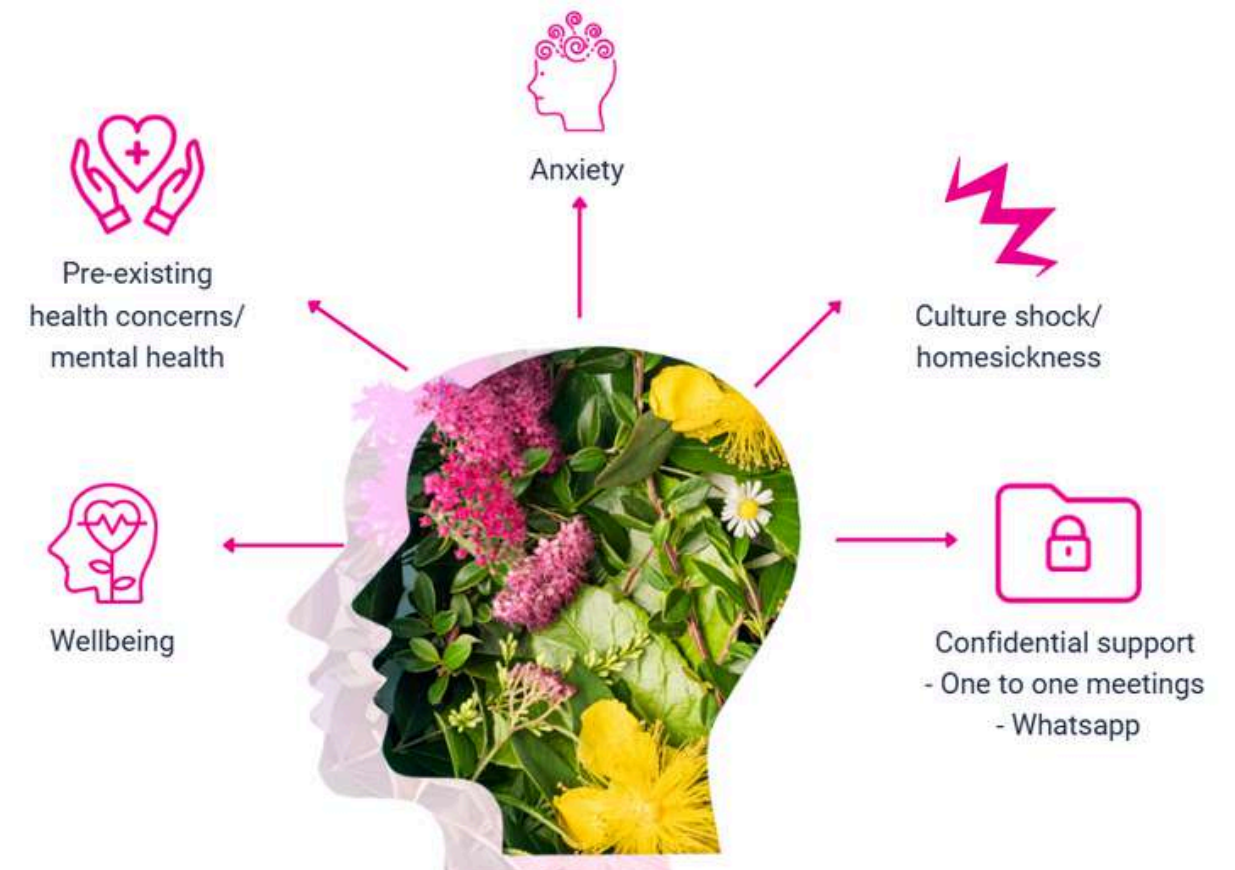
## MENTAL HEALTH AND WELLBEING

### How can we help?

If you are experiencing mental health difficulties, there are several options for support. You can speak to the YL Coordinator or a member of the EP Staff, we will help you or can recommend an appropriate (professional assistance) service for you.

- Pre-existing health Concerns/ Mental health
- Wellbeing
- Anxiety
- Culture shock/ Homesickness
- Confidential Support in a private room for one to one or via WhatsApp

EP holds your health and wellbeing at heart so should you need help, remember that EP staff is here to support you.



**24/7 EMERGENCY PHONE NUMBER: +44 7367834661**

# About Middlesex

Our Middlesex Camp, located at the prestigious Middlesex University in London, offers students the perfect balance of comfort, recognition, and unforgettable experiences. Set in a vibrant and safe campus, students enjoy modern facilities, excellent accommodation, and access to one of the city's best locations. With its reputation for academic excellence and award-winning environment, Middlesex provides both quality and prestige, while our carefully designed programme ensures students make the most of their time.



## Famous landmarks

Big Ben, Houses of Parliament, Tower Bridge, London Eye, Buckingham Palace, Tower of London, Saint Paul's Cathedral, British Museum, The Shard, Covent Garden, Camden Market.

## City personality

Academic, active, artistic, elegant, historic, diverse, dynamic, big city, bike-friendly, business capital, creative, cultural, foodie scene, friendly, green, iconic landmarks, modern, unique, vibrant, youthful.

## What makes this city unique?

Combining an extraordinary blend of history, culture, and diversity, London stands as a true global metropolis. From iconic landmarks and royal heritage to world-class museums, theatres, and exciting places to go out, the city offers something for everyone. Its rich history and dynamic energy make it a one-of-a-kind destination, attracting visitors from all corners of the world.

## Transport

*(Within 10-minute walk)*

Tube and bus.

## Restaurants

*(Within a 15-minute walk)*

Nigerian, Japanese, Lebanese, Turkish, Irish, Mediterranean, Chinese, Korean, Kosher cuisine.

## Alternative things to do

Street art tours, quirky museums, Borough Market, Alternative UK - theatres (Secret Cinema, the Globe)

# 4 Reasons to choose this city

1

Experience the excitement of London while enjoying the peaceful surroundings of our university's leafy suburb

2

Immerse yourself in a picturesque campus that merges historic charm with modern amenities

3

Learning goes beyond the classroom, with the city's top attractions just steps away

4

A vibrant cultural immersion that offers a true taste of life in London



 Staff




Meet the team

# Why choose to study in our EP Middlesex School?


- The School is located in The Burroughs, London NW4 4BT
- Close to Brent Cross Shopping Centre and Camden Market
- Opening hours: 8.30am - 6.30pm daily
- Surrounded by a vibrant mix of culture, green spaces, and city convenience. Just a short walk away, you'll find the park for outdoor activities, the RAF Museum London, and a variety of cafés, restaurants, and shops along Hendon Broadway.



Find us on Google maps

 EP Middlesex: The Burroughs, London, NW4 4BT

At this address since: 2024

 Emergency: +44 7367834661  
WhatsApp: +44 7367834661

## Close to your EP school

Our centrally located school is walking distance to:

	<b>Food court with restaurants</b>	10 minutes
	<b>Bus station</b>	15 minutes
	<b>Gym</b>	3 minutes
	<b>Bank/ATM</b>	10 minute
	<b>Tube station</b>	15 minutes
	<b>Hyde Park</b>	35 minutes
	<b>Tower of London</b>	45 minutes

## Services & facilities

Our students share fantastic and modern university style facilities. At EP Middlesex we have the following facilities:

**Buildings:** 1  
**Floors:** 2  
**Total number of classrooms:** 10

**School facilities:** Library, self-study area, Wi-Fi (Free), elevator, modern & spacious classrooms with AC.

**Second floor:** Lecture Hall.

**First floor:** Classrooms, Toilets, EP Academics and Operations office, Security Office, University reception, Cafeteria.

**Other services provided:** Social activity programme, airport transfer, medical insurance.

**Levels of English offered:** A1 - C1.

**Reception:** The friendly staff can direct you to the EP offices and classrooms. We will always be present to answer any questions you may have.



# Your **EP Middlesex** Welfare & Safeguarding Team

Do you have a question?

About your class?



**Tom Murphy**  
Director of Studies

About personal, medical and your accommodation?



**Sian Matos**  
Director Global Operations

To speak to a member of staff please call:

 **+44 7367834661**

**Call us 24 hours per day, 7 days per week.**

## SAFETY, WELFARE AND SAFEGUARDING

### First Aid

If you or another student has an accident or requires urgent medical attention, please come to the Main Office. If you are unable to walk, please contact us using the Emergency Phone.

### Personal safety and looking after your valuables

Our campuses are safe, but please stay alert, particularly in tourist areas. Here's some advice to help you enjoy a safe and worry-free visit.

- Be alert when you are walking in crowded places.
- Do not walk with your phone in your hand if you are not using it.
- Place your valuables (such as phone and wallet) in inside pockets or in your bag.
- Avoid carrying large amounts of cash unless you know you need to pay for something.
- Do not leave your belongings unattended.

### Fire safety

**If you discover a fire:** Press the fire alarm button on the nearest alarm. Leave the building immediately via the stairs and fire exit. Make sure you tell a member of EP staff exactly what happened so they can call the Fire Services.

**If you hear the fire alarm:** Leave the building immediately via the stairs and fire exit. Do not run, use the lift or stop to collect your belongings. EP staff will guide you to the fire exit. Go to the assembly point and stay with your class and teacher there.

Follow any instructions given by a member of EP staff and do not go back into the building until you are told to do so by EP staff.

### Reporting Concerns or Abuse

If you ever feel unsafe, worried, or uncomfortable, whether because of another student, a staff member, or someone else, you should speak to a member of staff immediately.

You can talk to:

- Your Teacher or Activity Leader
- The Welfare Manager
- The Designated Safeguarding Lead (DSL)
- Our YLs Centre Manager

If you don't feel comfortable talking to someone in person, you can write a note and leave it with a staff member or use our welfare email: [younglearners@englishpath.com](mailto:younglearners@englishpath.com).

We take all concerns seriously. We also have a whistleblowing policy, this means anyone can report unsafe or inappropriate behaviour, and it will be dealt with confidentially and professionally.

**24/7 EMERGENCY PHONE NUMBER: +44 7367834661**

## Holidays

**2026**

**1 Jan 2026**

**03 Apr 2026**

**06 Apr 2026**

**04 May 2026**

**25 May 2026**

**31 Aug 2026**

**25 Dec 2026**

**28 Dec 2026**


**01 Jan 2027**

The school will be closed during the holidays. Please make sure to book your course/accommodation accordingly. Public Holidays are subject to change according to government announcements.

**When the school is closed on a Monday, new students start on Tuesday.**

Course days that fall on a public holiday are not reimbursed. The dates are observed as holidays in the year.

If you arrive on a week where the Monday is a holiday, your first day of school will be a Tuesday.

 **Need help?  
Not satisfied?  
Have a problem?**

At EP we believe that communication and an open-door policy is key to efficiently resolving any issue you might have. If you need help, are not satisfied with one of our services or you need advice, please talk to our staff at school. They will be able to help and assist quickly with any concerns you might have.

# First day at school

Feature	Tuition Only	Day Camp	Full Experience
Accommodation	✗	✗	✓
Lunch Provided	✗	✓	✓
Airport Pickup	✗ Can be requested	✗ Can be requested	✓
Evening Activities	✗	✗	✓

## Example Week for Full Experience Students

28 JUN Activities are subject to change due to weather conditions, availability or any other unforeseen event.

Time	7:00 - 8:30	8:30 - 12:30	12:45 - 13:45	14:00 - 17:45	18:30 - 20:00	20:00 - 21:30	22:00
Sunday	Arrival/Departure day / On Campus Activities						
Monday				Buckingham Palace & Royal Mile stroll		Welcome Party	
Tuesday				Tower of London, Tower Bridge & Borough Market		Sport activities in Sunny Hill Park	
Wednesday	Breakfast	LESSONS	Lunch	Adventurer ~ Tower Bridge Entrance	Dinner	Quiz Night & Board Games	Good Night
Thursday				British Museum Treasure hunt		Dutch Auction, Tote Bag Painting	
Friday				Covent Garden & Leicester Square		Graduation Party	
Saturday				Camden Market			
Saturday	A day trip to Brighton featuring the pebble beach and pier, the lively Lanes // Discoverer ~ Royal Pavilion						

## Here's a detailed breakdown\*

### Tuition only - Timetable

Morning	Afternoon Classes	Evening
<b>08:30</b> Welcome, school tour and induction	<b>14:00 - 15:00</b> Lesson 1 <b>15:00 - 15:20</b> Break <b>15:20 - 16:20</b> Lesson 2 <b>16:20 - 16:40</b> Break <b>16:40 - 17:40</b> Lesson 3	<b>18:30</b> Student pick-up (by parents/guardians)

### Day camp - Timetable

Arrival	Morning	Afternoon	Evening
Welcome, check-in, residence tour and induction	<b>08:30</b> Leisure time and meet the team	<b>13:00</b> Lunch <b>14:00</b> Lessons start	<b>18:00</b> Student pick-up (by parents/guardians)

### Full experience - Timetable

Arrival	Morning	Afternoon	Evening	Bed time
Welcome, check-in, induction	<b>07:00</b> Breakfast <b>08:30</b> Leisure time	<b>13:30</b> Lunch <b>15:00</b> Lessons start	<b>18:30 Onwards</b> Dinner and evening activities	<b>22:00</b> Bed time

\*Kindly confirm the exact timings and pick-up locations with the local teams.

# About your course

## Teaching methodology

### At EP we use the communicative approach which means:

- A focus on speaking
- Interactive lessons
- Noticing students' gaps and reacting to them
- Going beyond the textbook
- English for real life outside the classroom
- Understanding each student's individual needs

All EP teachers are trained in this approach from their first day, so students have the same experience in all levels at all EP locations.

## School material

**Books:** We use a range of age-appropriate teaching materials designed specifically for young learners.

**Additional material used:** Audio, Digital Presentation Material, Authentic Materials.

## Students

**Average Number of students per class:** 15

**Minimum age of students:** Can vary

**Average age of students:** Can vary

**Nationality mix:** Can vary

**End of course certificate:** you will receive a course certificate at the end of your course.

## Extracurricular activities

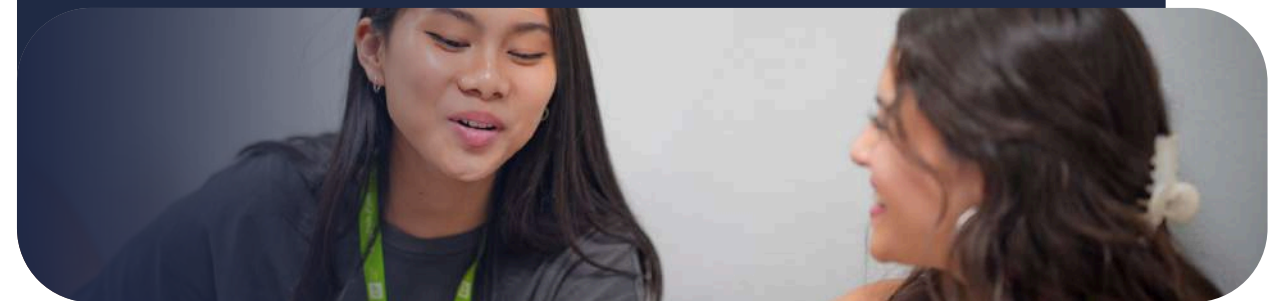
- Placement test to ensure accurate placing in levels
- Varied course materials
- Continuous progress monitoring

## Library and Study area

There is a bright study area available for students, offering a great space to support your learning. You'll also find open spaces where you can work with classmates and access the internet.

## How to

### improve your language skills during or outside of your course



## Study skills

Study Skills refer to the ability to frame and improve our learning. For example, what do we do when we learn a new word? Do we make notes? How? It's very important that we are organised in the way we learn, so that we have a much better chance of remembering the language and using it correctly in the future.

We would like to share with you some ways to keep learning and improving your English skills. If you practice these Study Skills, they will help you to continue your English language learning wherever you are.

## Listening, Reading and Writing

### What to listen to?

Try to listen to as many different types of spoken language as possible to improve your listening.

- Music and songs, TV shows, the news and films
- Speeches and interviews
- Audiobooks

### What to write?

Think about the language you've learnt that week and try the following:

- Write an email to a friend/your teacher
- Write a diary/journal entry each day
- Write your shopping list in English

### What to read?

There's so much you can read to practice your skills.

- Find an interesting article online?
- Choose a book you've read in your own language and get reading!
- Find an e-book and read on your daily commute to work or studies.

## How to

### practice vocabulary?



When you record vocabulary, you should also include longer phrases like:

phrasal verbs (e.g. get away with),  
multi-word expressions (e.g. How's it going?),  
idioms (e.g. raining cats and dogs),  
and collocations (e.g. take a chance).

Quizlet 



Download the [Quizlet app](#) – create your own set of flashcards, practice and test yourself!

Cut strips of paper or use index cards. Using your Language Bank, write a word on one side and the translation or definition on the other. Lay the cards on a table and test yourself by placing either all the language sides or all the translations/definitions face down and checking your memory.

Create two cards for each word, one with the word, one with its translation. Spread all the cards on a table and play a game of Snap! Here's how:

- Make two cards for each word and its translation.
- Place all cards face down on a table.
- Turn over two cards at a time.
- If a word and its translation match, you have a Snap!
- Put matched cards aside and continue until all are matched.
- Try timing yourself to complete the game as quickly as possible.



### Other useful websites for Learning and Practice

- [bbclearningenglish.com](#)
- [englishclub.com](#)
- [lyricstraining.com](#)
- [ted.com](#)
- [voscreen.com](#)

### Exam Practice

- [flo-joe.com](#)
- [cambridge.org](#)
- [ieltspeaking.co.uk](#)
- [ieltsliz.com](#)

### Grammar, Pronunciation and Vocabulary

- [bbclearningenglish.com](#)
- [englishclub.com](#)
- [lyricstraining.com](#)
- [ted.com](#)
- [voscreen.com](#)

### Extra tip: Using a dictionary

Dictionaries are a useful resource for researching different meanings, collocations, examples of use and standard pronunciation. Use a mono-lingual dictionary and focus on understanding the meaning rather than translation of individual words. Translating individual words can often lead to misunderstandings.

A great, big paper mono-lingual dictionary is best but Cambridge, for example, have an online advanced learners' dictionary at [www.dictionary.cambridge.org](http://www.dictionary.cambridge.org), which is easy to use and provides examples of word use.

## Placement Test

At EP, we use the CEFR (Common European Framework of Reference for Languages) to place you in the most suitable class for your age & level.

Prior arrival you have to complete a placement test (grammar, writing, and speaking) so we can place you into the right group. You'll be in a class with students who are at a similar level, so you can feel confident and make progress.

<https://forms.gle/DZZqGqZ15GaYaar27>

During the course, your teachers and our academic team will check your progress. You'll also complete a mid-course feedback questionnaire to help us improve your learning experience.

At the end of your programme, you will receive an EP Certificate of Attendance, which includes:

- Your name and course dates
- Your CEFR level
- Your attendance record

## Timetable

Your classes will vary throughout the week. Monday to Friday, you will have a 3-hour lesson per day.

During the rest of the week, you will take part in:

- Half day activities

On excursion days, you will be provided with a packed lunch, and you will return to campus in time for dinner. On other days, after your morning activities, you will go to school for lunch and some free time before your 3-hour evening class, which includes two short breaks.

After class, it's dinner time, followed by evening activities. You'll then return to your accommodation before curfew (10:00pm/22:00)

Please remember:

- Students must not leave the premises unaccompanied.
- Curfew times and all school rules must be respected at all times for your safety and that of others.

# Take a look at your accommodation

## Middlesex University

Middlesex University's largest student hall is close to state-of-the-art sports facilities, with a TV lounge and study space. Platt Hall and Writtle House share the communal TV lounge and study rooms located at Writtle House, as well as all the private green space around the buildings too.

- 24-hour security
- Free high-speed Wi-Fi
- Welcoming community
- Food nearby
- Study rooms & open study area
- Green spaces
- TV lounge



**Address:**  
Plat Halls Chancellor Place,  
London NW9 5JJ

## About the residence

### Accommodation Type:

Residence with Single En-suite Room

### Cleaning:

Weekly house-keeping

### Laundry:

One wash load per week (fee may apply)

### Neighbourhood:

The neighbourhood has a relaxed, residential feel, with plenty of cafés, shops, and green spaces nearby, including Hendon Park and the large open areas of Hampstead Heath just a short bus ride away.

### Visitors/guests:

Guests are not allowed.

### Noise:

Residents are required to respect all other residents and maintain a level of noise that does not disturb others. Quiet hours are 10pm-8am.

### Smoking:

No smoking allowed.

### Reception/security desk:

24-hour reception including security personnel.

### Minimum stay

The minimum stay is 1-week.

**Check In:** After 3pm

**Check Out:** Before 9am

## What's nearby

Colindale Tube Station	5 minutes walk
Brent Cross Shopping Centre	25 minutes walk
Royal Air Force Museum	15minutes walk
Hendon Park	5 minutes walk

## Your room

Single 



# Recommendations

## Checklist & other useful information

Here are a few important items that you should bring with you:

- Passport
- Acceptance letter
- Accommodation letter
- Proof of health/medical insurance
- Some cash and credit/debit cards
- Apple or Google Pay
- Weather appropriate clothing
- Adaptor for electrical appliances
- Prescription medication and medical records
- Emergency information
- Airport transfer
- Phone and charger(s)
- Toiletries

## Clothing

Most students dress casually for classes, but you should bring nice clothes for going out and sportswear for sports and outdoor activities. The climate is changeable and maybe different from your own. The typical temperature is 25-30°C in the summer and 2 to 6°C in the winter, although it can drop below freezing. Bring waterproof clothing if you're arriving in the autumn or winter.

## Electrical current

Standard voltage is 230 volts; remember to bring an adaptor with you or buy one when you arrive.

## Arrival at the airport

When you land, connect to the airport Wi-Fi or use your mobile data to check for a welcome message from EP. Once you have collected your luggage and passed through security, look for a member of EP YL's staff wearing an EP YL's T-shirt or lanyard and holding an EP sign. You will be met at a clearly designated meeting point in the arrivals hall, where staff will welcome you and escort you safely to your residence.

# When you arrive in Middlesex

Arriving in a new country can be confusing. Read the information below about your arrival and don't hesitate to ask airport staff for help if needed.

## EP YL transfers

If you book an airport transfer, please send your flight details at least 2 weeks in advance. Students should arrive at the airport on the Saturday or Sunday before their course starts.

For departure, EP YL's staff will escort you to the airport, assist with check-in, and stay with you until your flight leaves. They will also help if there are delays or issues. Students are contacted 40 minutes before departure to ensure everyone boards safely.

## Transfer help

If your flight changes or you need transfer help, call the emergency numbers and give your name, school (EP YL's), and location. Only use greeters with official EP YL's signage.

Join the school's WhatsApp group for daily updates and any urgent notices, including school closures or delays.

## Pocket money

While we cannot tell you exactly how much money to bring, please remember that all essential costs are already included in your programme: accommodation, meals, lessons, activities, visits and tours. Most students therefore only need money for personal expenses such as snacks, souvenirs, laundry, or any optional activities they choose to do in their free time.

Some students choose to give themselves a weekly budget of around £150, which is usually enough to cover everyday expenses, laundry, local travel and small outings. You will need additional funds if you plan to take weekend trips or purchase higher-cost items.

We recommend bringing around £100 in cash for your arrival and using a debit or credit card for the rest of your spending. Please check with your bank in advance to ensure your card will work in UK ATMs.

Do not bring foreign currency, and avoid carrying large amounts of cash for safety reasons.

# Location and Travel

London offers excellent travel links, including trains, buses, and the famous Underground system, ensuring seamless connectivity within the city and beyond.

## Underground links



Middlesex University (Stop Q)	3 minutes
Hendon Central	8 minutes
Hendon War Memorial	3 minutes

## Train links



**National Rail**  
The station also connects to the National Rail network, allowing easy travel to destinations like Paddington, Oxford, and Reading.

## Bus services



From Hendon Central Station to:

Camden Market	5 stops
Big Ben	14 stops

## Walking distances



Co-op Food	5 minutes
Premier Express	11 minutes
Nisa Local	8 minutes

# Living costs

(sample prices for items in this city)

- Bottle of water: **£0.75**
- Coffee: **£3.55**
- Can of coke: **£1.50-2**
- Meal out for two: **£40**
- Takeaway pizza: **£6-17**
- Sandwich: **£3**
- Local bus ticket: **£1.75**  
(depends on the distance)

- Local metro ticket:(depends on the distance) **£2-4**
- Bike rental (30 min at Satander) **£3**
- Cinema ticket: **£10**

## Useful apps

**UBER**

### Uber

Popular ride-sharing service that provides convenient and on-demand transportation through a mobile app.



### Deliveroo

Prominent food delivery platform that enables users to order meals from various restaurants and have them delivered to their doorstep.



### Citymapper

Comprehensive urban navigation app that provides real-time transit information, directions, and alternative transportation options for efficient city travel.

**VISIT LONDON**

### Visit London

Handy travel companion that offers comprehensive information, recommendations, and interactive maps to help users explore and make the most of their visit to the city.

# Staying Safe and Respectful:

## What you need to know

### Local customs

Women in the UK are equal to men and should always be treated fairly.

All people treat one another with dignity and respect. British people are very empathetic, often consider the feelings of others, and are willing to listen to those with different views and opinions.

British people sometimes talk to strangers in public areas. This is a great way to practice English, but caution should be taken. You should not give out your address and telephone number or accept inappropriate invitations.

“Please” and “thank you” are very important words! Always use them if you ask someone to do something for you, or if they help you or give you information.

The UK is a culturally diverse nation where people of all ethnic backgrounds are treated equally. All individuals should challenge any prejudice they witness (prejudice is the negative opinion or feelings towards something or someone without reason).

People in the UK leave a tip for good service in restaurants, hair salons and other places. The tip rate at most restaurants is about 10–15% of the bill and is sometimes included. Fast food is not tipped unless it is delivered. Porters in stations, airports and hotels should be tipped approximately £2 per bag. Taxi drivers are generally given a 15% tip.

No one is above the law, which is put in place to protect everyone. Students should be aware of their legal rights and responsibilities. All individuals hold freedom of choice (within the law).

### Laws

Smoking is banned in all public buildings in Britain including bars, restaurants, shops, stations, cinemas, and all public transport. You can smoke on the street.

No one under the age of 18 in the UK may buy or consume tobacco or alcohol, including beer and wine. If you are under 18, it's against the law for someone to sell you alcohol, to buy or try to buy alcohol, and for an adult to try to buy alcohol for you.

For drivers, you must drive on the left hand side, observe all speed limits and signs, give way to emergency vehicles, obey all directions given by police, stop at red traffic lights, and must wear a seatbelt.

Driving under the influence of alcohol is a very serious crime and police make regular random checks.

You will need international ID to enter bars, clubs or pubs (e.g. Passport, ID card, driving license).

Buying, selling and using drugs is illegal.

### Student code of conduct

You must attend all classes. If you do not attend your classes your representative will be informed. If you do not then improve your attendance you may not be able to continue your course. 85% attendance is needed to be able to receive a certificate of completion.

Be on time for all your lessons.

Always tell English Path if you are going to be absent from school for any reason and tell your host family if you are going away overnight.

If you commit a criminal offence or have to be severely disciplined you will be sent home. We will also inform the immigration authorities.

Be respectful, polite and open to different cultures.

### Middlesex Traffic regulations

When having tours...

- Look at both sides of the road.
- When it is safe, go cross the road – do not run.
- Keep looking and listening for traffic while you cross.
- Look out for cyclists and motorcyclists travelling between lanes of traffic.
- Do not walk diagonally across the road.
- Everyone in a vehicle must wear a seat belt.

### Medical Insurance

If you are studying in the UK for less than 6 months, you should take out private health insurance before coming to the UK.

If you need to see a doctor, you may go to one of the walk-in centres. To find the walk-in centres nearby you visit: [clch.nhs.uk/services/walk-in-centres](http://clch.nhs.uk/services/walk-in-centres)

### Accessing Healthcare in Middlesex

If you get sick while in the UK you should visit a doctor. You can ask the EP team where the nearest doctor is. If you have a minor illness, you can ask staff at a local pharmacist for advice. Remember to bring any relevant insurance or medical documentation with you.

### Medical Costs

Please note that everyone is entitled to free emergency medical treatment in the UK. However, if you are admitted to hospital, you may be charged if you are not entitled to free medical care (as described before).

### Dental Care

There are many private dentists that charge for their services. For free dental treatment by supervised dental students you can try Guy's Hospital floors 17-28, Tower Wing Great Maze Pond London SE1 9RT Tel: 020 7188 8006

### First Aid

If you or another student has an accident or needs urgent medical attention, please come to the Main or Student Services Offices where the assistance staff is located.

### Prescription Medications

Remember to bring enough of your prescribed medication with you as UK pharmacists will not dispense a foreign prescription. International customs agents may ask you questions about your medication upon your departure or arrival, so be sure to pack it carefully.

Bring any important medical records (blood type, prescriptions, x-rays) that might be useful for medical care abroad as well as contact information for your health care providers at home.

### Mental Health and Wellbeing

If you are experiencing mental health difficulties, there are several options for support.

You can speak to the YL Coordinator or a member of the EP Staff, we will help you or can recommend an appropriate (professional assistance) service for you.

- Pre-existing health Concerns/ Mental health
- Wellbeing
- Anxiety
- Culture shock/ Homesickness
- Confidential Support in a private room for one to one or via WhatsApp

English Path holds your health and wellbeing at heart so should you need help, remember that EP staff is here to support you.

### Reporting concerns or abuse

If you ever feel unsafe, worried, or uncomfortable – whether because of another student, a staff member, or someone else – you should speak to a member of staff immediately.

### Emergency and First Aid

If you or someone else has a serious accident or needs immediate medical help:

- Call 999 for emergency services
- Inform the EP office or use the emergency phone – staff will assist you immediately
- Paramedics will provide an initial check and help determine further steps

### Fire Safety

If you discover a fire, press the fire alarm button on the nearest alarm. Leave the building immediately via the fire exit. Make sure you tell a member of EP staff exactly what happened so they can call 999. If you hear the fire alarm, leave the building immediately. Do not run, use the lift or stop to collect your belongings. EP staff will guide you to the fire exit. Go to the assembly point. Follow any instructions given by a member of EP staff and do not go back into the building until you are told to do so by EP staff.

### Personal Safety & Protecting Your Belongings

London is generally a safe place but as with a lot of big cities, you should always be alert. Some tips are: Be alert when you are walking alone at night. Avoid carrying large amounts of cash. Do not leave your belongings unattended. In the UK, you do not need to always carry your identification card or passport with you, you can keep it at home and carry a picture of your ID on your phone or a photocopy in your bag.

EP YL's If you're not feeling well, always tell a member of the team. They will support you and advise what to do.

## What you can expect from EP YL's

At EP YL's, we care about you. Your safeguarding and wellbeing are very important to us. We strive to ensure your stay is surrounded by a safe and stable environment so you can focus on enjoying your experience, learning, and growing.

Following norms and rules helps create a respectful and supportive atmosphere where everyone can thrive and get along.

At EP, our mission is to provide high-quality, motivating courses that help students:

### Learn

We aim to help you improve your English skills to achieve your personal goals. That's why we employ excellent, experienced, and dynamic teachers who maintain high teaching standards.

### Excel

We want all students to do their best. Our creative and challenging classes are designed to bring out your full potential. At the end of your course, you will receive a certificate showing your achieved level.

### Grow

Language learning is a great way to build confidence and grow as a person. Experiencing other cultures helps broaden your horizons. Our lessons and activities are designed to support your personal development and help you flourish during your EP experience.

As part of your journey with EP, you will also receive:

- A friendly and efficient service from the Young Learners (YL's) Team to support you with any queries, problems, or questions.
- An initial placement test by the Academic Team to ensure you are placed at the right level.
- A modern, clean, safe, and well-lit environment to study in.
- An engaging activity programme with free and paid options, linked to your study programme to enhance your learning.
- Advice on further studies, such as exam classes, further or higher education.

## What we expect from you

### We cordially invite you to:

- Behave well at all times and everywhere you are.
- Respect all school rules and policies (available on our website).
- Follow local etiquette and cultural norms.
- Be punctual and attend all classes. 100% attendance is required for all Young Learner programmes.
- Speak the language at all times, practice makes perfect!
- Get to know and interact with your classmates. It's a great opportunity to make friends.
- Attend the school's induction presentation and read the student handbook, both contain important information to help you make the most of your stay.
- Keep Student Services informed of any changes in your personal circumstances, we care about your safety and wellbeing.
- Tell an EP YL's staff member if you are not feeling well, we need to keep the school updated about any absences.
- Refrain from eating or drinking (except water) in the classroom.
- Do not use your phone during class unless your teacher asks you to do so.

### Respect and Responsibility

- Cyber or in-person bullying or harassment will not be tolerated under any circumstances.
- At EP YL's, we follow the British values of democracy, the rule of law, individual liberty, and respect for other people's values and beliefs.
- Smoking is not allowed. It is also banned in all public indoor spaces in Dubai.
- There are strict laws against illegal drugs. Penalties can be very serious, do not use or possess illegal substances during your stay.
- If you a minor, it is illegal to buy, attempt to buy, or consume alcohol, or for anyone else to buy it for you.

Students may be asked to leave their course early if they do not follow the Code of Conduct or EP's Disciplinary Policy.

# Code of Conduct

## General Behaviour

At EP YL's, we want everyone to enjoy their time, learn lots, and stay safe. To help make that happen, we ask you to follow the rules below. These rules are here to protect you and everyone around you. Students may be asked to leave their course early if they don't follow the code of conduct or EP's disciplinary policy.

- Be kind, polite and respectful to other students, staff, group leaders and members of the public.
- Treat others as you would like to be treated. Bullying, harassment (in person or online), and discrimination will not be tolerated.
- Respect everyone's culture, religion, background and identity. We all come from different places and that makes our school special.
- Follow all EP YL's rules and instructions from staff, they are here to keep you safe.

**● If a student breaks the rules, they may receive a warning, be removed from activities or classes, and in serious cases, parents or guardians will be contacted and the student may be sent home.**

## In Class

- Speak English at all times, this helps everyone improve!
- Be on time and attend all your lessons. You must attend 100% of classes, this is part of our programme.
- Phones are not allowed in class, unless your teacher asks you to use it for learning.
- No food or drink in classrooms (except bottled water).
- Tell a staff member if you feel unwell and can't attend class.

## Personal Conduct & Safety

- Follow laws: no smoking, no drinking alcohol, no drugs.
- If you are a minor, it is illegal to buy or drink alcohol or smoke.
- Drugs are strictly forbidden, this is a serious offence.
- Do not leave the school or residence without permission or a staff member.
- Respect curfews/supervision rules, these are there to protect you.

## Digital Behaviour

- Use phones, laptops and the internet responsibly and kindly.
- Do not post hurtful or inappropriate content about others.
- If you see something that makes you uncomfortable, tell a staff member immediately.

## Reporting Concerns

- If you are unhappy, feel unsafe, or see something wrong, talk to a staff member
- You can also email our confidential welfare support team at: [younglearners@englishpath.com](mailto:younglearners@englishpath.com)

## British Values

- Respect for the law
- Individual liberty and personal choice
- Equality and fairness
- Tolerance and respect for other cultures, beliefs and lifestyles

# Life in Middlesex

Leisure time



## London Eye

The London Eye is the world's largest cantilevered observation wheel. Located across the Thames from Westminster, the London Eye gives unparalleled views across London.



## Buckingham Palace

Buckingham Palace became the Royal residence in 1837 and is the official residence of the present Monarch, Charles III



## Covent Garden

Located in the West End of London, Covent Garden is renowned for its luxury fashion and beauty stores as well as award-winning restaurants and theatres



## Tower Bridge

Tower Bridge was built over 125 years ago and is beyond being one of London's favourite icons, it is arguably one of the most famous and instantly recognisable structures in the entire world.

# Life in Middlesex

Cultural



## British Museum

The British museum is bursting with interesting artifacts that have been collected from all over the world. During a visit to the British Museum, you can discover the Elgin Marbles, Rosetta Stone and Mummies from ancient Egypt.



## Musicals: West end

London's theatre district is situated in The West End of London, an area based around Piccadilly Circus. The area has 39 theatres where you can enjoy famous shows such as Les Misérables and The Phantom of the Opera. The London Coliseum is considered the biggest theatre in the West End and the smallest is the Arts Theatre.



## Natural History Museum

Known for its iconic dinosaur exhibits, this museum showcases a remarkable collection of specimens, including fossils, minerals, and interactive displays.

# Life in Middlesex

Food



## Fish & Chips

Traditionally a popular food to eat at the seaside, fish and chips is the most famous food in the UK, consisting of battered, fried fish, chips and mushy peas! (I like curry sauce on mine!)



## English Breakfast

An English breakfast, also known as a full English breakfast or a fry-up, is a hearty and traditional morning meal in England., it includes bacon, sausages, eggs, tomatoes, mushrooms, baked beans, fried bread and often a slice of white or black pudding.



## Sunday Roast

It is a traditional British and Irish meal that is typically served on Sunday, consisting of roasted meat, roast potatoes and accompaniments such as Yorkshire puddings and stuffing.



## Pie and Mash

Originated in the East End of London, it consists of a variety of fillings, baked in a pastry crust and served with mashed potatoes and a thin green parsley sauce.

# Life in Middlesex

Parks



## Hyde Park

One of London's largest and most iconic parks, Hyde Park offers expansive lawns, the Serpentine lake for boating and swimming, and the famous Speaker's Corner. It's a vibrant spot for picnics, concerts, and relaxing strolls right in the heart of the city.



## Richmond Park

A royal park famous for its free-roaming deer and wide-open spaces. Perfect for spotting wildlife, cycling, or enjoying stunning views from King Henry's Mound.



## Regent's Park

Beautifully landscaped with formal gardens, tree-lined paths, and a charming boating lake. Home to the London Zoo and the Queen Mary's Rose Garden.

# Leisure and Supervision

Our Young Learner programmes include a full timetable of exciting cultural, educational, and social activities to help you enjoy the best of city life while making friends and practising your language in real-world settings.

Activities include sightseeing tours, cultural visits, sports, themed evenings, and excursions to iconic destinations such as museums and royal parks.

## Weekly Activity Schedule

A weekly activity schedule is shared at the centre, during induction and a reminder is shared the day before of the agenda for next day. Please note:

- All activities are mandatory unless otherwise advised for specific reasons (e.g. illness).
- The programme has been carefully designed to balance learning, fun, and student welfare.

## Supervision & Ratios

Student safety is our top priority. Supervision is provided at all times by trained staff:

- 1:20 ratio for students aged 13+
- 1:15 ratio for students aged 8–12

Staff roles are clearly allocated for each excursion, including first aiders, group leaders, and designated meeting points. Extra care is taken during transport, high-traffic areas, and late returns.

## Before Every Excursion

Before any outing, you'll attend a compulsory safety briefing which covers:

- The destination and cultural context
- Emergency contact information
- How to stay safe and what to do if separated
- The name and phone number of your lead staff member

## Free Time – Supervised Independence

During some city visits, short periods of free time are allowed in clearly defined areas.

You'll be asked to:

- Remain in small groups
- Share your live location with EP staff via mobile phone
- Check in at set times and return to the meeting point punctually

*This helps you enjoy some independence while ensuring staff can support you at all times.*

# Support for Parents

At EP, we understand how important it is for parents to feel informed and reassured while their child is studying abroad. We are committed to clear and responsible communication.

## Communication Protocol

In most cases, all communication with families will be made via the partner agent through whom the booking was arranged. This includes updates on:

- Attendance or unexplained absences
- Illness or medical concerns
- Behavioural or safeguarding issues


In the rare event of a serious emergency or where immediate contact is required, we may contact parents/guardians directly if it is deemed necessary for the child's safety or wellbeing.

## Staying in Touch

- Students are encouraged to stay in regular contact with families
- Wi-Fi is available in both the residences and the teaching centre
- Phone or video calls can be made during free time, especially in the evenings

## 24/7 Emergency Support

We operate a 24-hour emergency contact number for urgent situations. This number will be shared before arrival and is available to agents and families.

 Please only use this number for genuine emergencies, as it may be needed to support a student in immediate need.

We are here to safeguard your child's experience and wellbeing at all times.

## A Final Note

We are happy to welcome you to EP Young Learners. Let us begin our journey together filled with new discoveries and experiences.

It's your attitude that helps us do great things in different ways. You inspire us to keep improving, and it's your enthusiasm that drives us to do our best.

Let's encounter new possibilities, embrace learning, and create memories for life.

Let's enjoy the ride together!

#memoriesforlife



## All Young Learners centers

### EP Greenford

891 Greenford Road, Greenford  
UB6 0HE

### EP Dubai

EP Block 5, Dubai Knowledge  
Park, Al Sufouh 2, Dubai, United  
Arab Emirates

### EP Middlesex

The Burroughs, London NW4 4BT

### EP Riyadh (locals only)

.Gernaata Square QPRR+3F8  
Ghirnatah, عراش رفعجوبا روصنملا,  
Riyadh 13241, Saudi Arabia

### EP Dublin

Clarinda Park North, Dun  
Laoghaire Co. Dublin Ireland  
**Summer School:** UCD, Belfield,  
Dublin 4, Ireland

### EP Toronto

36 Victoria St, Toronto, ON M5C  
1H3, Canada

### EP Madrid

P.º de Recoletos, 35, Centro,  
28004 Madrid

### EP Brisbane

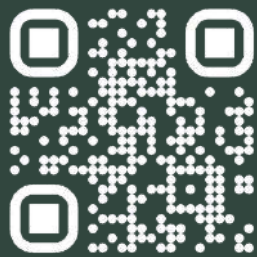
Level 3/4 115 Queen Street  
Brisbane, Queensland 4000,  
Australia

### EP Paris

98 Rue Didot, 75014 Paris, France

### EP Malta

West Block Marguerite  
Mangion Street St.  
Julian's Malta STJ 3180  
**Summer School:** WFFF+RH3, Sir  
L. Prezios, Pembroke, Malta



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