



Young  
Learners



2026

Dubai

# Student Handbook



# Contents

Vision, Purpose, Mission and Values	1
Mental Health and Wellbeing	2
About City	3
About School	5
Safety, Welfare and Safeguarding	7
Holidays	10
First Day at School	11
About your Course	13
How to Practice	15
Placement Test	17
Timetable	18
Accommodation	19
Recommendations	21
Location and Travel	23
Living Cost	24
Staying Safe and Respectful	25
Expectations	27
Code of Conduct	29
Life in City	31
Leisure and Supervision	35
Support for Parents	37



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

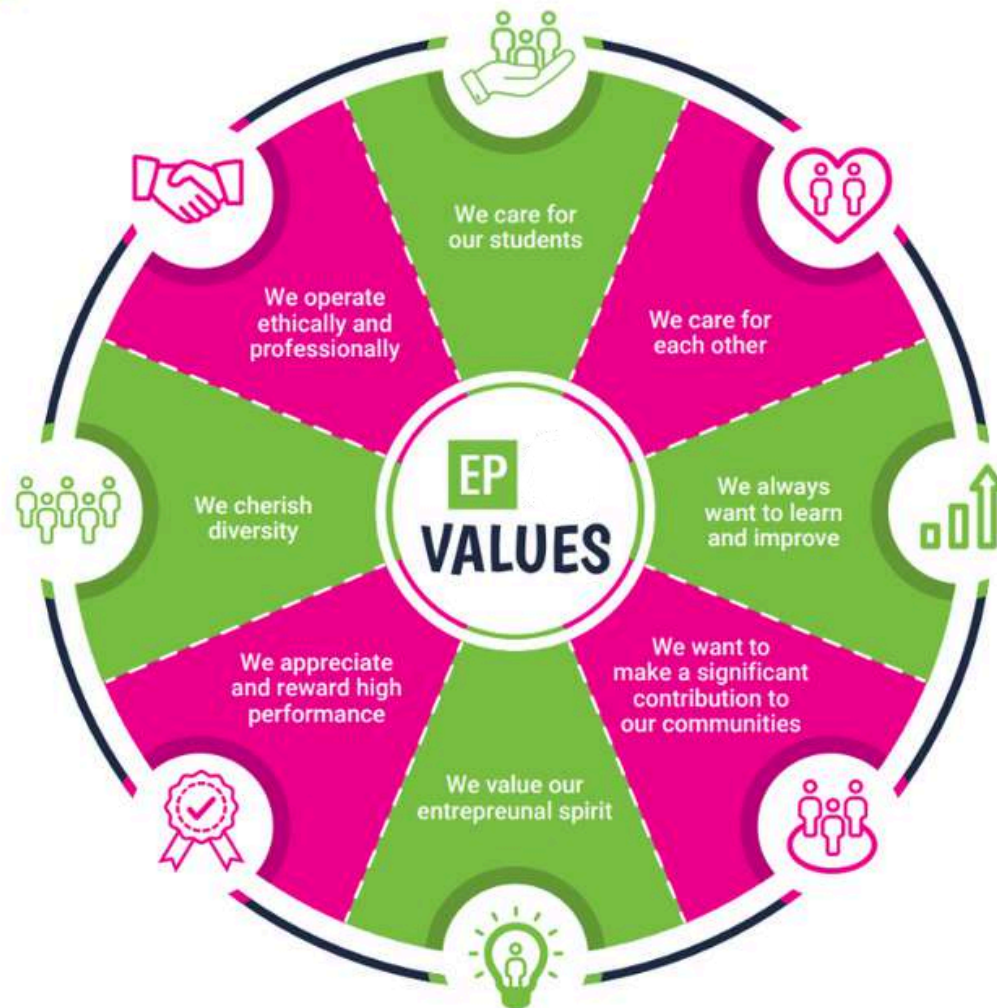
### What can you expect from the school?

**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:



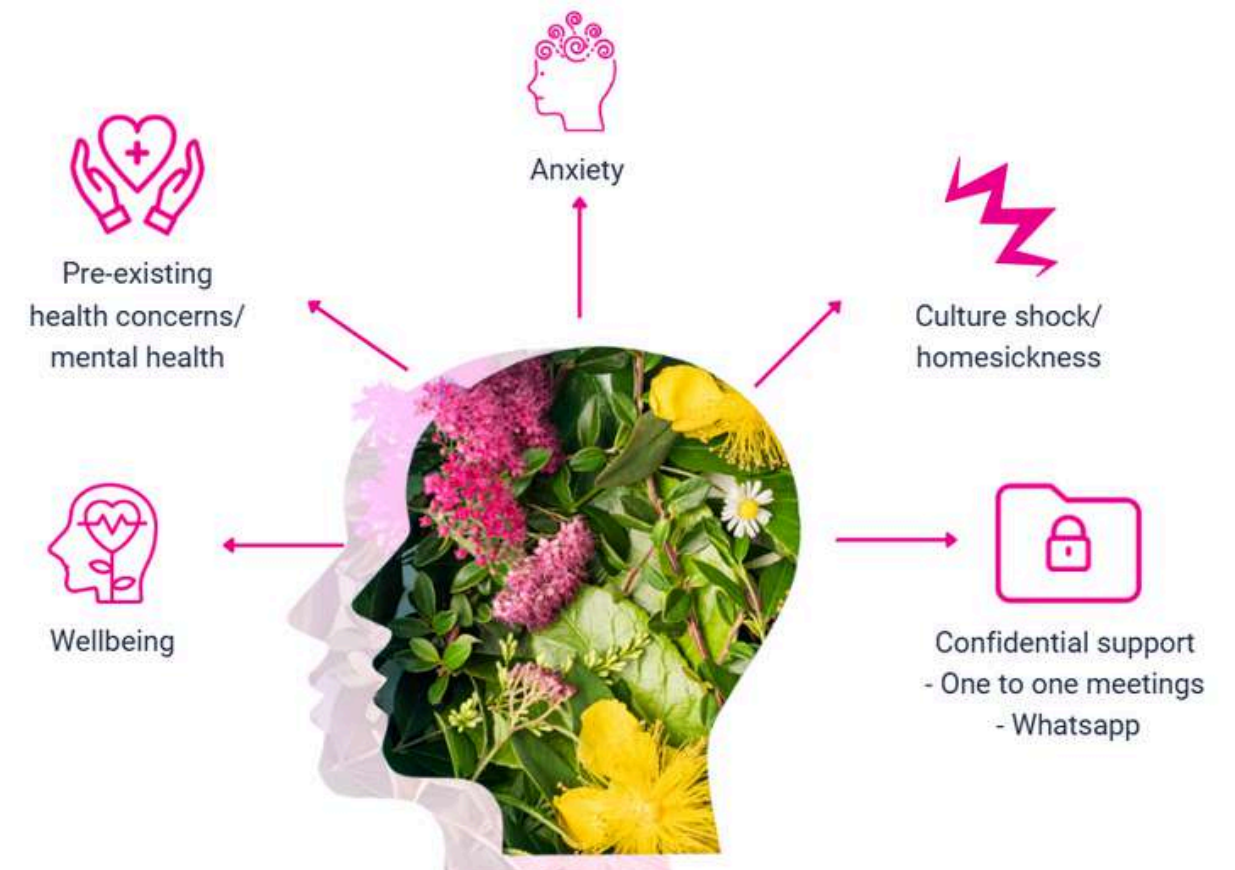
## MENTAL HEALTH AND WELLBEING

### 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: +971582578026**

# About Dubai

Dubai, a mesmerising city in the heart of the Arabian Desert. This modern marvel is renowned for its stunning architecture, extravagant lifestyle, and vibrant cultural scene. As the largest city in the United Arab Emirates, Dubai offers a unique blend of tradition and innovation, where ancient customs intertwine seamlessly with futuristic skyscrapers. Dubai is a city that boasts world-class shopping, exhilarating entertainment, and a diverse melting pot of cultures. From its breathtaking landmarks to its warm hospitality, Dubai promises an experience like no other.



## Famous landmarks

Burj Khalifa, The Dubai Fountain, Dubai Frame, Burj Al-Arab Jumeirah, Dubai Creek, Dubai Miracle Garden, Atlantis The Palm.

## City personality

Modern and futuristic, cosmopolitan, business-friendly, energetic, youthful, dynamic, safe, clean, iconic landmarks, unique, vibrant, modern, innovative, multicultural.

## What makes this city unique?

Skyscrapers and modern Architecture: Dubai is known for its impressive skyline dominated by iconic skyscrapers such as the Burj Khalifa, the tallest building in the world. The city has consistently pushed the boundaries of architecture and engineering, resulting in futuristic and innovative designs.

## Transport

*(Within a 15-minute walk)*

Underground and bus.

## Restaurants

*(Within a 15-minute walk)*

Middle Eastern, American, British, Chinese, Indian, Italian, Japanese, Mexican, seafood, Thai, vegetarian, fusion cuisine.

## Alternative things to do

Explore the world's largest flower garden with more than 50 million blooming flowers, enjoy kayaking along the historic Dubai Creek, try an Arabian desert camping trip, visit the Dubai Frame, an architectural marvel that provides stunning views, visit Dubai's Design District, which showcases contemporary art and innovative architecture.

# 5 Reasons to choose this city

- 1 Unique architecture
- 2 It's one of the world's safest destinations
- 3 Variety of cuisines, restaurants, and leisure attractions
- 4 Prestigious universities nearby
- 5 Cultural diversity: 85% of Dubai's population are expats



Staff



Meet the team

# Why choose to study in our EP Dubai School?

- The School is located in Knowledge Park, Block 5
- Close to Palm Jumeirah and Dubai Marina
- We share the same campus and facilities with GBS (Global Banking School)
- Opening hours: 9.00am - 5.00pm daily
- Surrounded by top universities and institutes, photocopy centres, medical and dental clinics, a pharmacy as well as a 24-hour convenience store



Find us on Google maps

EP Dubai: Block 3, Dubai Knowledge Park (DKP - Al Sufouh 2 - Dubai - United Arab Emirates

At this address since: 2021

Emergency: +971582578026  
WhatsApp: +971 522 063 879

## Close to your EP school

Our centrally located school is walking distance to:

	<b>Food court with restaurants</b>	2 minutes
	<b>Bank/ATM</b>	2 minutes
	<b>Gym</b>	10 minutes
	<b>Metro station</b>	15 minutes
	<b>Tram station</b>	5 minutes
	<b>Bus station</b>	5 minutes
	<b>Secret beach</b>	24 minutes
	<b>Barasti beach</b>	35 minutes

## Services & facilities

EP and GBS Higher Education College, are part of Global Education Group. Together, our students share fantastic and modern university style facilities. At EP Dubai we have the following facilities:

**Buildings:** 2  
**Floors:** 3  
**Total number of classrooms:** 15

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

**First floor:** EP Main Office, Student Services Office, Classrooms, Toilets, Students, Kitchen.

**Ground floor:** Entrance EP & GBS, Classrooms, Toilets, Library, Social Program Desk, Multipurpose Room, Staff Kit

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

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

**Reception:** The friendly student services staff can direct you to the EP offices and classrooms. A Student Services Officer and an Academic Coordinator will always be present to answer any questions you may have.



# Your EP Dubai Welfare and Safeguarding Team

Do you have a question?

About your class?



**Hira Rashid**  
Academic  
Coordinator

About personal, medical  
and your accommodation?



**Arlett Cruz**  
Young Learners  
Coordinator Dubai

To speak to a member of staff please call:

 **+971 522 063 879**

**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: +971582578026

## Holidays

2026\*

1 Jan 2026

20–22 Mar 2026

26 May 2026

27–29 May 2026

16 June 2026

2–3 December

1 Jan 2027


*\*Islamic holiday dates vary each year due to the lunar calendar. Please check updated dates closer to the time.*

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	✗	✗	✓

## Here's a detailed breakdown\*

### Tuition only - Timetable

Arrival	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
<b>08:30</b> 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)

### Example Week for Full Experience Students

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

Time	7:00 - 8:15	8:30 - 13:30	13:30 - 14:30	15:00 - 18:40	19:00 - 20:00	20:00 - 21:30	22:00
Sunday	Arrival/Departure Day / On Campus Activities						
Monday		City Sights Walk in Downtown Dubai				Lantern Walk at the Dubai Creek	
Tuesday		Safari Park & Picture hunt				Presentation of Picture Hunt results at the accommodation	
Wednesday	Breakfast	Adventurer ~ Safari Park by train	Lunch	LESSONS	Dinner	Reel Production	Good Night
Thursday		Mall of the Emirates & Photo Rally				A dazzling water, light & music show at Dubai Fountain, Burj Khalifa	
Friday		Discoverer ~ Magic Planet				Graduation Party	
Saturday	Enjoy a thrilling Desert Safari & Dune Bashing, followed by a tasty barbecue dinner and captivating live shows!						

### Full experience - Timetable

Arrival	Morning	Afternoon	Evening	Bed time
<b>08:30</b> 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

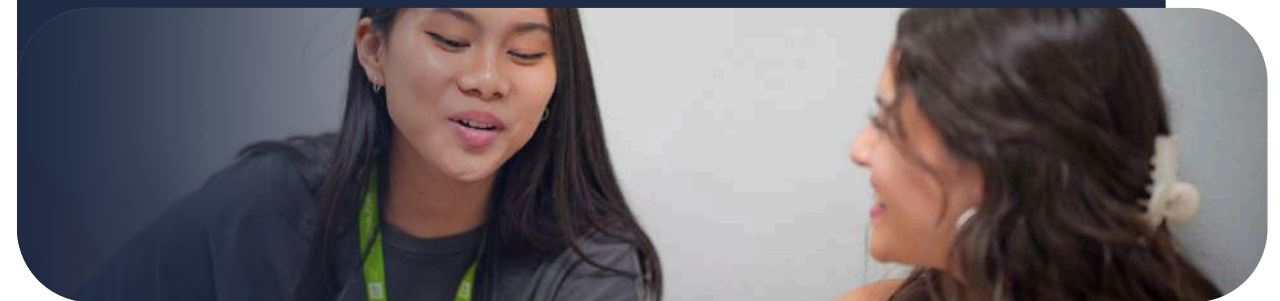
- Placement test to ensure accurate placing in levels
- Varied course materials
- Continuous progress monitoring

## 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

## KSK Homes

KSK homes are ideally situated in Dubai Academic City, only 20km from Dubai International Airport and just minutes away from all the city's major avenues and attractions. The residence is tailored for the new generation of urban travelers, providing a modern and convenient stay experience.

- 24-hour reception
- Outdoor swimming pool
- Free high-speed Wi-Fi
- Fitness centre
- Gaming area and PlayStation room
- Study rooms & open study area
- Reception & lobby area
- Shared kitchen



**Address:**  
KSK Homes Hotel Dubai  
Academic City, Manama Street  
Academic City, Dubai

## Your room

### Twins



## About the residence

### Accommodation Type:

Residence with Twin En-suite Room (two single beds with a private bathroom inside the room)

### Cleaning:

Weekly house-keeping

### Laundry:

One wash load per week (fee may apply)

### Neighbourhood:

Minutes away from Dubai Silicon Mall, prestigious institutions such as University of Birmingham Dubai, Manipal University, AUE, and Curtin University

### 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

RTA Bus stop:	200 m away	Dubai airport:	23 km away
Burj Khalifa & Dubai mall:	24 km away	Mall of the Emirates:	36 km away
Wild Wadi Water Park:	37 km away	Ibn Batuta mall:	41 km away
Jumeirah beach:	41 km away	Internet and Media city:	38 km away
Dubai Marina:	43 km away	EP Dubai campus:	38 km away
World Trade Centre:	27 km away		



# 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 be covered when visiting government places, nice clothes for going out and sportswear for sports and outdoor activities. The climate is mostly sunny. The typical temperature is 35-43°C in the summer and 17-30°C in the winter. 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 Dubai

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 \$200, 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 \$70 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

In EP Dubai, our YLs don't need public transport, we have private transfer to make your staying and commuting much more enjoyable. However, here you will find some information about walking distances.

## Public transport



Dubai Knowledge Park Bus Station	7 minutes
Internet City Metro Station	14 minutes
Tram Station	14 minutes

## Taxis



Careem Hala Taxi

## To Malls



From Internet City Metro Station to:

Dubai Mall	6 stops
Mall of the Emirates	2 stops

## Walking distances



Aswaaq Supermarket	7 minutes
Knowledge Park Foodcourt	3 minutes





# Living costs

(sample prices for items in this city)

- Bottle of water: **\$0.50**
- Coffee: **\$2 - 6**
- Can of coke: **\$2 - 3**
- Meal out for two: **\$16 - 80**
- Takeaway pizza: **\$10**
- Sandwich: **\$6**
- Local bus ticket: **\$0.90 - 2**  
(depends on the distance)

- 
- Local metro and tram ticket: **\$0.90 - 2**  
(depends on the distance)
  - Cinema ticket: **\$15**

## Useful apps

			
<b>Noon</b> Order food, groceries, clothes, and more	<b>Careem</b> Get a ride, order food and pay services	<b>Dubai Metro</b> To help you navigate the metro system	<b>Talabat</b> Order food online in UAE

# Staying Safe and Respectful:

## What you need to know

### Local customs

Dubai follows Islamic customs, so visitors should be respectful. Dress modestly in public, especially at religious sites or government buildings.

A handshake is common among men; men and women may greet with a nod or hand on the chest. Physical contact between unrelated men and women in public is generally avoided.

Public displays of affection, drinking outside licensed areas, and offensive language are not allowed and may have legal consequences. Respect for authority, including officials, police, and elders, is important.

When taking photos, avoid photographing people without permission and follow “no photography” signs. Dubai is multicultural, so customs may vary, but respecting local practices ensures a positive experience.

### Laws

Respect for Islamic customs: Dubai is a Muslim city, so dress modestly in public, especially at religious sites, and avoid public displays of affection.

Alcohol: You may drink in licensed venues such as hotels, bars, and restaurants. Drinking in public or being intoxicated outside these areas is prohibited.

Drugs and medications: Possession or use of illegal drugs is a serious offence with severe penalties. Some prescription medicines may also be restricted, so check UAE regulations before bringing any medication.

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.

**Photography restrictions:** Avoid taking photos of government buildings, military installations, and certain public areas like airports, as this could be perceived as a breach of security and lead to legal issues.

**Public behavior:** Dubai is a safe city, but any disruptive or offensive behavior in public places can lead to fines or even imprisonment. Maintain a respectful and courteous demeanor while in public.

**Respect during Ramadan:** During the holy month of Ramadan, Muslims fast from sunrise to sunset. It's essential to be considerate and avoid eating, drinking, or smoking in public during this time.

**Homosexuality and LGBT rights:** Homosexuality is considered illegal in Dubai, and public displays of affection between same-sex couples are strictly prohibited.

### Student code of conduct

You must attend all classes. If your attendance is poor and you do not inform EP YL's of your absence, your representative will be notified and your VISA may be cancelled. At least 85% attendance is required to receive a certificate. Be on time and always let EP know if you will be absent or away overnight.

Any serious misconduct or criminal behaviour will result in being sent home and the authorities being informed. Always be respectful, polite, and open to different cultures.

### Dubai 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

All students must have valid medical insurance for the full duration of their stay.

- Students travelling on a student visa will have insurance included through EP YL's.
- All other students must arrange appropriate coverage from their country of origin.

You can use your insurance policy in Dubai, and EP YL's staff will assist throughout:

- Understand how to contact doctors or hospitals in your insurance network
- Call ambulance or arrange an emergency visit
- Navigate the local medical system if needed

### Prescription Medications

The UAE classifies some over-the-counter medications (common in other countries) as controlled substances. Before travelling:

- Check the UAE's official list of restricted medications.
- If bringing prescription medication, carry a doctor's note with your full name, medication name, dosage, and the prescribing doctor's contact information.

### Mental Health and Wellbeing

Moving to a new country can be challenging. If you feel anxious, homesick, or need support, speak confidentially with the Young Learners Coordinator or another EP YL staff member. One-to-one help is available at school or via WhatsApp, and staff can refer you to a professional if needed.

### Accessing Healthcare

In an emergency, initial treatment is free. Any follow-up or extra care must be paid.

If you feel unwell, you can visit a medical centre, such as Knowledge Park Medical Centre (Block 9) or The Myriad Medical Centre at Best Western Hotel (8am–8pm). Charges may apply even with insurance.

### Medical Costs (Estimate)

- Consultation: \$125
- Prescriptions: \$25 per item
- Dental: \$150
- Opticians: \$60–100

### Fire Safety

If you discover a fire:

- Press the nearest fire alarm immediately.
- Leave the building calmly using the stairs or fire exits, do not use the lift.
- Tell a staff member right away.

If you hear the fire alarm:

- Leave the building calmly via stairs or fire exit.
- Do not run, use the lift, or stop to collect belongings.
- Staff will guide you to the assembly point.
- Stay with your class and teacher at the assembly point.
- Follow any instructions from staff.
- Don't return to building until staff say it's safe.

### Emergency and First Aid

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

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

### Personal Safety & Protecting Your Belongings

- Dubai is considered one of the safest cities in the world, with low crime rates and strong law enforcement. However, like many touristic destinations, it's important to stay alert and take basic precautions to ensure a safe and worry-free stay.
- Here is some advice to help you:
- Stay alert when walking in crowded places.
- Avoid carrying large amounts of cash unless absolutely necessary.
- Never leave your belongings or valuables unattended.
- Be especially cautious in busy areas like shopping malls, tourist attractions, and public transport.
- While EP YL's and our student residences prioritise a secure and safe environment, please note that personal items are not insured or covered by EP or the accommodation. It is your responsibility to look after your belongings.
- We want you to have a lovely, safe experience during your time with us in Dubai!

## 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 Dubai

Leisure time



## Burj Khalifa

The Burj Khalifa is Dubai's top tourist attraction and the world's tallest building. Comprising Arabic and Islamic architecture, the facility covers 163 floors and naturally includes lifts to take visitors to the observation deck on the 124th floor.



## JBR Beach

One of the trendiest hangout spots in Dubai, there's a whole lot more to JBR than just the golden white sands. Amazing restaurants, vibrant bars, a beachfront mall, a waterpark, a luxurious cinema showing the latest blockbusters – the list goes on and on.



## Dubai Mall

Dubai Mall is the world's largest destination for shopping, entertainment and leisure, located next to the world's tallest building, the Burj Khalifa. Featuring over 1,200 retail stores, two major department stores and hundreds of food and beverage outlets, it covers more than 1 million sqm.



## Desert Safari

This leisure activity encourages you to let your hair down and go wild. Dubai Desert Safari features dune bashing, quad biking, sand boarding, camel riding, henna painting, live shows, a BBQ buffet and belly dances. Showcasing Arabic culture, this leisure activity always appears on lists of top things to do in Dubai.

# Life in Dubai

Cultural



## Al Fahidi

The Al Fahidi Historical area is located in Bur Dubai. There are no official Al Fahidi Historical Neighbourhood timings for tourists to contend with; however, while the neighbourhood can be visited at any time of the day, visitors are expected to take into account the official opening hours of the museums and landmarks they plan to visit.



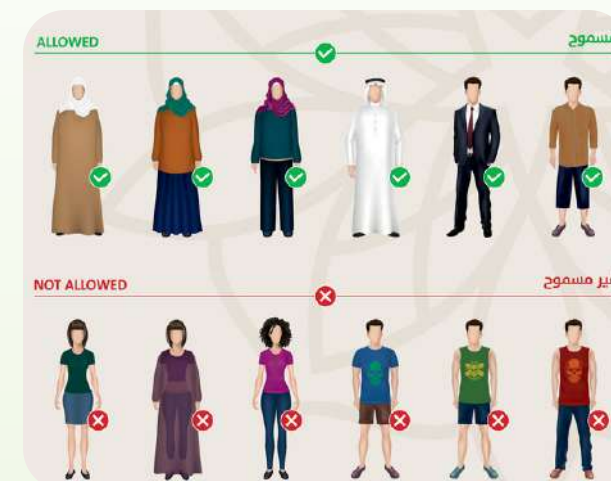
## Coins Museum

This museum gives you real bang for your buck. It's a smaller museum than others, with some 470 different coins in eight rooms spread out over two floors, each containing a different theme. Currency on display comes from numerous eras and geographical regions including Egypt, Turkey and the UAE.



## Jumeirah Mosque

This is the only mosque that non-Muslims can visit six days a week and it's a great way to learn about Islam and its culture in Dubai. The Sheikh Mohammed Centre for Cultural Understanding hosts tours, and you'll find that it's a truly beautiful building.



## Mosque Manners

When visiting a mosque, please dress modestly: shoulders, arms, and legs should be covered, and women should wear a headscarf.

- No transparent clothing
- No shorts and skirts
- No sleeveless shirts
- No clothing with profanity
- No tight clothing, no swimwear



### Shawarma

There aren't many true Emirati dishes, but shawarma is one of the staples. This hand-held wrap of deliciousness can be eaten any time of day, and it's usually on the cheaper side which is a nice bonus.



### Kebab

The kebab with minced lamb floating in a warm spiced tomato gravy is a culinary no-brainer. Some of them have variations with creamy yogurt or baked dough.



### Samosa

One of the most famous Indian dishes, Samosa is served in Dubai with a twist of meat, vegetables, and fish. Samosa is stuffed with exotic spices and all kinds of meat and vegetables.



### Luqaimat

Small deep-fried dumplings made out of butter, milk, sugar, flour, saffron, and cardamom. The more you eat, the more you fall in love with them. If you ask any local which is the most popular Dubai local cuisine, they will suggest you this sweet dish.



### Spice Souk

The scents emitting from Dubai's spice souk will hit you before you see the narrow alleys lined with vibrant sacks of goodies. This multi sensory market is an introduction to how Asian expats have influenced Dubai's colourful culture. Be sure to pick up some fragrant bags of herbs and spices, and don't forget to barter!



### Gold Souk

The Gold Souk in Deira is a famous tourist spot where you can find plenty of shops selling gold and other jewelry. It is one of the most sought after tourists attractions, leaving visitors an awe at the countless amount of gold being offered along its alleys.



### Farmers Market

There are frequent farmers markets across Dubai during the cooler months, and this is one of the best ways to see how Dubai's yummy mummy squad really spend their time. Hey, it's all part of the Emirate's modern culture.

# 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  
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

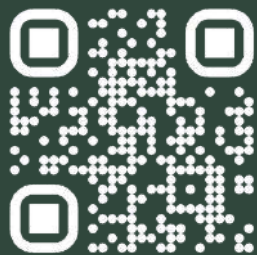
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Australia

### EP Paris

98 Rue Didot, 75014 Paris, France

### EP Malta

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



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Al Sufouh 2, Dubai,  
United Arab Emirates (UAE).

