

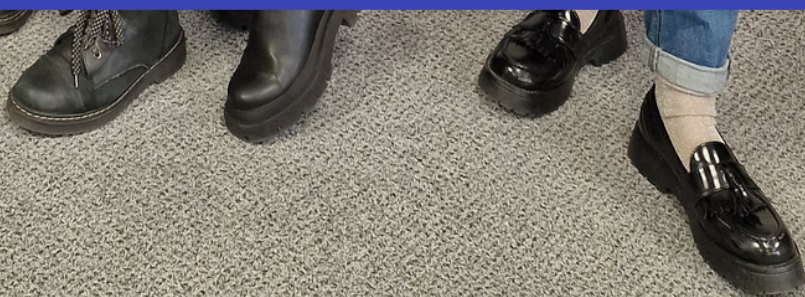
You are
amazing!



International
House
Manchester



**IH Manchester Student
Information Pack**



Welcome to IH Manchester!

IH Manchester is part of the International House group of affiliated schools. We have been teaching English in Manchester since 2006.

At IH Manchester we want to see our students achieve their goals and dreams. We provide a supportive, friendly and encouraging environment to help you connect with the world through English.

Learn about Manchester

Manchester is a fantastic city to study! There are many shops, cafes and restaurants, as well as theatres and museums.

The [VisitManchester website](#) is really useful and full of interesting information about what's on and what is happening in Manchester. Travel around Manchester is cheap and easy. Take a look at the transport help and guidance on the VisitManchester website. It's got some great downloadable resources like maps and timetables.



Make Friends Today!

A lot of our current students follow us on:

- [Facebook](#)
- [Instagram](#)
- [TikTok](#)

Start to use your English and make friends before you arrive.



Before You Leave Home

Please put the following information (please see your “Welcome Letter”) into your mobile phone:

- The IH Manchester OUT OF HOURS 24 hour telephone number: 0044 7455 563 392
- Name, address and phone numbers of your host/residence. Remember that you need to put 0044 in the front of UK phone numbers.
- The UK EMERGENCY Services number – for Police, Fire Service or Ambulance: 999

Read the British Council [Guide to Studying in the UK](#).



Packing Checklist

Suggestions about what to bring

Important documents

- Passport
- Travel insurance documents
- Money (it's a good idea to bring some local currency with you, but do not carry too much cash on you at any time)
- Course confirmation with the school / accommodation address

Clothes - here are some suggestions!

- T shirts and long sleeve tops, jeans / trousers
- Shorts (summer only!)
- Jumpers
- Heavy winter coat, shoes and trainers
- Cold weather clothes (hat, gloves, scarf - November – March)
- Jacket, Sweatshirt / jumpers
- Pyjamas / loungewear

Additional Items:

- Toiletries and any essential medicines
- Umbrella
- Travel adapter
- Phone & charger
- Headphones
- School bag / back pack
- Laptop / tablet

Travelling to Manchester

- Make sure your passport and travel documents are valid and keep them somewhere safe and easy to access during your journey.
- Keep your IH Manchester Welcome Letter with you. It contains useful information about your course, accommodation and arrival.
- Save the address and contact details of your accommodation on your phone before you travel.
- Save the IH Manchester 24-hour emergency number: 0044 7455 563 392 on your phone.
- Check how you will travel from the airport to your accommodation before you arrive. Manchester Airport has train, tram, bus and taxi connections.
- Check whether you need a visa or Electronic Travel Authorisation (ETA) before travelling. Visit our [UK Visa Information page](#) for guidance and links to the latest official information.

Manchester Airport Transfers

If you booked an airport transfer with IH Manchester



Please **read the transfer instructions in your Welcome Letter** carefully before you travel.

Your driver from Swinton Travel will meet you in the Arrivals Hall, in front of the Travelex shop, holding an **IH Manchester sign**.

Before leaving with the driver, ask them to confirm the name of the person they are waiting for.

If you cannot find your driver, **call the IH Manchester 24-hour number** on 0044 7455 563 392, or go to the airport Information Desk and ask them to call us for you.

If you did not book a Manchester Airport taxi transfer

If you are making your own way to your accommodation, you can find useful directions and travel information in your Welcome Letter. We recommend planning your journey before you travel so you know how you will get there when you arrive in Manchester.

Manchester Airport has good transport links, including buses, trams and trains. Check the [Manchester Airport website for up-to-date travel information](#).

If you would prefer to take a taxi, you can use a licensed black cab from the airport taxi rank or book a journey using a taxi/private-hire app such as Uber or Bolt.



Accommodation

At International House Manchester, we can help you have a comfortable stay with a homestay host, in a residence or in your private accommodation.

Homestay Accommodation

Your host will treat you as a member of the family, eating together and sharing the common living areas. Please tell them if there are any foods you do or don't like, or if there is something you do not understand or if something makes you feel uncomfortable.

They are here to help you feel at home. If you are unhappy about something but do not feel comfortable discussing it with your host, please speak with Jordan, our Accommodation and Welfare Manager – jordan.clark@ihmanchester.com.

Remember, many hosts and their students form a genuine friendship that can last for the rest of their lives!



Homestay House Rules

Remember! These are the main rules, but please see our [website for more information](#).

- Lock the house door and close the windows in your room when you leave, in accordance with your house rules. Do not keep your key together with your host's address in case you lose them.
- If you want to invite friends to your host's home, always ask your host for permission first.
- Avoid loud noise or music, especially at night.
- Smoking is not permitted in the home unless your host tells you otherwise. Please follow your host's rules about alcohol. Illegal drugs are strictly prohibited.
- There is no curfew, but please let your host know when you expect to be home. If you come home late, please be quiet and respectful.
- When you arrive, exchange mobile/WhatsApp numbers with your host. Always text or call them if you are going to be late for dinner.
- Try to spend some time with your host and their family. It is also polite to offer to help with simple household tasks, such as washing up or setting and clearing the table after meals.



Image for illustrative purposes only.
Not an International House Manchester homestay.

Student Residence

If you are staying in a student residence, please [click here for more information](#).

Your First Day

IH Manchester is a friendly and welcoming school where you will soon make new friends. We are waiting to meet you and show you around.

How to find us

IH Manchester

School telephone: 0044 7455 563 392

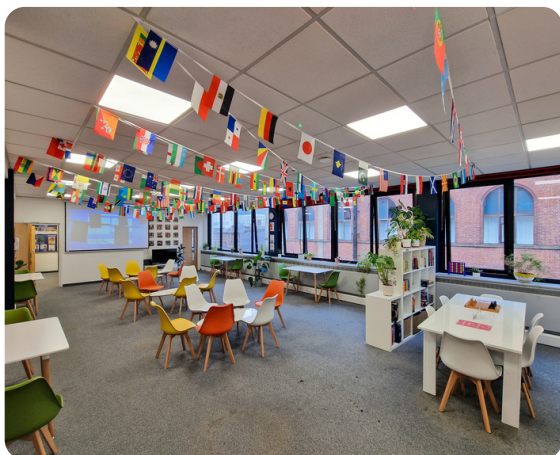
Out of hours telephone number: 0044 7455 563 392

**5th Floor, Arthur House
13 – 15 Chorlton Street
Manchester M1 3FH**

It's easy to find International House Manchester! Trams (METRO) and most buses arrive in Piccadilly Gardens. Piccadilly train station is only a 5 minute walk from the school.



Our School



Lesson Information

For more information about your lessons, see our website [here](#).



Remember!!

On your first day, please **bring your passport** and **proof of your immigration permission** - this may be your boarding pass (if travelling with an ETA), visa in your passport, or share code.

Induction

On your first day, we will welcome you to International House Manchester and give you some important and useful information. You will have a tour of the school, learn what to do in an emergency, and meet our team, including our Welfare and Accommodation Manager and Directors of Studies. We will give you your class timetable, answer any questions you have and help you settle into life in Manchester.

We hope that you will:

- Participate fully in excursions, visits and social activities, to make the most of your stay.
- Use English only inside and outside the class while in school.
- Do your homework and speak English outside the school.
- Be sensitive to other students' personalities, cultural differences and individual needs in the class.
- Arrive on time for your classes (students may not be allowed to enter the class if they are late).

Jordan
Accommodation
and Welfare



Marie
Director of Studies



Joseph
Director of Studies



MS Teams and Online Learner Management System

Keeping in contact with your teacher and your classmates is really easy when you use MS Teams. You can use MS Teams to safely message each other and your teacher. You can receive documents and links from your teacher that will help you with homework. You can see all the social activities and excursions that are available each week. And you can access everything from the MS Teams app on your phone!

The IH Manchester MS Teams is also where you can find your weekly class plan of work. Your teacher will post in MS Teams what will be covered in class that week. Also, at the end of each class your teacher will post a copy of the virtual whiteboard.



Social Activities

We provide a weekly social programme at International House Manchester. This is a great way to make friends and see or try something new. Many of the excursions are arranged and led by Smile Adventures. Our staff do not always go on these excursions. To discover what is happening each day, go to the Students' common area where you'll find the social activities noticeboard. Don't forget to write your name on the activity list!

[See our social activities.](#)

General Advice and Information

Safety in Manchester

The UK is generally a very safe place to live, but it is important to take sensible precautions.

- Keep your keys, phone, wallet and valuables safe. Never keep your keys with your home address.
- Take care when walking or travelling at night and stay in well-lit, busy areas where possible.
- Be careful when using your mobile phone in public, especially near roads and in busy areas.
- Plan how you will get home after a night out and use licensed taxis or trusted transport services.
- In an emergency, call 999 for the police, ambulance or fire service.

If you need help outside school hours, call the IH Manchester 24-hour emergency number: 0044 7455 563 392.



Religion

Manchester is a diverse city and caters for a wide variety of cultures and religious beliefs. As well as the Anglican and Catholic cathedrals within Manchester city centre, there are churches, mosques and other religious centres located all over the city. Our reception staff will be happy to assist you in finding suitable places of worship.

Student Health

We believe that safety and enjoyment are equally important when studying at IH Manchester.

Students should make sure that they have their own insurance in place before they travel to Manchester to start their course.

We recommend that you register with your local doctors surgery after you arrive. We can advise you about this at school during your first week.

If you have a small health problem, you can see a doctor at the walk-in centre. The centre deal with

- Minor illnesses
- Minor injuries
- Emergency contraception

You don't need an appointment - just go to reception, give your details and a doctor will see you when they are available. Full details are available here [Urgent Treatment Centre](#)



School Policies

All our school policies are available on our website. They explain important information about your studies, safety, welfare and your rights and responsibilities as a student. Read our School Policies on [our website here](#).

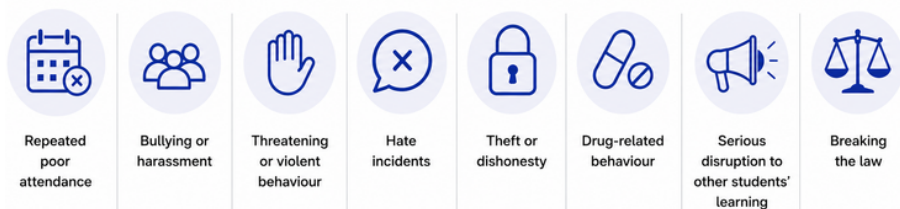
Student Guides

Our Student Guides explain important school information in a simple, student-friendly way, including topics such as complaints and our Code of Conduct. [Read our Student Guides](#).

When could I be asked to leave the school?

We expect all students to follow the IH Manchester Code of Conduct. If you repeatedly break school rules, or if your behaviour is serious, you may be asked to leave the school. This could include repeated poor attendance, bullying or harassment, threatening or violent behaviour, hate incidents, theft, drug-related behaviour, serious disruption to other students' learning, or breaking the law.

THIS COULD INCLUDE:



We will normally give you the opportunity to explain what happened and improve your behaviour. However, in very serious cases, you may be asked to leave immediately.

Full details are in our **Code of Conduct, Disciplinary and Exclusion Policy** and the **simpler Code of Conduct Student Guide**.

[Read our Student Guides.](#)

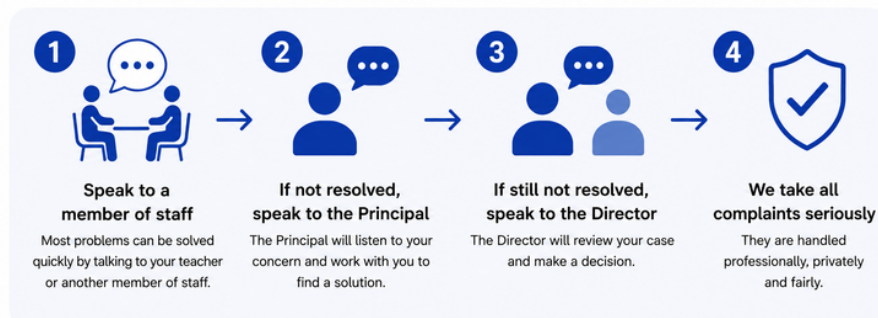
Complaints



We want you to have a positive experience at IH Manchester. However, if you are unhappy with any part of your course, accommodation, our services, or the way you have been treated, please tell us. You have the right to raise a concern or make a complaint, and doing so will not affect your studies.

Most problems can be solved quickly by speaking to a member of staff. If the problem is not resolved, you can speak to the Principal and, if necessary, the Director. Complaints are taken seriously and handled professionally and privately.

HOW IT WORKS



For full information about how to make a complaint, please read our [Student Guide: Complaints at IH Manchester](#). You can also read the [full IH Manchester Complaints Policy](#).



Administration - School Letters

- **Council Tax** - If you are in private accommodation, you might have to pay Council Tax. Long-term full-time students (studying more than 21 hours a week for more than 22 weeks) might not have to pay – ask the school reception for a Council Tax Letter.

- **Embassy** - (Government Sponsored Students Only) We can give you an offer letter for your embassy.

- **UK Bank Account** - When you arrive at school, we can advise you about online bank accounts which are available for international students.

- **UK Mobile Phone Number** - When you arrive at school, we can advise you on how to get a UK sim card.

If you want more advice or information on any of the above, please speak to reception at the school.

We look forward to seeing you soon!



**International
House**
Manchester



Accredited by the
**BRITISH
COUNCIL**
for the teaching
of English in the UK