



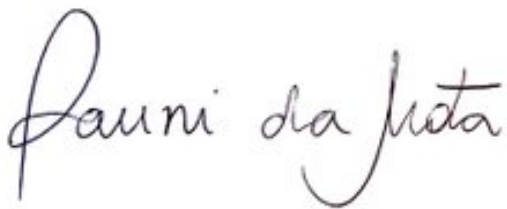
HIL LIVERPOOL
STUDENT
HANDBOOK

Welcome to HIL LIVERPOOL

Welcome to HIL Liverpool, part of the Heritage International Languages family of language schools that have been working with students to improve their English and other languages for over 20 years.

We aspire to offer the best language learning experiences by not only providing a course but real-life situations and context that help students to process the new language stages accurately and effectively. All this is done in Liverpool, UK, an extraordinary city, full of life, art and culture, making your experience as a whole much more enriching and enjoyable.

We hope you enjoy the time you spend with us and thank you for choosing to study at HIL Liverpool.



Rauni Da Mota
Director Principal



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ABOUT US

HIL is dedicated to building bridges for better communication between countries and cultures. We do this by providing language courses and training with appropriate cultural and real-life application.

We provide group, private one-to-one or intensive classes that can take place anywhere in the world. To ensure you make rapid progress, our courses can be tailor-made to your needs and interests.

HIL is a network of schools, experienced and qualified teachers and trainers who have all experienced life abroad and been involved in a variety of language learning environments and contexts. HIL has more than 14 years of experience and also two branches in North India. Combined, we have the experience of teaching thousands of students.

HIL Liverpool is a language school based in South Liverpool, UK. HIL provides highly professional classroom and online based language courses, professional translation services and language camps around the world.

Contact Information

+44 (0) 151 280 1490 +44 (0) 7983 28 29 28

36, Windsor Street, Liverpool, L8 1XF

admin@hilliverpool.com

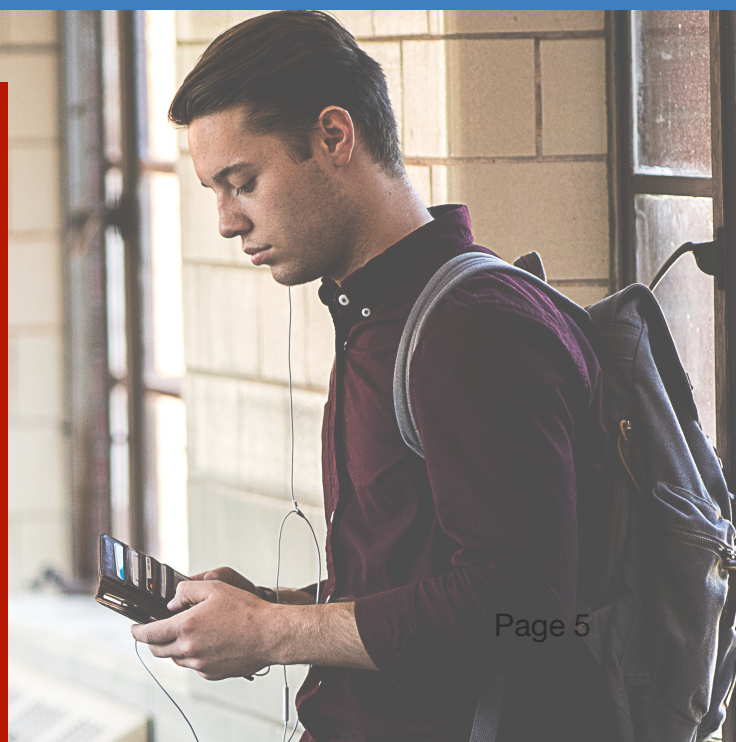
www.hilliverpool.com

Emergency Contact

- **In case of an emergency and you need to speak to someone out of school hours you can phone 07983 282928.**

(If you call the emergency number and no-one answers, please leave a voice message with your name and telephone number and someone will call you back. This number is written clearly around the school. We strongly suggest you add it to your phone in case of any emergency)

- **Call 999 for an ambulance, police, fire brigade, coast guard, cliff and mountain rescue.**



DIRECTIONS

HIL LIVERPOOL



The closest main international airport is [Manchester Airport](#). Manchester Airport connects to most countries in the world and uses most airlines. Liverpool Airport is also a good option if you are flying within the UK or coming from different EU countries.



Liverpool's main train station is [Lime Street Train Station](#). The station is a 5-10 minute taxi ride or a 20-30 minute walk from HIL Liverpool. Lime Street connects you to most of the UK main cities. Manchester Airport also has a train station and there are trains available to Liverpool Lime Street. Liverpool also has a local station called Liverpool Central (5 minute walk from Lime Street). This station connects to most of the Liverpool region and Merseyside. Train tickets can be purchased from [National Rail](#) and [Virgin Trains](#) for national travel and [Merseytravel](#) for local train information and [Trainline](#) for tickets.



[Liverpool One](#) is our main national bus station. Coach companies such as [National Express](#) and [Mega Bus](#) come to this station. National Express also has airport transfer services, including transfers to [Heathrow](#) and [Gatwick](#) airports in London. Our regional bus station is [Queen Square](#) and the main bus company that connects the city is Arriva. We advise buying a bus pass for a month and tickets can be bought on the [Arriva bus website](#). The closest bus stop to the school is at [Dexter Street](#).



Before You Leave Home

Suggested Travel Packing List

Basics

- ☐ Medication in original packaging with doctor's notes
- ☐ Toiletries
- ☐ Purse or Wallet
- ☐ Phone and charger (We can provide you a free SIM card)
- ☐ Day Bag / Rucksack
- ☐ Sunglasses
- ☐ Camera
- ☐ Some local currency British Pounds
- ☐ Umbrella

General Clothes

- ☐ Shirts / T-Shirts
- ☐ Jumpers
- ☐ Trousers/Jean Shorts/Skirts/Dresses
- ☐ Pyjamas
- ☐ Socks
- ☐ Underwear
- ☐ Shoes/Boots
- ☐ Hat/Scarf/Gloves
- ☐ Coat/Jacket (Waterproof)

Documents

- ☐ Valid Passport or ID (Only for EU Citizens)
- ☐ Accommodation details
- ☐ Enrolment letter from HIL Liverpool
- ☐ Directions to your accommodation
- ☐ Visa letter from HIL Liverpool (if applicable)
- ☐ Immigration Documents

CLOTHES

British weather changes throughout the year. Temperatures in Liverpool can go down to -3°C in winter and up to 28°C in the summer. If you are coming from a warm country you may feel the cold more as Britain is known to get a lot of rain all year round.

ELECTRICAL ITEMS

Students who bring electrical items like mobile phone chargers, electric games, hairdryers, hair straighteners, shavers, laptops, etc. must make sure they are safe to use to prevent fire hazard. Please make sure all electrical appliances are turned off when you leave your accommodation. All plugs in the UK are 240 volts AC. Please make sure you also bring a universal adaptor as plugs in the UK are different (3 pins).

Your First Day

Arrival time on your first day

- For **Morning Courses**, please arrive by **8:30am**.
- For **Afternoon Courses**, please arrive by **12:00pm**.

Please bring with you:

- Your **Passport** or **National Identification Card**
- Two passport **photographs**
- **Pen** and **paper (a notebook)**

As part of the admission process, the Student Welfare Officer will take some time with you before you start classes to give you all the important information you need to know.

Your timetable

Please be on time and be aware that if you arrive more than 10 minutes late without justification you may not be allowed in the class until your next period. Your specific timetable depends on your level and preferred class timings. A copy will be available for you upon arrival. Below is an example of a typical timetable:

Example Morning Timetable	
8:30	Arrive at school
9:00-10:00	English Lesson 1/2
10:00-10:15	Break
10:15-11:15	English lesson 2/2 or 1/2
11:15-11:30	Break
11:30-12:30	English lesson 2/2
12:30-13:00	Lunch break

Example Afternoon Timetable	
13:00	Arrive at school
13:15-14:15	English Lesson 1/2
14:15-14:30	Break
14:30-15:30	English Lesson 2/2 or 1/2
15:30-15:45	Break
15:45-16:45	English Lesson 2/2

Holidays

If you tell us your planned holidays **before starting your course**, the time you are away will not be considered as study weeks and you will not have to pay for these weeks. Alternatively, your time away can be added to the end of your course. If you decide to take holiday **after you have started your course** then these weeks will not be added to the end of your course. The Christmas and New Year breaks and bank holidays are not considered as study weeks and are not included in any study period you paid for. Holidays can only be taken as complete weeks (Monday to Friday) and individual days taken as holiday are not added on to the end of a course.

The School will be closed on the following Holidays and Bank Holidays:

Easter Holiday	18 April 2025
Easter Monday	21 April 2025
May Bank Holiday	05 May 2025
Spring Bank Holiday	26 May 2025
Summer Bank Holiday	25 August 2025
Christmas and New Year's Holiday	22 December 2025 - 04 January 2026

Our English Courses

Full-time and part-time courses

HOW DO THE COURSES WORK?

We offer courses specifically for groups of students and professionals that cater for their requirements and are appropriate for their ages and needs. The courses are taught by fully trained and qualified teachers all with cross-cultural and teaching experience. The teachers are responsible for planning and teaching lessons and also run extra curricular activities to provide learners with the additional practice they need.

The English courses focus on developing receptive and productive skills, as well as vocabulary, grammar and pronunciation. In addition to language skills we focus on confidence building and tools for continued self-study.

Students receive a briefing document containing instructions and relevant self-study advice. All students are assessed before they start their course and set their own language learning goals during tutorials, which are monitored by the teachers.

1-TO-1 TUTORIALS

Tutorials are a great way to talk to a teacher about how you can improve your English outside the classroom, discuss the course and lessons, and set learning goals that are monitored by the teaching staff. They are not compulsory but we recommend them as they can be extremely helpful. We will arrange your initial tutorial when you enrol on the course but any subsequent tutorials must be booked by you at reception.

General English

Our General English courses aim to develop your ability to communicate in a variety of different contexts and across a range of topics from work and education to shopping and travel. We focus on developing your language skills (speaking, listening, reading and writing) as well as your knowledge and proficiency in grammar, vocabulary and pronunciation. We use a variety of approaches and teaching techniques to meet your language learning needs. Our teachers aim to deliver informative, engaging and practical lessons that will help you reach your language learning goals.

Course start dates and information

Full-time and part-time

HOURS PER DAY	2
HOURS PER WEEK	10 hours
COURSE LENGTH	Flexible (<i>minimum 1 week</i>)
COURSE TYPE	Full-time /Continuous enrolment
DAYS OF THE WEEK	Monday to Friday (<i>subject to change</i>)
START DATE	Any Monday <i>*see holiday note</i>
MAXIMUM CLASS SIZE	12 students
AVERAGE CLASS SIZE	6-8 Students
CLASS TIMINGS	9:00-11:15 (morning) or 14:15-16:30 (afternoon) (<i>subject to demand and change</i>) <i>**see typical timetable</i>
LEVELS AVAILABLE	Beginner (A1) Elementary (A2) Pre-intermediate (B1) Intermediate (B1+) Upper Intermediate (B2) Advanced (C1)
MINIMUM ENROLMENT AGE	18
NATIONALITY MIX	Multinational (<i>varies depending on seasons</i>)

GENERAL ENGLISH MAIN GOALS/AIMS

This course will help you improve your:

- Speaking and writing skills
- Listening and reading skills
- Your knowledge of vocabulary
- Your knowledge of grammar
- Your pronunciation
- Confidence to use English

Extra-curricular and social activities are included in the price of any full-time course (10+ hours a week)

Price information - 2025/26

1-4 WEEKS	£145 PER WEEK
5-8 WEEKS	£140 PER WEEK
9+ WEEKS	£135 PER WEEK
ENROLMENT FEE	£60 (includes your first course book)

*For all national bank holidays and dates when the school will be closed, please check the holiday list on page 09.

**Typical Daily Class Timetable:

EXAMPLE MORNING TIMETABLE	
9:00-10:00	1ST LESSON
10:00-10:15	BREAK
10:15-11:15	2ND LESSON
13:00-14:00	EXTRA-CURRICULAR ACTIVITY

EXAMPLE AFTERNOON TIMETABLE	
11:30-12:30	EXTRA-CURRICULAR ACTIVITY
14:15-15:15	1ST LESSON
15:15-15:30	BREAK
15:30-16:30	2ND LESSON

General English + Communication Skills

All of the advantages of our General English course plus our Communication Skills course! Our communication skills course will give you the chance to further practise and develop your speaking and listening skills. These lessons will involve a lot of discussions and group tasks, whereby you will have to complete a task only in English.

Course start dates and information

Full-time and part-time

HOURS PER DAY	3 (Monday to Thursday) / 2 (Friday)
HOURS PER WEEK	14 hours
COURSE LENGTH	Flexible (<i>minimum 1 week</i>)
COURSE TYPE	Full-time /Continuous enrolment
DAYS OF THE WEEK	Monday to Friday (<i>subject to change</i>)
START DATE	Any Monday <i>*see holiday note</i>
MAXIMUM CLASS SIZE	12 students
AVERAGE CLASS SIZE	6-8 Students
CLASS TIMINGS	Morning: 9:00-12:30 (Monday - Thursday) or 9:15-11:15 (Friday) Afternoon: 13:00-16:30 (Monday - Thursday) or 14:15-16:30 (Friday) (<i>subject to demand and change</i>) <i>**see typical timetable</i>
LEVELS AVAILABLE	Beginner (A1) Elementary (A2) Pre-intermediate (B1) Intermediate (B1+) Upper Intermediate (B2) Advanced (C1)
MINIMUM ENROLMENT AGE	18
NATIONALITY MIX	Multinational (varies depending on seasons)

GENERAL ENGLISH MAIN GOALS/AIMS

This course will help you improve your:

- Speaking and writing skills
- Listening and reading skills
- Your knowledge of vocabulary
- Your knowledge of grammar
- Your pronunciation
- Confidence to use English

Extra-curricular and social activities are included in the price of any full-time course (10+ hours a week).

COMMUNICATION SKILLS MAIN GOALS/AIMS

This course will help you improve your:

- Speaking and writing skills
- Listening and reading skills
- Confidence to use English

Price information - 2025/26

1-4 WEEKS	£200 PER WEEK
5-8 WEEKS	£195 PER WEEK
9+ WEEKS	£190 PER WEEK
ENROLMENT FEE	£60 (includes your first course book)

*For all national bank holidays and dates when the school will be closed, please check the holiday list on page 09.

**Typical Daily Class Timetable:

EXAMPLE MORNING TIMETABLE	
9:00-10:00	GENERAL ENGLISH 1ST LESSON
10:00-10:15	BREAK
10:15-11:15	GENERAL ENGLISH 2ND LESSON
11:15-11:30	BREAK
11:30-12:30	COMMUNICATION SKILLS (MONDAY - THURSDAY)

EXAMPLE AFTERNOON TIMETABLE	
11:30-12:30	COMMUNICATION SKILLS (MONDAY-THURSDAY)
14:15-15:15	BREAK
15:15-15:30	GENERAL ENGLISH 1ST LESSON
15:15-15:30	BREAK
15:30-16:30	GENERAL ENGLISH 2ND LESSON

General English + Exam Preparation

All of the advantages of our General English course plus our Exam Preparation course! Our exam preparation courses will help you to be ready for **your chosen exam** (subject to availability) by equipping you with the necessary knowledge, skills, language and exam techniques.

Course start dates and information Full-time and part-time

HOURS PER DAY	3 (Monday - Thursday) 2 (Friday)
HOURS PER WEEK	14 hours
COURSE LENGTH	Flexible (<i>minimum 1 week</i>)
COURSE TYPE	Full-time /Continuous enrolment
DAYS OF THE WEEK	Monday - Friday (<i>subject to change</i>)
START DATE	Any Monday <i>*see holiday note</i>
MAXIMUM CLASS SIZE	12 students
AVERAGE CLASS SIZE	6-8 Students
CLASS TIMINGS	Morning: 9:00-12:30 (Monday - Thursday) or 9:15-11:15 (Friday) Afternoon: 13:00-16:30 (Monday - Thursday) or 14:15-16:30 (Friday) (<i>subject to demand and change</i>) <i>**see typical timetable</i>
LEVELS AVAILABLE	Intermediate (B1+) Upper Intermediate (B2) Advanced (C1)
MINIMUM ENROLMENT AGE	18
NATIONALITY MIX	Multinational (varies depending on seasons)

GENERAL ENGLISH MAIN GOALS/AIMS

This course will help you improve your:

- Speaking and writing skills
- Listening and reading skills
- Your knowledge of vocabulary
- Your knowledge of grammar
- Your pronunciation
- Confidence to use English

Extra-curricular and social activities are included in the price of any full-time course (10+ hours a week).

EXAM PREPARATION MAIN GOALS/AIMS

This course will help you improve your:

- Exam preparation
- Knowledge of the exam
- Speaking and writing skills
- Listen and reading skills
- Your knowledge of vocabulary
- Your knowledge of grammar
- Your pronunciation

Price information - 2025/26

1-4 WEEKS	£200 PER WEEK
5+ WEEKS	£195 PER WEEK
ENROLMENT FEE	£60 (includes your first course book)

*For all national bank holidays and dates when the school will be closed, please check the holiday list on page 09.

**Typical Daily Class Timetable:

EXAMPLE MORNING TIMETABLE

9:00-10:00	GENERAL ENGLISH 1ST LESSON
10:00-10:15	BREAK
10:15-11:15	GENERAL ENGLISH 2ND LESSON
11:15-11:30	BREAK
11:30-12:30	EXAM PREPARATION (MONDAY - THURSDAY)

EXAMPLE AFTERNOON TIMETABLE

11:30-12:30	EXAM PREPARATION (MONDAY-THURSDAY)
14:15-15:15	BREAK
15:15-15:30	GENERAL ENGLISH 1ST LESSON
15:15-15:30	BREAK
15:30-16:30	GENERAL ENGLISH 2ND LESSON

Exam Preparation

Our exam preparation courses will help you to be ready for your chosen exam by equipping you with the necessary knowledge, skills, language and exam techniques. Choose from IELTS, CAE, or FCE (subject to availability and demand). Students must be at least B1 level to enrol onto an Exam Preparation course.

IELTS: This course will help you improve and develop your academic reading, writing, speaking and listening skills, and will focus on specific exam techniques and strategies to help you work towards your desired IELTS band.

CAE & FCE: During the course, you will learn how to do all parts of the exam well - reading, writing, listening, speaking, and use of English – as well as learning invaluable exam techniques and strategies. In addition, you will also have the opportunity to take mock exams with previous Cambridge exam papers.

Course start dates and information

Full-time and part-time

HOURS PER DAY	1
HOURS PER WEEK	4 hours
COURSE LENGTH	Flexible (<i>minimum 1 week</i>)
COURSE TYPE	Part-time
DAYS OF THE WEEK	Monday-Thursday (<i>subject to change</i>)
START DATE	Any Monday <i>*see holiday notes below</i>
MAXIMUM CLASS SIZE	12 students
AVERAGE CLASS SIZE	6-8 Students
CLASS TIMINGS	11:30-12:30 or 13:00-14:00 (<i>subject to demand and change</i>) **see typical timetable
LEVELS AVAILABLE	Pre-intermediate (B1) Intermediate (B1+) Upper Intermediate (B2) Advanced (C1)
MINIMUM ENROLMENT AGE	18
NATIONALITY MIX	Multinational (varies depending on seasons)

Extra-curricular and social activities are included in the price of any full-time course (10+ hours a week)

EXAM PREPARATION MAIN GOALS/AIMS This course will help you improve your:	
<ul style="list-style-type: none"> - Exam techniques - Knowledge of the exam - Speaking and writing skills - Listen and reading skills 	<ul style="list-style-type: none"> - Your knowledge of vocabulary - Your knowledge of grammar - Your pronunciation

Price information - 2025/26

1-4 WEEKS	£75 PER WEEK
EXAM FEE (APPROX)*	IELTS: £170-£200 CAE & FCE: £120
ENROLMENT FEE	£60 (includes your first course book)

*For all national bank holidays and dates when the school will be closed, please check the holiday list on page 09.

****Typical Daily Class Timetable:**

EXAMPLE MORNING TIMETABLE	
9:00-10:00	ENGLISH CLASS 1/2
10:00-10:15	BREAK
10:15-11:15	ENGLISH CLASS 2/2 OR 1/2
11:15-11:30	BREAK
11:30-12:30	ENGLISH CLASS 2/2
12:30-13:00	LUNCH BREAK
13:00-14:00	EXTRA-CURRICULAR ACTIVITY

EXAMPLE AFTERNOON TIMETABLE	
11:30-12:30	EXTRA-CURRICULAR ACTIVITY
13:00-14:00	ENGLISH CLASS 1/2
14:00-14:15	BREAK
14:15-15:15	ENGLISH CLASS 2/2 OR 1/2
15:15-15:30	BREAK
15:30-16:30	ENGLISH CLASS 2/2

Communication Skills

Our communication skills course will give you the chance to further practise and develop your speaking and listening skills. These lessons will involve a lot of discussions and group tasks. This course is great for you if you want to practise and use the language in a practical way.

Course start dates and information Full-time and part-time

HOURS PER DAY	1
HOURS PER WEEK	4 hours
COURSE LENGTH	Flexible (<i>minimum 1 week</i>)
COURSE TYPE	Part-time/continuous enrolment
DAYS OF THE WEEK	Monday-Thursday (<i>subject to change</i>)
START DATE	Any Monday <i>*see holiday notes below</i>
MAXIMUM CLASS SIZE	12 students
AVERAGE CLASS SIZE	6-8 Students
CLASS TIMINGS	11:30-12:30 or 13:00-14:00 (<i>subject to demand and change</i>) <i>**see typical timetable</i>
LEVELS AVAILABLE	Beginner (A1) Elementary (A2) Pre-intermediate (B1) Intermediate (B1+) Upper Intermediate (B2) Advanced (C1)
MINIMUM ENROLMENT AGE	18
NATIONALITY MIX	Multinational (varies depending on seasons)

COMMUNICATION SKILLS MAIN GOALS/AIMS

This course will help you improve your:

- Speaking and writing skills
- Listen and reading skills
- Confidence to use English in different contexts

Extra-curricular and social activities are included in the price of any full-time course (10+ hours a week).

Price information - 2025/26

1-4 WEEKS	£58 PER WEEK
5-8 WEEKS	£56 PER WEEK
9+ WEEKS	£54 PER WEEK
ENROLMENT FEE	£25

*For all national bank holidays and dates when the school will be closed, please check the holiday list on page 09.

**Typical Daily Class Timetable:

EXAMPLE MORNING TIMETABLE	
9:00-10:00	GENERAL ENGLISH 1/2
10:00-10:15	BREAK
10:15-11:15	GENERAL ENGLISH 2/2
11:15-11:30	BREAK
11:30-12:30	COMMUNICATION SKILLS (MONDAY-THURSDAY)
13:00-14:00	EXTRA-CURRICULAR ACTIVITY

EXAMPLE AFTERNOON TIMETABLE	
11:30-12:30	EXTRA-CURRICULAR ACTIVITY
13:00-14:00	COMMUNICATION SKILLS (MONDAY-THURSDAY)
14:00-14:15	BREAK
14:15-15:15	GENERAL ENGLISH 1/2
15:15-15:30	BREAK
15:30-16:30	GENERAL ENGLISH 2/2

Business English - BEC

If you want to be better able to work and/or do business in an English speaking context, then this course is for you. During the course you will learn business and work-related vocabulary and essential functional language. You will also develop the necessary skills (speaking, listening, reading and writing) for you to function in the business world. The course will help you to improve in areas such as writing emails and reports, giving presentations, participating in business meetings, etc, we can also prepare you for the Cambridge BEC Preliminary, Vantage and Higher exams.

Course start dates and information

Full-time and part-time

HOURS PER DAY	1-5
HOURS PER WEEK	5-25 hours (part time minimum 5 hours)
COURSE LENGTH	Flexible (<i>minimum 20+ hours</i>)
COURSE TYPE	Full-time & part-time
DAYS OF THE WEEK	Monday-Friday (<i>subject to change</i>)
START DATE	Contact us
MAXIMUM CLASS SIZE	12 students
AVERAGE CLASS SIZE	6-8 Students
CLASS TIMINGS	Flexible
LEVELS AVAILABLE	Intermediate (B1+) Upper Intermediate (B2) Advanced (C1)
MINIMUM ENROLMENT AGE	18
NATIONALITY MIX	Multinational (varies depending on seasons)

Price information - 2025/26

1-4 WEEKS	£100 HOUR (10 students = £10 each)
ENROLMENT FEE	£60 (includes your first course book)

*For all national bank holidays and dates when the school will be closed, please check the holiday list on page 09.

BUSINESS ENGLISH MAIN GOALS/AIMS

This course will help you improve your:

- Speaking and writing skills
- Listen and reading skills
- Your knowledge of business vocabulary
- Your pronunciation
- Your confidence in using English in a business/work environment

Enrolments should be made at least 30 days in advance of the course start date and payment must be cleared according to the payable date on the invoice.

Online Classes

Online classes are ideal if you cannot attend (in person) a course at our school. As these lessons tend to be one-to-one, they can be tailored to your specific needs and interests. These lessons are most beneficial for learners who need to practise and develop their speaking and listening skills and/or improve their knowledge and use of grammar and vocabulary.

Course start dates and information

HOURS PER DAY	1
HOURS PER WEEK	2
COURSE LENGTH	Flexible (minimum 1 week)
COURSE TYPE	Part-time/Continuous enrolment
DAYS OF THE WEEK	Monday to Sunday (<i>subject to change</i>)
START DATE	Monday <i>*see holiday note</i>
MAXIMUM CLASS SIZE	12 students
AVERAGE CLASS SIZE	6-8 students
CLASS TIMINGS	Beginner 12:00 - 13:00 (Mondays/Wednesdays) Elementary 11:00 - 12:00 (Tuesdays/Thursdays) Pre-intermediate 11:00 - 12:00 (Mondays/Wednesdays) Intermediate 12:00 - 13:00 (Tuesdays/Thursdays) Upper-intermediate 12:00 - 13:00 (Mondays/Wednesdays)
LEVELS AVAILABLE	A0-A1 (Beginner) A1-A2 (Elementary) A2-B1 (Pre-Intermediate) B1-B2 (Intermediate) B2 (Upper Intermediate) C1 (Advanced)
MINIMUM ENROLMENT AGE	18
NATIONALITY MIX	Multinational (varies depending on seasons and numbers)

Price information - 2025/26

GROUP CLASS	£20 per student/per hour
PRIVATE ONE-TO-ONE	£45 per hour. 10+ hours £40 per hour
ENROLMENT FEE	No fee but placement test fee applies (£10)

*For all national bank holidays and dates when the school will be closed, please check the holiday list on page 09.

Enrolments should be made at least 30 days in advance of the course start date and payment must be cleared according to the payable date on the invoice.

General Course Information

Meeting your classmates

On your first day you will be shown to your class and your teacher will welcome you and introduce you to your classmates.

Course books

You will be given your first textbook for your course on completion of the placement test and is included in your course enrolment fee. Please do not write on it for the first three days. Your teacher will also give you additional course material during the course. Use a folder to organise your notes, help you study and review your lessons in your free time.

Any further course books you may need later on in your studies (on change of levels for example) must be paid for separately. Course books can be bought at reception. The price may vary according to the book.

Changing your class

When you start a course, you may struggle with the level of your class. Before deciding if a class is too easy or too difficult for you please wait for a few days. If you still feel you are in the wrong class for your ability, please talk to your teacher.

Homework

Your teacher will give you homework each week so that you have extra practice. It is important that you complete it so you can make the most of the course and develop faster. Please be aware that we expect you to take responsibility for your learning and therefore the answers are often given with the homework for you to self mark. However, remember that your teachers are always available to offer help and support when you need it - don't be afraid to ask because they love to help.

Participation

It is important that you attend at least 85% of the course and actively participate in classes. This helps you to improve your English more quickly.

Feedback

Your feedback on our school and classes is very important to us and helps us to improve. In order to check the quality of our services, classes, extra activities and accommodation we will ask for your feedback throughout your time with us. You will have the chance to give feedback at different times during your time at the school: at your first tutorial within the first 2 weeks, on a written form each month and at the end of your time with us.

In the event of you being unhappy with something related to your class, please talk to your teacher directly. If you are still not happy please go and talk to the Director of Studies who will do their best to find a solution. If you have any problems outside the school, please speak to the Welfare Officer who will try to help you find a solution.

Our Methods

While you study at HIL you will experience different types of learning and teaching methods.

Please do not forget that your classes here may be very different to those in your own country. The focus in the UK tends to be much more on speaking and cooperation with other students.

In order to make lessons more interactive and relevant, we sometimes supplement our classes with other materials such as newspapers, T.V., magazines, interviews, etc. as well as using a course book.

Course design

The curriculum we use tends to focus on different topics each week, varying from family to travel, etc. If there is a topic you really like, tell your teacher and they will try to include it.

You will work on your language foundations, grammar and vocabulary as well as receptive and productive skills like speaking, reading, listening and writing.

In your classroom you will find the Weekly Course Schedule which will help you see what you are doing in class each week.

Levels and Progress

Assessment

Assessment is an important part of our courses and during the course you will be assessed on your speaking, listening, reading and writing skills, as well as your knowledge of grammar and vocabulary.

There are two main ways we assess you. Firstly, your teachers will continuously monitor your progress during lessons and discuss this with the Director of Studies. Secondly, we give monthly progress tests that check your progress over the previous 4 weeks. The test lasts an hour plus another hour for feedback and questions. If you do well in the test and your teachers are happy with your language ability and development, you will be moved to the next level and receive a **HIL certificate**.

HIL Liverpool can offer classes for the following levels all year round (depending on demand):

HIL English Levels	CEFR Level	Cambridge Exams	IELTS
Beginner	A0-A1	-	-
Elementary	A1-A2	-	-
Pre-Intermediate	A2-B1	Key (KET)	-
Intermediate	B1-B2	Preliminary (PET)	4-5
Upper Intermediate	B2	First (FCE)	5-6.5
Advanced	C1	Advanced (CAE)	6.5-8

Please note that it can take between 12 to 16 weeks (120 - 160 hours) to progress to the next level depending on the learner's aptitude for languages and the amount of time spent improving their English outside the classroom.

Academic Reports can be made available upon request.

External Examinations

Exams Courses

We currently offer preparation courses for IELTS, FCE and CAE. We can also help prepare students for other exams on demand. These courses focus not only on improving your English grammar and vocabulary but also on giving you the necessary skills and techniques to take these exams. Our teachers are experienced in this area and will help you through the exams and support you in answering any of your questions. Our Exam Courses fall under the part-time schedule option.

Taking Exams

For all the above exams, we help students to register at test centres in Liverpool and Manchester. Please ask your teacher for advice on your suitability for the exam you are intending to take and the timeframe you are intending to work towards.

IELTS - The International English Language Testing System (IELTS) measures the language proficiency of people who want to study or work where English is used as the first language.

FCE - *Cambridge English: First*, also known as **First Certificate in English**, is an exam for people who need to prove they can use everyday written and spoken English at an **upper-intermediate level** for work or study purposes.

CAE - *Cambridge English: Advanced*, also known as **Certificate in Advanced English**, is the leading advanced English exam for professional and academic success.

English Outside the Classroom



Online Learning Support

HIL Liverpool can offer you online sessions with teachers. To find out more please ask at the reception. Your books generally also come with online access links. If you need help accessing online material, please ask.



Useful Websites for Practising

<http://www.bbc.co.uk/learningenglish>
<https://www.englishpage.com>
<https://www.flo-joe.co.uk>
<http://learnenglish.britishcouncil.org>
<https://www.talkenglish.com>

Apps

BBC Learning English
British Council Grammar



Student Libraries

You can borrow books and DVDs for free to practice general skills from your student library. Liverpool's Central Library is also full of resources and a great place to spend some time studying. Your student book normally contains a DVD with videos, audio and extra activities. Take advantage of this great resource.



Improve Your Reading

Practice reading in English! Read a book in English. If you are not a fan of books, read magazines, newspapers, comics. All this will provide you with examples of 'real' language used in different contexts. How about changing the language on your phone to English?



Set Realistic Goals

Set short term as well as long term goals. Setting yourself weekly targets is helpful as you can see the progress you are making. Learn a certain number of new words a week. Try to study a little everyday and don't give up!



Write in English

Write a journal of your learning experience, being in a new country, culture, etc. Send texts and emails in English. Make new English friends and communicate with them in English. Try to use a variety of language, tenses and vocabulary.

English Outside the Classroom



Use your English as much as possible

Speak English with everyone! Try to have conversations in English with friends and those you live with. Our extra-curricular activities can also be a good opportunity to practice your speaking.



Use the Vocabulary you learn

Use the tools you are receiving in class. If you are going shopping for example, look up the vocabulary you might need to use while shopping, talking to the shop assistants, cashiers, taxi drivers, etc...



Watch TV, the News and English Movies

During your time in Liverpool, make an effort to expose yourself to as much English as possible. Watching the news, TV and films in English are a great way to develop your understanding and hear the language used in different contexts. This also exposes you to slang, idioms, etc. that sometimes books do not.



Sharpen your Listening Skills

Record yourself and listen back. This not only helps you to enunciate the words well but gives you an opportunity to listen to how you are saying things. Listen to English music too. Music is normally challenging to understand but gives you an opportunity to hear English used in a different setting.



Book a Tutorial

After your first week of study you will be invited to book monthly 1-1 tutorials with our Director of Studies. Sessions will help you set learning goals and spot areas for improvement. These are included in your course at no additional cost.

And what about when your course finishes?

There are lots of ways you can continue practising and developing your language, especially your vocabulary. If you would like some ideas and suggestions on how to continue studying on your own, please just let us know.

Extra Curricular and Social

We believe that language learning needs much more than just classroom interaction for it to be successful. There are numerous activities in Liverpool throughout the year that we can recommend but HIL also has a number of activities throughout the year that you can join.

Regular Programmes

We frequently have activities you can join. These vary from day trips, games clubs, coffee and conversation, quiz nights, selfie treasure hunts and practical workshops amongst many other things. Information on the upcoming activities are always displayed on the notice boards and you can sign up to anything that is happening at reception. The cost for these programmes are also kept to a minimum so it does not add too much to your already committed expenses.

Information of any upcoming events are also posted through our social media channels:



@hilliverpool



@hilliverpool



@hilliverpool



+44 7983 282928



A photograph of two young women sitting at a dark wooden table outdoors. The woman on the left, wearing glasses and a dark top, is looking down at an open book. The woman on the right, wearing a yellow top, is writing in a notebook. A clear plastic cup with a straw is on the table between them. The background is a blurred outdoor setting.

Facilities

Reception

You can find help and advice from our Reception if you need support on any of the following:

- Renting accommodation
- Police registration
- Doctor registration
- Biometric Residence Permit
- Visa applications
- Bank accounts
- Cambridge Exams
- National Insurance information
- Welfare and Safeguarding
- Prevent
- First Aid
- Writing a CV (book a session with a teacher)
- Finding a job (for those entitled to work in the UK, book a session with our Pastoral Care Coordinator)
- Further Education (book a session with a teacher)

Library

Our mezzanine floor has an open space that is free for students to use. There is a small library available for students to borrow books. This is free of charge. Books can be taken for up to 10 days before return. Sign your book out/in at reception.

1889 Gallery

The ground floor of our building is also home to the 1889 Gallery. The gallery has 4 main exhibitions in the year and artists from across the globe exhibit here. There are also good places nearby to get food and have some pleasant walks.

Student Computers, Internet and Printing

HIL provides a guest WI-FI network. This is free of cost. On the mezzanine floor there are computers available to students. These are to be treated with respect and care. The browsing and downloading of any “adult” or illegal content will result in a student being asked to leave the school. Photocopying services, for a low price, are also available from reception.

Liverpool

The City

Population: 552,267

Distance from London: 2 hours by train

Distance from Manchester: 45 minutes by car/taxi - 1 hour 20 minutes by train

Nearest Airport: Liverpool airport (Manchester airport is the main international airport)

Liverpool is a city located in the North of England and it is full of character and heritage. It is a safe and welcoming city. Liverpool has wonderful scenery, full of beautiful parks and the biggest number of listed buildings outside London. Liverpool has unique attractions, exciting events throughout the year and world class sport's events. Not to mention that it is the home of the Beatles, Liverpool and Everton football clubs and the Titanic. Liverpool is full of great museums, art galleries, brilliant restaurants and a very exciting night life. There is always something to do, places to explore and events to attend.

Things to do

Beatles Story

<https://www.beatlesstory.com>

Liverpool World Museum

<http://www.liverpoolmuseums.org.uk/wml/>

Albert Dock

<https://albertdock.com>

Liverpool Football Club

<https://www.liverpoolfc.com/welcome-to-liverpool-fc>

Everton Football Club

<http://www.evertonfc.com>

Useful Sites

<https://www.visitliverpool.com>

Shopping

Liverpool One

<https://www.liverpool-one.com>

Eating

Visit Liverpool

<https://www.visitliverpool.com>

Local Transport

<https://www.arrivabus.co.uk>

<https://www.merseyrail.org>

<http://www.deltataxis.net> or use Uber.



Living in the UK

Bank Accounts and Cards

If you are coming from outside the UK as a student it is difficult to open a bank account in the UK. You will need your passport and a proof of address. If you want help or advice on this please ask at reception. It is important you ask your bank at home to unlock your cards to be used abroad if that is applicable and it is also advisable to bring an international credit card in case of emergencies.



Weather

As the weather changes so quickly in the UK we advise you to bring layers with you and an umbrella. These can be easily bought here too if you prefer. You will also notice very quickly that the British love talking about the weather. If you want to check the weather just click on the link below:

<https://www.holiday-weather.com/liverpool/averages/>

Culture Shock

Moving to a different country can sometimes be challenging. Many aspects of life in the UK will be different from your own culture and you may find it difficult to adjust and accept some of these differences. We have a different language, accents, mannerisms, politeness and most importantly food. Try to be open minded and see this as an opportunity to learn about a different culture. Facing it this way will help you to adjust and enjoy your experience as a whole.

Ask Questions

The general rule is that people appreciate it when you take interest in their culture. Don't be afraid about asking questions. See it as an opportunity to learn more.

Make Friends

Culture shock can cause you to feel lonely and home sick. Try to participate in our extra activities as these will help you to develop your language but also provide you an opportunity to make new friends.



National Insurance Number

If you are legally entitled to and plan to work in the UK, you will need a NI number. For more information click on the link <https://www.gov.uk/apply-national-insurance-number> or ask help from Reception.

Medical Information

Private Medical care in the UK is expensive and not as easy to find like you may do in your home country. We advise you to look into the possibility of taking an international travel and medical insurance. However, if you are entitled to, in the UK we generally see a GP (General Practitioner) for any medical concerns. Upon arrival you should register with a local doctor practice (GP) and with a dentist as soon as possible.

You can find more information for foreign visitors from the NHS (National Health Service) website <https://www.nhs.uk/using-the-nhs/nhs-services/visiting-or-moving-to-england/how-to-access-nhs-services-in-england/>. We will be able to advise you, based on where you are staying, where the closest GP and dentist practice is. If you feel unwell but feel you do not need to see a doctor, a local pharmacist may be able to help you. Some pharmacies may ask you for a form of identification, ie. your passport. If you are very ill or have suffered an accident, call 999 immediately. The attendants at 999 will ask whether you want "Fire, Police or an Ambulance". Say Ambulance and be ready to tell them where you are and what has happened to you. Try to speak slowly and clearly.

Local Hospitals

The closest hospital from the school is The Royal Liverpool University Hospital (<https://www.rluht.nhs.uk>).

If you need help with medical advice or finding where to go you can also call 111.

Quick "Dos and Don'ts"

DO

- Be on time. Punctuality is very important in the UK
- Use the three magic words: Please, Thank you and Sorry. You can never use it enough!
- Queue - for everything!
- Respect people's personal space. Generally, we are not very tactile. We usually use a handshake when we first meet people
- Have lots of hot drinks, specially tea. We love tea!
- Talk about the weather. The weather changes so much that it gives us a lot to talk about.
- Let people go first. We also like opening doors for other people.

DON'T

- Show up at someone's house unannounced
- Interrupt someone while they are talking
- Wear hats and outdoor coats indoors
- Ask someone how much they earn
- Burp in public
- Spit in the street
- Ask women their age
- Be too direct. We are generally very indirect. You may come across as confrontational otherwise

Keeping You Safe and Sound

Obeying the law

- You cannot be in possession of drugs unless prescribed by a doctor
- It is an offence to carry weapons, including knives
- You must be aged 18 and over to buy cigarettes or tobacco and to buy or drink alcohol (it is also illegal to buy these items for people under 18)
- The minimum age to drive in the UK is 17
- The age of consent for sexual activity in the UK is 16
- It is illegal to buy any property which you believe to be stolen
- It is an offence to falsely report the theft of property

Your attendance and being on time

Attendance will be taken in every class and teachers will manage the class register. In the unexpected event of you not being able to attend a class please phone and let reception know. Please refer to our Terms & Conditions (Appendix 3) to know more how these incidents are treated by HIL Liverpool. If you are absent for more than 2 classes in a row the Student Welfare Officer will try to contact you.

Our Attendance policy is **85% percent**. If your attendance is below we will include your attendance on your **certificate**. We will also talk to you about what can be done for this to **improve**. If there is no improvement, you may be taken off the course and you may lose any entitlement to a refund.

We also request that students be on time for their lessons. Anyone arriving later than **10 minutes** without a reasonable explanation will be asked to wait until the next class starts. This class would not be replaced. While waiting, we ask students to wait on our Mezzanine Floor so that classes aren't disturbed.

Mobile phones

Mobile phones should be kept on silent or switched off during lessons. If you are expecting an important call, please let your teacher know before the class starts. Failing to follow these guidelines may result in the teacher taking the phone off you for the duration of the class.

School Rules

1. Work hard and do your best
2. Come to class daily
3. Participate in your lessons
4. Ask questions
5. Use the 3 magic words: Please, Thanks and sorry
6. Ask for help and help others
7. Be on time
8. Help us to keep the school tidy and clean
9. Respect your teacher, other staff and classmates
10. Speak only in English
11. Do your homework
12. Don't leave your belongings unattended
13. Let reception know and call if you can't attend a class
14. No food allowed in class
15. No bad language
16. Affirm one another



Health and Safety at HIL Liverpool

We ask all students to be aware of the environment around them and take care of their own safety and others, taking into consideration that some of our actions and their consequences may put ourselves and others at risk. Please help us to apply all Health and Safety good practices and to promote a safe and uneventful study environment. Information and warning signs are displayed around the school. Please familiarise yourself with them and do not interfere or misuse anything provided for your own health, safety and welfare. If you have any questions, please talk to the Director of Studies or Student Welfare Officer.

Pastoral Care

The Pastoral Care personnel are here to ensure that all staff and students are well looked after for the duration of the course, maintaining the overall welfare of all of the students and staff.

Looking after your belongings

Do not leave anything valuable unattended in your classroom or during breaks. If you have any valuable items we may be able to lock it up for you at reception.

Online Safety

- **Keep Personal Information Professional and Limited.** Do not post personal information on social media. Consider your personal safety first. It is easy for people to lie about who they really are online. Never give out your personal information to anyone online you do not know, including your full name, phone number, passport details, bank details, address, street name, school name, post code, etc.
- **Keep Your Privacy Settings On.** This makes sure that only the people you want to have access to your information actually do.
- **Practice Safe Browsing.** Be careful about the sites you visit and have a good anti virus, anti-spyware and anti-adware.
- **Be Careful What You Download.** This can not only be illegal but can mean you would no longer be able to study at HIL Liverpool. Please check internet use guidelines on page 16. Be aware that the downloading of copyrighted material without payment is against the law in the UK.
- **Choose Strong Passwords.**
- **Only Make Online Purchases From Secure Sites.**
- **Be Careful What You Post.** Once things are uploaded onto the internet they are there forever, so be careful what you put online.
- **Be Careful Who You Meet Online.** Don't meet people you have only spoken to online. In case you decide to meet someone you have only met online, make sure you have someone you trust with you.

Staying Safe



Meeting others

If you are going out, try to go with someone you know, especially if it's somewhere new that you haven't previously been. If at any point you feel someone is treating you inappropriately for any reason please talk to one of our staff members. Try not to speak with people you do not know, and do not get into cars with them. Do not receive parcels or packages from people you do not know.



Your personal belongings and money

Look after your personal belongings, including your passport, travel documents and tickets. Do not leave your bag unattended and look after your mobile. Try to use cards for safety reasons and do not carry large sums of money with you. If you lose anything or have anything stolen please let reception know and we can help you contact authorities for help.



Moving around

Get to know the area and the names of places that are relevant to you and your stay. Despite the UK generally being safe, try to avoid walking alone at night and stay nearer main and lit streets. Always look both ways when crossing the street and remember that in the UK car traffic is on the left (this may be different to your country). If you take a taxi, make sure the taxi is licensed. If you are planning to use a bike, wear a helmet and a high visibility jacket. Try to be considerate with your hosts. If you go out in the evening, try not to get back too late and be quiet when you arrive.



What you should carry with you

Keep your phone with you at all times. Make sure your phone is fully charged and that you add to it the number of your host and school. If you take any long term medication, make sure you have these with you at all times.



Going out

It is usual for people to go out at night in the UK, especially at the weekends. If you are older than 18 and can legally consume alcohol please drink responsibly and know your limits. Remember the law in UK forbids under 18s from drinking and anyone from buying alcohol for under 18s. Never leave your drink unattended. If at any point you feel anyone has been drugged, call 999 and let them know your location.

British Values and Prevent

We will promote British values to all our learners as part of their learning experience. Tutors are encouraged and supported to use every opportunity to make sure that learners respect and reinforce shared British values whilst creating space for open debate.

British values are defined as “democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.”

Bullying and abusive behaviour

We do all we can to make sure your experience studying at HIL Liverpool is the best and most effective possible. But a big part of your learning does depend on you and your commitment. We believe respect and good communication principles go beyond cultural barriers and promotes a safe environment. Students that break the school rules, demonstrate abusive and disrespectful behaviour or misconduct may be asked to leave the school and may not get a refund.

HIL recognises some behaviour to be unacceptable and these are some examples of serious misconduct and abusive behaviour:

- Verbal or physical abuse to a student or any member of staff. Verbal abuse can include bullying, harassment, threatened violence, damage to personal property, abuse due to someone’s physical, racial, sexual, sexual orientation, or national differences. HIL considers this to be a misconduct in and outside the school.
- Misuse of IT equipments and facilities by downloading offensive or pornographic material.
- Theft of college resources or another student’s/member of staff’s personal property.
- Deliberate damage or misuse of school resources or vandalism to the college building or property.
- A student breaking UK law (eg. drug abuse or driving offences).

In any case of misconduct, students will be given an opportunity to explain themselves and will get a verbal warning. If students break the rule a second time they will receive a verbal and written warning. If the problem continues, the student will be asked to leave the college and they will receive no refund for services paid. *Please refer to the Terms & Conditions for more information.*

Prevent policy

HIL Liverpool does not tolerate any extremist behaviour or views from any student or staff member. To make sure this happens, all members of staff are trained in Prevent. We work hard to make sure our school is safe and all in it feel safe where freedom of speech is respected. We also respect all different religious views and make sure students and staff feel respected. All staff and students should be sensitive to different beliefs. We have no policy on student uniform, head coverings or religious/cultural clothing as long as the face is clearly visible.

Some examples of extremist behaviours and views:

- Anti-western or anti-British views.
- Glorifying violence or use of hate terms to exclude others or incite violence.
- Attempts to impose extremist views or practices on others or voicing opinions drawn from extremist ideologies and narratives.
- Intolerance of difference, including faith, culture, gender, race or sexuality.

In Case of Emergency

In the event of any emergency, HIL's responsible officer will implement the emergency plan and instruct you on what to do.



First Aid

Please go to the reception or tell your teacher if you need first aid (including a plaster, a bandage or dressing). The school/teachers are not allowed to give you medicine.



Fire

If you discover a fire, tell a member of staff immediately, shout fire or push a fire button. Fire call points are located near the fire exits and close to the fire extinguishers and can be activated by pushing the button. If the fire alarm sounds, everyone, including students and staff should leave the building, leaving all personal belongings behind, via the nearest exit following the exit signs and/or following a fire marshal with the high visibility jacket. If you feel confident and are safe away from the fire, call 999.

Assemble at the point (stated on the fire notices around the school). Once you're at the meeting point, please find your teacher who will go through the attendance register to make sure you're present and safe.



Hazards

A hazard means a chance of someone being injured or harmed or something or an object that exposes you to risk. The stairs in the school can be very busy at times, please be careful and do not run up and down the stairs. The stairs and outside ramp can become slippery if raining outside or during very cold (frosty) weather, so please take care.



Accidents

For minor accidents inside the school, please go to reception or tell your teacher. Should you or a friend have a more serious accident, again contact reception who will call 999 for an ambulance.



Attacks

If there is an attack or explosion, you should:

- Get under a strong table or desk if things are falling around you. When there is nothing else falling, leave quickly, watching for weakened floors and stairways.
- As you leave the building, take care of falling debris.
- If safe and guided by staff, leave building as quickly as possible. Do not stop to get your personal belongings or make phone calls. Once you are outside, do not stand in front of windows, doors or other potential hazard options. Make sure you do not stand in areas outside where officials will need access.
- If the attack or threat is outside, staff may choose to lockdown the building until safe again for you to go outside.

In case of an emergency and you need to speak to someone out of school hours, phone 07983 282928

BOOKING A HOTEL

Liverpool has a variety of accommodation options and a good selection of hotels. Airbnb is a good option and it's easy to find available homes or rooms near the school and the city centre (although it may not be the cheapest option). You can also check hotel options on the following sites:

www.skyscanner.net

www.uk.hotels.com

www.booking.com

COSTS

Costs depend on the number of days, hours and students enrolled in a course and will be tailored to your needs and budget. Please contact us to discuss your needs.

CONTACT

Heritage International Languages (HIL Liverpool)

36 Windsor Street

Liverpool

L8 1XF

www.hilliverpool.com

Email: admin@hilliverpool.com

WhatsApp: +44 7983 282928

Facebook: @hilliverpool

Instagram: @hilliverpool

Twitter: @hilliverpool

General Terms & Conditions - We have a general Terms and Conditions document, which is available upon request by email, for download on our website or a printed out copy from reception upon request.

HOLIDAY LIST 2025/2026

Holiday	DATES
Easter Holiday	18 April 2025
Easter Monday	21 April 2025
May Day Bank Holiday	05 May 2025
Spring Bank Holiday	26 May 2025
Summer Bank Holiday	25 August 2025
Christmas & New Year's Holiday	22 December 2025 - 04 January 2026



HOW TO MAKE A COMPLAINT

Who to?

You have a choice. You can complain directly to the department manager of the service you wish to complain about or if you regard the matter as more serious, please collect a form from reception (or ask for a digital copy), fill and address your complaint to:



Becky at admin@hilliverpool.com

If you have any financial enquiries, please contact David at david@hilliverpool.com

If you have any questions about courses, please contact the Director of Studies Tom at tom@hilliverpool.com

What happens when my complaint is received?

On receipt of a formal complaint, the Welfare Officer or a person requested by them will decide how and who should investigate the complaint.

How long does the process take?

All complaints will normally be investigated and completed within 5 working days of the complaint being received and no longer than 14 days, provided the complaint does not involve a disciplinary investigation.

You should receive written confirmation that we have received your complaint within 3 days.

In case you're not happy with something

HIL Liverpool strives to ensure that our goods and services are provided to a high standard.

Although this is what we strive to achieve, there may be occasions when you may not be happy with the service that you have received.

If you are not happy with anything we have done; you have the right to complain and have your complaint investigated and resolved.

We welcome all comments, suggestions and complaints because they help us to improve our services.

Making a complaint?

- Please tell us what service or goods we provided?
- Please tell us what you are not happy about?
- Please tell us what we can do to make it right?





CANCELLATION, RETURNS AND REFUND POLICY

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Introduction

This Cancellation and Refund Policy helps us to provide outstanding levels of service to all our customers.

Policy

Customers making cancellations will be treated in a courteous and friendly manner at all times.

The Company will not hold customers liable for more than any reasonable costs already incurred up to the time of cancellation.

All cancelled classes will be invoiced if a charge is made making it clear to the customer what the cost is for.

The Company will always act responsibly with the interests of the customer in mind and work to keep all costs to the customer as low as possible.

If a customer cancels any lessons or courses

Before Course has started: No charge will be made to that customer unless items ordered for that customer cannot be returned or incur handling charges to return. In this case the customer will be charged for the services or goods or the cost incurred for the return. If for any reason the student cannot fulfil his/her commitment to join a course and we receive written evidence at least 10 days prior to arrival, we will refund the fees received in full, less an administrative fee of £40. Where we receive this evidence, the refund will be paid to you within four weeks of you providing us with bank details and signed authorisation that the refund should be paid to that account. If written evidence of a refusal is received less than 10 days prior to arrival then the refund will be paid less the administrative fee and 50 percent of the course fee, unless in the case of visa refusal, in which case you must provide us with a Letter of Refusal from the Department of Immigration.

Once Course has started : No refund will be offered for classes that have already been attended. Books and other material may be refunded if not used. At the discretion of the company directors, refunds may be offered for classes paid for but not yet attended at the time of cancellation. We endeavour to accommodate changes and customer needs, however, there is no guarantee that courses and classes paid for and booked can be rescheduled and timings changed. This will always depend on staff availability and timetables. Refunds will be considered for classes that are not yet taken when a written request is presented to reception. Any request for a refund must be made in writing using the Refund Form. Available on our website or from reception.

A student on a 1-to-1 course can have their lesson rearranged at no extra charge if 24 hours' notice is given. Any cancellation within 24 hours will still be subject to the normal course fee. Rescheduling of 1-to-1 classes are dependent on the timetable and the teacher's availability.

HIL Liverpool acknowledges the importance and is compliant with the UK consumer right of a 14 day cooling off period for bookings made online or by phone. During the 14 days, the student can cancel for any reason and claim their money back. However, should a student request a service to be provided during the cooling-off period, we reserve the right to retain the cost of services provided up until the point of cancellation.

In special circumstances the directors may allow a full refund, on a case by case basis at their discretion.

Non Compliance

All employees have a role to play in enforcing the policy and are required to deal with any observed or reported breaches. Should employees feel apprehensive about their own safety in regard to addressing any breach, they should seek senior management support.

Failure to comply with this policy may lead to a lack of clarity over job role, learning needs or expected standards of performance, resulting in reduced effectiveness or efficiency, underperformance and putting service delivery at risk.

Any member of staff refusing to observe the policy will be liable to disciplinary action in accordance with the Company's Disciplinary Policy up to and including dismissal.

Implementation of the Policy

Overall responsibility for policy implementation and review rests with the Company senior management. However, all employees are required to adhere to and support the implementation of the policy. The Company will inform all existing employees about this policy and their role in the implementation of the policy. They will also give all new employees notice of the policy on induction to the Company.

This policy will be implemented through the development and maintenance of procedures for appraisals and one-to-one meetings, using template forms, and guidance given to both managers and employees on the process.

This Policy was approved & authorised by:

Name: Rauni Da Mota

Position: Director Principal

Review Date: 21/04/2027

Version: 4

Signature:

_____

Monitoring Policy

The policy will be monitored on an on-going basis, monitoring of the policy is essential to assess how effective the Company has been.

Reviewing Policy

This policy will be reviewed and, if necessary, revised in the light of legislative or codes of practice and organisational changes. Improvements will be made to the management by learning from experience and the use of established reviews.

Policy review date: 21/04/2027

Policy Amendments

Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company senior management to see that all relevant employees receive notice. Written notice and/or training will be considered.

Additional Information

If you require any additional information or clarification regarding this policy, please contact your manager. In the unlikely event where you are unhappy with any decision made, you should use the Company's formal Grievance Procedure.

To the extent that the requirements of this policy reflect statutory provisions, they will alter automatically when and if those requirements are changed.



HIL Liverpool

General Terms and Conditions

Please read these terms & conditions before you register and pay for a course. If anything is not clear or you would like more information, please contact us at admin@hilliverpool.com or through our Contact Form <https://www.hilliverpool.com/contact.html>. HIL Liverpool Terms & Conditions are legally binding on all students, regardless of whether you have booked directly through the website or through a member of staff.

HIL Liverpool reserves the right to change prices, to cancel or change courses and to amend timetables if the need arises at any time and to make additions or amendments to these terms & conditions by notification on our website. Students shall not be permitted to assign their booking to another student or any third party.

Students may not make use of the school's facilities or name, other than for the purposes arranged directly by the school.

Visas

In order to be in the UK, you must have the correct visa, appropriate leave to remain and/or residence permit. In the event that we find that you do not have appropriate leave to remain or residence permit, we will terminate your contract immediately and you will have to leave your course. In this case tuition and registration fees are non-refundable. Currently HIL Liverpool does not provide letters for visa purposes.

If you are not from the EU you will probably need a visa to enter the UK. Full information can be found at <https://www.gov.uk/check-uk-visa>. If you are an EU resident, you do not currently require a visa to enter the UK at the time of writing (October 2020). You will also be able to work while you are in the UK.

At the time of enrolment/booking, HIL Liverpool will ask if you qualify to remain or reside in the UK. Students are responsible for determining their visa status and complying with relevant UK regulations.

Applicants with Health, Disabilities or Special Needs

If you have any mental or physical illness, allergy, disability or condition that may interfere with your ability to successfully complete your course of study, we request that you tell us when booking a course so that we can advise you on the suitability of the course and any reasonable additional support we may be able to offer. Please note, our current premises is on the first floor of an historic building with access by stairs only.

It is the student's responsibility to declare any physical or mental illness which may impact upon the student themselves or any other student or staff, or that may require treatment, monitoring or intervention.

Booking a Course

HIL Liverpool reserves the right to refuse bookings. Courses (with the exception of one-to-ones) are charged on a weekly basis. HIL Liverpool will not allow students to book and pay for any partial weeks.

Enrolments should be made at least 30 days in advance of the course start date and payment must be cleared according to the payable date on the invoice.

Course Cancellations by Student

Any request for a refund must be made in writing using the Refund Form available on our website and from reception. The form must be completed in full by the applicant and submitted to admin@hilliverpool.com. All refunds will be considered under the terms of HIL Liverpool's Cancellation, Returns and Refund Policy.

The cancellation will be considered from the date it is received by HIL Liverpool, not the date it was sent by the applicant. Fees may be charged dependent on the circumstances and time frame of the cancellation request.

HIL Liverpool acknowledges the importance of, and is compliant with, the UK consumer right of a 14 day cooling off period for bookings made online, by phone or by mail. During the 14 days, the student can cancel for any reason and claim their money back. However, should a student request a service to be provided during the cooling off period, we reserve the right to retain the cost of services provided up until the point of cancellation.

Agents

Students who have booked through an Agent will be subject to the Agent's Terms and Conditions; however, HIL Liverpool reserves the right to apply our own Terms and Conditions at any time.

Cancellation by the school

HIL Liverpool reserves the right to cancel/adapt any course.

HIL Liverpool will refund payments under the following circumstances:

- School closure due to circumstances outside of our control – this does not include adverse weather conditions
- If the school is unable to provide reasonable space to conduct the course

HIL Liverpool is not obliged to refund payments under the following circumstances:

- Reasonable repair work or decoration to the premises when classes are not directly affected
- If student is unable to pay in full at a prearranged time
- If student is unable to arrive at prearranged time/day and a written notice is not given 10 days before the course start date
- If a student brings the school's reputation into disrepute
- If student breaches the Terms and Conditions and general guidelines included on the Student Handbook (<https://www.hilliverpool.com/onewebmedia/Student%20Handbook%20.pdf>)

Classes

Where a course has been cancelled by the school, the student shall be offered alternative dates or a full refund.

New classes are started at any given time with a minimum number of 6 students.

HIL Liverpool reserves the right to alter the advertised course schedule; this includes the cancellation of a course.

Classes are generally mixed with a variety of different nationalities. However, this cannot be guaranteed and is dependent on seasons and demand.

HIL Liverpool currently enrolls students of ages 18+. This may change in the near future. Meanwhile, for queries from under 18 customers, please contact our enrolment team through the email admin@hilliverpool.com or fill in a contact form at <https://www.hilliverpool.com/contact.html>.

HIL Liverpool endeavours to maintain fixed arrangements, this includes timetables, teachers and students groups, however, HIL Liverpool reserves the right to alter timetables. Students will be given prior notification of any changes. HIL Liverpool reserves the right to merge, split, cancel or otherwise alter a class's composition. Teachers are allocated to the classes on a week-by-week basis and sometimes we cannot guarantee classes will continue to have the same teachers.

HIL Liverpool reserves the right to change any teacher in any given class

HIL Liverpool will always do all possible to place a student in the best suited class level for them. Students will do our placement tests on their induction day. Students will also be required to do an online placement test as soon as a booking request is received. If a student's English level is not suitable for the course they have booked, HIL Liverpool reserves the right to move them to a different level.

HIL Liverpool reserves the right to change the level of a class; this will be done considering the ability and needs of the students in the class and in consultation with the class' teachers and the academic staff. The decision of the academic staff is final.

HIL Liverpool will only issue a certificate for the completion of the course to students who have an attendance rate of 85% or above. Letters confirming enrolment can be issued by HIL Liverpool at the school's discretion for those students whose attendance rate is lower than 85%.

Attendance will be taken in every class and teachers will manage the class register. In the unexpected event of you not being able to attend a class please phone and let reception know as soon as possible. Please refer to our Customer Care policy (cancellations) to find out more about how these incidents are treated by HIL Liverpool. If you are absent for more than 2 classes in a row the Student Welfare Officer will try to contact you.

HIL Liverpool's Attendance Policy is 85% percent. If your attendance is below this level we will include your attendance on your certificate. We will also talk to you about what can be done for this to improve. If there is no improvement, you may be taken off the course and you may lose any entitlement to a refund.

We also request that students be on time for their lessons. Anyone arriving later than 10 minutes without a reasonable explanation will be asked to wait until the next class starts.

All students must have the relevant course book to gain entrance to a class. Should a student's class level be changed, a new course book must be purchased. Entrance to class may be refused if a student does not have a course book.

Course Extensions

If you want to extend your course, please speak to the reception or admissions team as soon as possible. Courses can be extended as long as there is space available. Payment for extensions must be paid in full in advance.

Special Offers

HIL Liverpool often offers students seasonal offers. The terms and conditions below apply to offers:

- Special Offers must be booked and paid for prior to the expiration date.
- Any relevant special offer codes must be provided at the time of booking.
- Promotion prices apply to new enrolments only.
- Only one special offer is valid per enrolment.
- Special offers cannot be combined.
- All special offers are subject to availability and are subject to change.

Payments

Course fees must be paid in full before the commencement of the course unless otherwise agreed and arranged by the HIL Liverpool enrolment team.

Delays in payment may result in a student losing their secured place in school/course and/or being asked to leave the course.

Students are expected to cover all extra transaction charges/fees where this is applicable. Any outstanding amount must be paid by the student upon arrival.

Insurance and Liability

HIL Liverpool's insurance policy covers accident or injury where we are deemed liable. It does not cover illness, theft, damages or loss of a student's personal effects. HIL Liverpool holds no responsibility for any illness, theft, damages or loss of personal effects and strongly recommends that students take out personal insurance which covers, as a minimum, travel, health and money. Advice on this is also available upon request.

Any activity undertaken by students during their stay in the UK or while studying at HIL Liverpool, is strictly at their own risk and the school will accept no responsibility. This includes activities where a staff member is present, whether or not in an official capacity.

HIL Liverpool will not be held responsible for any difficulties a student may face due to any undisclosed medical conditions.

Data Protection & Use of Information

Information collected and held by HIL Liverpool about a student is done so lawfully and in line with the Data Protection Act 2018.

A copy of the Data Protection Act 2018 can be made available upon request.

HIL Liverpool confirms that the student's information will not be passed to any third party without prior consent and we will only use your personal data when the law allows us to.

HIL Liverpool considers it to be the student's responsibility to inform reception if any details, including contact information, are changed.

School Closure & Bank Holidays

HIL Liverpool will be closed for all Public Bank Holidays.

HIL Liverpool is also closed between Christmas and New Year. Please check our website for updated holiday closure dates.

Concerns and Complaints

In the unlikely event of a student being unhappy with the services provided by HIL Liverpool, they are advised to refer to HIL Liverpool's Complaints Procedure (Page 29 of the Student Handbook). Information on this is also available in the Student Handbook and forms available at Reception.

Behaviour & Liability

HIL Liverpool reserves the right to change and/or adapt the rules of conduct at any time to ensure the wellbeing of students. Students are required to respect and observe British laws.

Students shall behave appropriately and respectfully in school at all times and comply with any reasonable requests made by HIL Liverpool employees.

Students will be liable for any loss or damage to any HIL Liverpool property; this includes the building, school grounds or any objects therein and shall indemnify HIL Liverpool against any loss or liability. Students will be responsible for injury caused to any other person and shall indemnify HIL Liverpool.

HIL Liverpool reserves the right to refuse admission to a student or expel them from their course due to misconduct or unsatisfactory attendance/work. Expectations on student's conduct and responsibility are clearly stated on the Student Handbook.

Accommodation

HIL Liverpool currently offers a range of accommodation options. These include:

- Homestay - stay with a Host Family during your studies
- Student accommodation - stay in a Private Studio, Private En-suite or in a Shared Studio in a student accommodation building.

If you would like any help with organising accommodation, please contact reception. If you have any questions about a specific accommodation, please contact reception or the accommodation itself.

Photography, Filming and Sound Recording

HIL Liverpool may photograph or film video footage of students for promotional purposes, both printed and online.

Any student who does not wish to participate should inform us at the time of booking or state at the time of the photographing or video filming that they do not wish not to participate.

By accepting these terms and conditions the student gives consent to the use of these photographs or video footage without further consent or notification.

Any further detail can be provided or clarified upon request by emailing us at admin@hilliverpol.com

This document was approved & authorised by:

Name: Rauni Da Mota

Position: Founder and Director

Date of first implementation: 06/01/2019

Review Date: 31/03/2026

Version:

Signature:

