



# INFORMATION PACK FOR STUDENTS AGED UNDER 14 YEARS OLD



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## **THE NW ACADEMY**

The NW Academy is located in Derry (also known as Londonderry) which is in the North West of Ireland (Northern Ireland). Derry is the fourth largest city in Ireland and has a population of 125,000 people. It is situated 2 miles from the border with the Republic of Ireland, and 75 miles from Belfast.

Derry is located in one of Northern Ireland's most beautiful regions, close to the Atlantic Ocean where you can visit some of the most beautiful beaches in Ireland. The most visibly striking feature of the city is the historic city walls.

The NW Academy looks after your arrival, induction, language teaching, accommodation, travel, social programme, food allowances, and airport transfers. At the end of the programme we present you with a certificate of achievement for the successful completion of their language course.

We provide an excellent English language learning experience which allows you to practise and develop your English in an authentic and communicative context.

NW Academy staff are very friendly and supportive. If you have any problems, please let us know and we will try to help you in any way we can.



Please make sure your parent or guardian reads this information to you. If you have any questions, please ask us!  
[info@northwestacademy.net](mailto:info@northwestacademy.net)



Photos of the premises

## **KEY INFORMATION**

### **ACCESSIBILITY**

City of Derry airport takes approximately 10 minutes to travel to by bus or car. Belfast International Airport and Belfast City Airport take approximately 90 minutes to travel to by bus or car. We can give you more details on how to get from the airport to Derry when you book your flights.

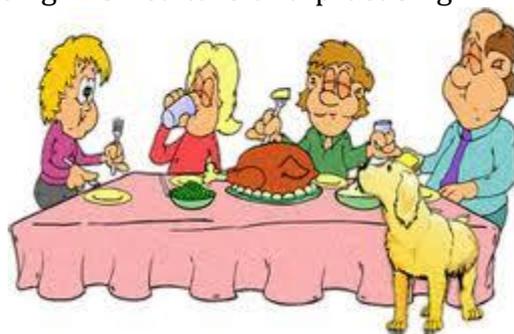


### **ACCOMMODATION**

Please complete the accommodation form carefully (at least 4 weeks before you arrive) and tell us if and with whom you want to share the room.

### **ACCOMMODATION – HOME STAY**

Home stay accommodation means that you live with an Irish home stay provider. We have an excellent relationship with many home stay providers who live close to the school, and it is a great way of experiencing Irish culture and practising your English. All our home stay providers have completed thorough background checks of their suitability to work with children and vulnerable adults, and they are all inspected on a regular basis.



### **ACCOMMODATION – RESIDENTIAL - FOR GROUPS**

NW Academy Residential Accommodation is owned, maintained and managed by us and so participants have round the clock support.

Facilities in our Accommodation can include: Bedroom –shared with en-suite or dedicated bathroom in the corridor, living and dining room equipped with TV, kitchen equipped with fridge and cooking equipment (kettle and toaster). Participants have

free WIFI internet, central heating and access to washing, iron and ironing boards. Some accommodations have an outside garden area. Bed linen is provided but participants must bring their own towels.

All bedrooms are cleaned prior to participant arrivals; communal areas are cleaned in dedicated days during the stay of the group, however, it is up to the participants to keep the house clean and tidy. Our residential accommodation is based in Derry.

## **ACCREDITATION**

The NW Academy is recognised as an English Language school for the teaching of English. We are ISO 9001-2015 and British Council accredited to ensure a high quality service.

We are a registered exam centre for Cambridge, Trinity, SELT and IELTS exams, and are members of English UK, Education UK, Derry Chamber of Commerce and Derry Visitor & Convention Bureau.

## **ANTI BULLYING POLICY**

The NW Academy has a strict anti-bullying policy – see appendices



## **ARRIVALS**

You should try to arrive in Derry during the weekend (between 9AM – 10PM) so you can begin school on Monday. A member of staff or the host family will meet you when you arrive in Derry City. You will be provided with a welcome pack, and other relevant information.

### Key points to remember prior to arrival:

- 1) The NW Academy should be informed of the potential arrival period at least 3 months before arrival (if possible).
- 2) Do not book flights until you have received confirmation of availability.

- 3) Bookings must be made at least 4 weeks in advance of arrival. Late bookings will be accepted at the discretion of the NW Academy.
- 4) Induction day is usually Monday, and you start your English classes on Monday afternoon or Tuesday, depending on your social programme. Please take this into account when booking flights.

## **ATTENDANCE**

You need to tell us immediately if you can't attend school or a social activity. A record will be kept of each participant's attendance. If you are late for class, you will be noted as 'absent'. The attendance procedures are in the participant handbook which is sent as part of this pack or is available on arrival – Please see appendices or a copy of the attendance and lateness policy.

## **CERTIFICATION**

At the end of the project, NW Academy will provide you with a certificate of achievement. 100% attendance is required to obtain the certificate.

## **CHECK LIST FOR PARTICIPANTS *APPENDICES***

### **CLASS SIZE AND NATIONALITIES**

The maximum class size is 16 and the average is 10-12. We try to mix different nationalities into each class but ultimately it depends on the age and level of learners. The main thing is that you try to always speak English when you are in class.



### **CLOTHING *APPENDICES***

### **COMMUNICATION**

Please email us if you have any questions or need more information. Phone calls are not the preferred option unless it is an emergency.

## **COMPLAINTS PROCEDURE**

If you have any complaints about your stay, inform NW Academy staff at once. The NW Academy staff will aim to deal with any problems straight away. If you are still unhappy, the complaint will be forwarded to the Managing Director of the NW Academy.

## **COURSE AVAILABILITY AND CANCELLATION**

We try to provide the course you want; however, if there are not enough applications for a particular course, the school can offer an alternative course of the same value.

## **CURRENCY / MONEY**

The currency in N. Ireland is pounds sterling (GBP) and you should try and bring this with you. Euros are accepted in some stores and can be converted.



The NW Academy sets an exchange rate which may be different to the bank rate of the day. This rate changes with inflation. If you need any information about the NW Academy's current rates, please contact your project manager.

## **DEPARTURES**

Departure information is provided for everyone. Logistic information and advice is provided and any transport needed can be booked by the NW Academy

## **DISABLED PARTICIPANTS & VISITORS**

We are committed to providing equality of opportunity to disabled participants and visitors. Once a participant has decided to study at the NW Academy, they should let us know any specific needs which we can discuss and find ways to help.

## **DISCRIMINATION POLICY**

The NW Academy has a firm commitment to equal opportunities and we will not tolerate harassment, bullying or discrimination of any kind. We will support and assist anyone who feels they have been discriminated against.

## **DOCUMENTS**

Your documents should be sent by email to the Project Manager at least 4-6 weeks before you arrive.

The documents to be provided are:

- Group Booking form
- Health form

Please complete all forms fully and correctly.



The NW Academy will also work with you to provide any necessary paperwork. If you require paperwork, please inform the NW Academy a minimum of 2 weeks prior to returning home.

## **DROP IN SERVICE**

We offer a “drop in service” from 1.30-2.30pm every Wednesday.

\*Remember that we are always available if you have a problem or concern, and you can come to us at any time. Please sign in at the office and request the department you need.

## **EMERGENCIES/ EMERGENCY CONTACT**

The NW Academy offers 24-hour emergency support: (+44)07593882977. This number is on the ID cards that you receive at induction, and is also in the participant handbook. We are available at all times for any emergency that you may have. Please remember to call 999 if you need the emergency services.

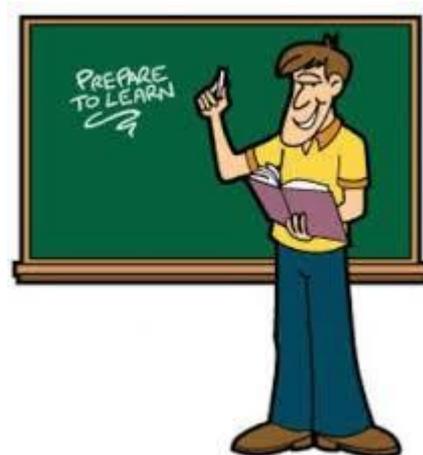


## ENGLISH LANGUAGE TEACHING DEPARTMENT

The NW Academy offers a range of English programmes which are available to meet the needs of learners at all levels. Our team of native speaking tutors have all completed thorough background checks of their suitability to work with children and vulnerable adults.

During the course, learners can expect:

- Course materials
- Use of the participant small book landing facility
- Free Wi-Fi
- End of course report
- Leaving certificate showing your final level and attendance record



The short placement test that you complete before arrival allows the English language department to assign you to a class of the correct level.

For a full list of courses available please see the NW Academy prospectus.

## ESSENTIAL ITEMS *APPENDICES*

### EXAMINATIONS

If you are interested in taking an exam during your time at NW Academy, you should speak to your teacher for more information. We are an exam centre for IELTS, Cambridge and Trinity exams. ***\*Please contact us for more information on dates and prices.***

### FACEBOOK & SOCIALS

The NW Academy has a Facebook, Instagram and TikTok page. This is a great way for you to keep up-to-date with everything that is happening both within the NW Academy and the city. *You will find us at nwaofenglish!*

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## **FACILITIES – NW ACADEMY PREMISES**

The following facilities are available for you to use:

- Well-equipped classrooms
- Social area for relaxing
- I.T. facilities. There is also language learning software available to help you develop and improve your English through self-study
- Small book lending facility – there is a variety of books, CDs, DVDs and CD-ROMS available.

## **FEEL SAFE, FEEL HAPPY**

It is important that you feel safe and happy when you are with us. If you feel unsafe because of something somebody says or does, please tell an adult who you feel safe with. This might be your parents, a teacher, or anyone else you trust.



Remember: you can say ‘no’ if someone asks you to do something wrong, like stealing, or if you feel scared.

## **FIRST AID**

Staff at the NW Academy have first aid training. Tell a member of staff if you require first aid.

## **FREE TIME CODE**

## In The NW Academy Premises:

- Keep your belongings with you
  - Wear your student lanyard
  - Be contactable at all times
- Stay on NW Academy premises at all times
  - Be punctual
  - Respect the social media policy
  - Never deliberately put yourself at risk
- Know what member of staff is on supervisory duty during break times
  - Follow all emergency procedures/Fire escape routes
  - Have fun!

## At Home

- Be aware of your host family information (address and contact number)
  - Ensure that you are with your family at all times
  - Be respectful and polite to your family
    - Respect the family rules
  - Never deliberately put yourself at risk
    - Respect bed times/curfews
- Follow all emergency procedures/Fire escape routes
- Be aware of the emergency services number-999
  - Have fun!

## At Social Activities

- Be aware of the social contact number and the emergency services number
  - Keep your belongings with you at all times
  - Wear your student lanyard at all times
    - Be contactable at all times
  - Be punctual to meeting point/bus
  - Never deliberately put yourself at risk
    - Follow all emergency procedures
- Respect the environment, premises, buses
  - Have fun!



**HEALTH & SAFETY** *see Policies* [www.northwestacademy.net](http://www.northwestacademy.net)

## **HOLIDAYS**

The school will be closed on public holidays. This may affect English and social timetables.

## **INDUCTION**

You will all receive an induction to the NW Academy on your first day and given a presentation about the NW Academy and a tour of the city.

## **INSURANCE**

You must take out your own personal and medical insurance to cover any loss or damage to your property or person. The NW Academy does not accept any responsibility for the loss or damage of your personal property.

**Insurance is the full responsibility of the participant and/or sending organisation.**

## **INTEGRATION**

In order to integrate into Irish life we recommend you be aware of the following;

- Eating times are different here compared to most parts of Europe and the rest of the World. As a guideline, breakfast is typically between 8am-10am, lunch is eaten between 12noon- 2pm and evening meals are served between 5pm-7pm.
- Personal hygiene is very important and so we recommend you shower every day and bring suitable attire for daily life in Ireland.

## **INTERNET ACCESS**

The NW Academy provides free Wi-Fi for everyone. You can bring your own laptops to the school and use the internet if you want. When you stay in host families, Wi-Fi may either be not accessible or limited.

## MAP



## MEDICAL

During the booking process you must inform the NW Academy if you have any medical requirements or allergies, etc.

If you have a European health card, you will receive free emergency treatment. If you do not have insurance or a health card you will have to pay for your medical fees. We require that everyone has medical cover for the duration of their stay.

### **MOBILE PHONES**

You should ask your mobile company about the tariff for using your mobile when abroad. Usually participants buy UK SIM cards on arrival in Derry which allows them to make and receive calls and text messages inexpensively. The NW Academy can assist with this.



### **MONITORING**

During the course, the NW Academy requires you to complete regular surveys. You are encouraged to give honest and open feedback so the NW Academy can provide you with the best experience possible.

### **OFFICE OPENING TIMES**

The NW Academy is open Monday – Friday 9am- 5.30pm

### **POCKET MONEY (If applicable)**

Pocket money is given to students on Fridays after 4.30pm, unless you have made a prior arrangement for this. The NW Academy can only release your pocket money if it has been sent to us by your sending organisation. If your sending organisation has not made the payment, then your pocket money will be delayed.



### **PROMOTIONS**

The NW Academy runs various promotional offers all year round.

## **PROPERTY – NW ACADEMY**

Everyone must respect and care for all property of the NW Academy. If you deliberately destroy or damage school property, you may face disciplinary action and possibly expulsion. You won't receive your official grades and transcripts until all costs from the damages have been paid in full.

## **PROPERTY – PARTICIPANT**

The NW Academy assumes no responsibility for any loss to personal property.

## **PUBLICITY MATERIAL**

Participants and their parents/guardians agree that details and achievements may be used for promotional purposes without notification or prior consent.

## **RISK ASSESSMENT**

Health and Safety is a high priority in the NW Academy, our premises and social activities are all risk assessed and deemed suitable for participants.

## **SAFEGUARDING – see policies [www.northwestacademy.net](http://www.northwestacademy.net)**

- CHILD PROTECTION
- VULNERABLE ADULTS



## **SAFETY**

Northern Ireland is a safe country with a lower crime rate than many other cities so if you are sensible and take care of yourself during your stay, we hope that you won't experience any problems.

## **Supervision of Students:**

### **Children 14 and Under**

Escorting children to and from school every day will be part of your responsibility of home stay providers/groups leaders if the student is 14 or under. Children of this age group must be supervised at all times by the home stay provider/group leader - arrangements may vary from group to group.

## SOCIAL ACTIVITIES / LEISURE PROGRAMMES

The NW Academy has a variety of leisure programmes which are organised to ensure you have fun and speak English.

If your programme includes social activities, you will receive a timetable at the start of your stay. If you do not attend activities, you will not be refunded.



You can find out more about what's happening in Derry by searching the following websites:

- [www.visitderry.com](http://www.visitderry.com)
- <http://www.derrycity.gov.uk/advice-and-information/Leisure-and-Culture>

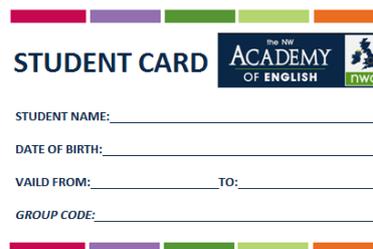
## STAFF CONTACT DETAILS

Staff Contact Details	Email Address
<b>Francesca Giacomini</b> Marketing and Finance Director Operations Director	<a href="mailto:Francesca.giacomini@northwestacademy.net">Francesca.giacomini@northwestacademy.net</a>
	<a href="mailto:Info@northwestacademy.net">Info@northwestacademy.net</a>
<b>Clare Heaney</b> Director of Studies	<a href="mailto:clare.heaney@northwestacademy.net">clare.heaney@northwestacademy.net</a>
<b>Konrad Radlak</b> Project Coordinator and Senior Teacher	<a href="mailto:Konrad.radlak@northwestacademy.net">Konrad.radlak@northwestacademy.net</a>
Accommodation & Maintenance Department	<a href="mailto:Accommodation@northwestacademy.net">Accommodation@northwestacademy.net</a>
Work Placement Department	<a href="mailto:Placements@northwestacademy.net">Placements@northwestacademy.net</a>
Social Department	<a href="mailto:Konrad.radlak@northwestacademy.net">Konrad.radlak@northwestacademy.net</a>

## PARTICIPANT ID BADGES

On arrival, you will get a NW Academy participant card and lanyard which will serve as ID, this is to be worn at all times when in school and on social activities. The identity card contains your name, date of birth, arrival and departure dates and the Academy 24 hour emergency number.

You will also benefit from discounts in many local shops with this card.



## **PARTICIPANT HANDBOOK**

On arrival, you will be given a NW Academy participant handbook. The handbook contains all relevant information that you will need for your stay in Derry.

## **SUSPENSION / EXPULSION**

Everyone must abide by the NW Academy's code of conduct and school rules. NW Academy reserves the right to suspend or expel someone whose conduct is unsatisfactory. There will be no refund given in these circumstances.

## **TIMETABLE**

You will either study English language in the morning (9.30-12.30) or in the afternoon (2pm-5pm). The NW Academy cannot guarantee a particular timetable.

## **TERMS & CONDITIONS – see [www.northwestacademy.net](http://www.northwestacademy.net)**

Please see the appendices for our terms and conditions. It is very important that you read and agree to these before collaboration can begin. Once the booking process has begun, you are bound to the Terms and Conditions.

## **TESTIMONIALS**

Testimonials can be found on our website in the participant section and also on independent websites.

## **TRANSPORT**

The best method of transport to use in the city is bus. Local transport tickets to the NW Academy can be provided on arrival, as will bus times and directions. You can also buy bus tickets from the driver on the bus. Local transport is not expensive.



If you are entitled to a bus refund, you can get this at the NW Academy at 4.30 on Fridays. Please keep your bus tickets, and make sure you get a weekly bus pass NOT a daily one!

## **VOLTAGE**

You are advised to bring your own adaptors for any electrical appliances as the voltage in Northern Ireland is 230V Frequency 50HZ, Plug G. Adaptors can also be purchased in Derry for a price of approximately £5.

## **WEATHER**

The weather in Northern Ireland is typically mild and wet, never very cold, but often very changeable. You should bring a rain coat, an umbrella and good walking shoes.



## **WEBSITE**

The NW Academy website is [www.northwestacademy.net](http://www.northwestacademy.net) . Here you will find lots of information including current news.

## **WELCOME PACK**

On arrival you will receive a welcome pack which includes: Maps of Derry, NW Academy information, visitor guide, project information, directions, and any other project specific details.

## **WELFARE - APPENDICES**

Staff at the NW Academy can provide information to support you with any issues or difficulties. All issues are treated with confidence.

