



International House
London
Young Learner Centres

Student Handbook 2026



Welcome



Thank you for choosing to study with us at International House London Young Learner Centres.

We really hope you enjoy your experience with us and that you will learn lots of new, useful, and interesting things about Britain – its language, culture, people and places.

This handbook will provide you with everything you need to know before coming to the UK and starting your adventure!

It contains a list of items that you should and should not bring with you.

Please check this carefully.

You will also find information for your parents or guardians. Please make sure they receive it as it includes important information regarding your insurance, emergency contact details and other information about our Young Learner centres.

If you need to know anything else before you set off on your journey please email us at younglearners@ihlondon.com.

We will be very happy to help you.

We're looking forward to meeting you and hope that your experience with us at International House London Young Learner Centres will be one you'll never forget.

Best wishes

**International House London
Young Learner Centres Team**









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What should I bring with me?

-  • Your smartphone
-  • A towel
-  • A hairdryer
-  • A travel adaptor (for the UK – it is different to the rest of Europe)
-  • Clothes for rain eg a raincoat, umbrella
-  • Clothes for sports/activities eg shorts, t-shirt, trainers
-  • Comfortable shoes for walking on excursions
-  • Nice clothes for graduation
-  • Toiletries: shampoo and conditioner, shower gel/soap, toothpaste and toothbrush
-  • Sunglasses, suncream, sun-hat
-  • A mesh laundry bag
-  • Spending money: we recommend bringing a pre-paid debit card. We recommend not to bring cash. Most shops in the UK are cashless now

For your travel to the UK, we recommend you bring:

- **snacks for the plane and the airport**
- **water**





What documentation should I bring for the journey?

- Your passport/identity document
- Insurance documents
- Consent to travel form (completed). You might need to show this to the airport staff
- Your student number (this is in your enrolment email)



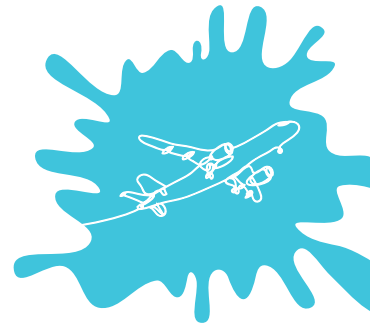
What do I need for my courses?

- All course materials are provided
- Tennis equipment is provided (if you are on English + tennis you can bring your own racquet)
- For English+ movie-making: a smartphone and attachment lenses (if possible). You will be recommended to download some apps in advance.



What do I do when I arrive at the airport?

If you are not travelling with a group/Group Leader, please send a photo of yourself to younglearners@ihlondon.com so we know what you look like. This photo will be stored privately on our Head Office system.



Shared transfer (London Heathrow only):

One of our Young Learner members of staff will be waiting for you in arrivals. They will be wearing a bright orange t-shirt with International House London Young Learner Centres logo on it. They will take you to the waiting area. There will be water and a snack if you are hungry. When all the students have arrived, they will take you to the coach, which will take you to your centre.

The shared transfer coaches leave the airport at 12:00, 15:00 and 19:00. If there are delays in immigration and you miss one coach, you will travel on the next one.

Private transfer (taxi):

if you have booked a private transfer, IHL staff (in orange t-shirts) will meet you in arrivals and take you to the taxi. Our staff may not travel in the taxi with you. All our taxi drivers receive security checks and are trusted partners.

Private transfer (group coach):

Our staff will meet your group and take you to the coach.

Please note that we our meet and greet airport teams work from 09:00 to 19:00.

If you are arriving earlier or later than these times, please contact younglearners@ihlondon.com for instructions.

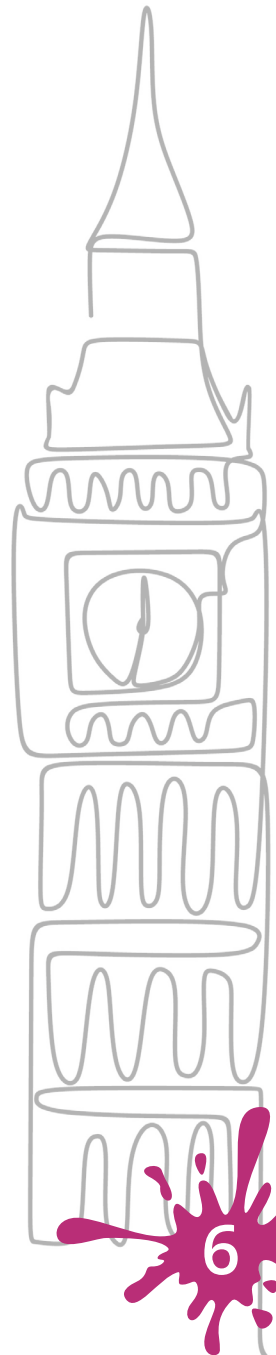
Unaccompanied Minor Service

If you are under 15, your airline may ask you to travel as an 'Unaccompanied Minor.' This is a special service, and we will send you a document before you travel with our IHL staff information: please bring this document with you. On the plane, the airline staff will give you special care and attention. When you arrive, they will take you to the airline desk where you must give the IHL document. They will call our staff who will come to collect you.

Transfer time

Oxford - Transfer time from London Heathrow Airport to Oxford will take approximately 1 hour and 30 minutes

Frensham - Transfer time from London Heathrow Airport to Frensham will take approximately 1 hour 15 mins.



Registration

What happens when I arrive at the centre?

You will be taken to the registration area:

Oxford registration area	Frensham registration area
<p>When you arrive, find the square of grass that is surrounded by buildings. There is a church in one corner. To the right of this church is Willows: this is where registration is.</p>	<p>When you arrive in the drop off zone, there is a small building on the left, made of wood. There are no other buildings connected to it. There will be a flag outside: this is where registration is.</p>

What happens at registration?

We will welcome you and collect your passport. We put your passport in the safe in the office for safe-keeping. If you have any cash pocket money, or other valuables, you should give them to the office for safe-keeping.

You should also give us any medication that you are taking so the Welfare team can keep it safe. Please tell them when and how often you need to take the medication.

What you will receive at registration:

- A student ID card (with your name, course name, centre, boarding house and emergency number)
- A welcome pack including an IH bag and lanyard. Please wear your ID card and lanyard at all times
- A QR code for the student handbook
- Information about where you will be staying
- A timetable for the first week.
- A QR code for the wifi

There will be some water and snacks available during registration.

When will I eat?

If you have arrived in the morning, you will be able to go to lunch.

If you have arrived in the afternoon, you will be able to go to dinner.

If you have arrived quite late, you will have packed dinners ready for you.

When can I go to my room?

Check-in for the accommodation is from 3pm. We will show you around the campus, take you to your accommodation (if it is ready) and give you some time to unpack.

There will be some activities happening in the afternoon and evening so you can start making friends.



What happens on my first full day?

English Level test

You will take a placement test. This is so we can place you in the most suitable class for your level of English. The test has three parts: Use of English, oral and writing. Do not be nervous, if you have any questions please ask one of the teachers or a member of staff.

Please note that part of the placement test requires the use of a smartphone. If you do not have a smartphone, you will be given a paper test.

Welcome talk

You will receive a 'Welcome Talk' which will cover the following points:

- Introduction to the centre
- Information about the local area
- Facilities at the centre
- Information about the office, laundry, meal times and rules
- Outline of who is who at the centre (Centre Manager, Activity Leaders etc.)
- Explanation of student ID cards
- Centre rules, fire and road safety
- Accommodation and cleaning
- Information regarding departures
- Excursions and activities plans



House Supervisor Induction

You will have an induction with your House Supervisor who will give you important information about your accommodation such as; waking up and bed time, what to do in the event of a fire, house meeting times, laundry and our expectations regarding behaviour within the accommodation.

Local area orientation

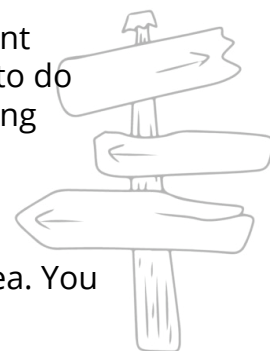
On Thursday afternoon you will have your first half-day excursion to the local area. You will also have time to explore the campus more fully.

Evening activity

The end of the first full day is a great opportunity to get to know other students and staff at the centre with some 'getting to know you' activities.

How will I contact my parents or guardians while I am away?

You will have access to the Internet so you can use your phone to contact your parents during break times.



What does a typical day look like?

Your house supervisors will wake you up in the mornings at 7-7.15am. You need to shower and get dressed, then your house supervisor will take you to the dining hall for breakfast. After breakfast there is school assembly and then teachers will take you to lessons.

Lessons are 9am-12.30. There is a break at approximately 10.30am.

At 12.30 your teachers will take you to the dining hall for lunch.

In the afternoons, you will have more lessons or you will have activities.

Dinner is at 6pm and the next evening activity is at 7.45pm.

At 9.30pm you will return to your boarding houses. There is a house meeting at 10pm and lights out/curfew is 10.30-11pm.

For Discover Junior 8-11 students mealtimes and curfew are earlier.

It is very important that you go to bed (and sleep) at the right time so that you have lots of energy for the next day!

House supervisors will be in every boarding house and they will check that students are asleep.

What will I do in the lessons?

You will have lessons with students from other countries. You will learn about other countries and cultures as well as learn more English. You will do lots of pairwork, groupwork and speaking activities. Each week you will work on a group project and then present the project at the end of the week to your classmates. Every Tuesday, there is a graduation ceremony for students who are leaving. (You can wear your nice clothes to this if you want!) At your graduation ceremony, you will receive your IH London certificate and a report from your teachers.

What happens during activity sessions?

There are lots of activity options to choose from! IH staff will ask you to choose your activities from the options. You need to check with staff and/or activity lists to understand where to go each day for your activity.

For activities:

- Fill up your water bottle before you join
- Wear comfortable clothes / sports clothes
- Be early at the meeting point so the activity can start on time
- Follow instructions from the activity leaders and teachers
- Help with equipment

If you want to do a different activity, you can change it for the next day. You can't change the activity on the same day it starts.



What happens on excursion days?

You will have an exciting and stimulating trip to another city in the UK!

Check with your house supervisor or the activity team about your schedule. Excursions may leave at different times. The day before excursion, make sure you know:

- Where you are going
- Who your activity leaders are
- What time it departs
- The meeting point for departure

During the excursion:

- Make sure you collect your packed lunch
- Be early for all meeting points and times
- Follow instructions at all times
- Keep the emergency/excursion phone number with you
- Look after your possessions (be careful with your smartphone!)
- Stay with other students at all times – don't walk somewhere alone
- Have the phone numbers of at least two friends
- Don't be late for the return coach!

After the excursion:

- You will return to the campus to have dinner
- You can share your experiences with friends who went somewhere different
- You will have a relaxing evening activity

What happens when I leave?

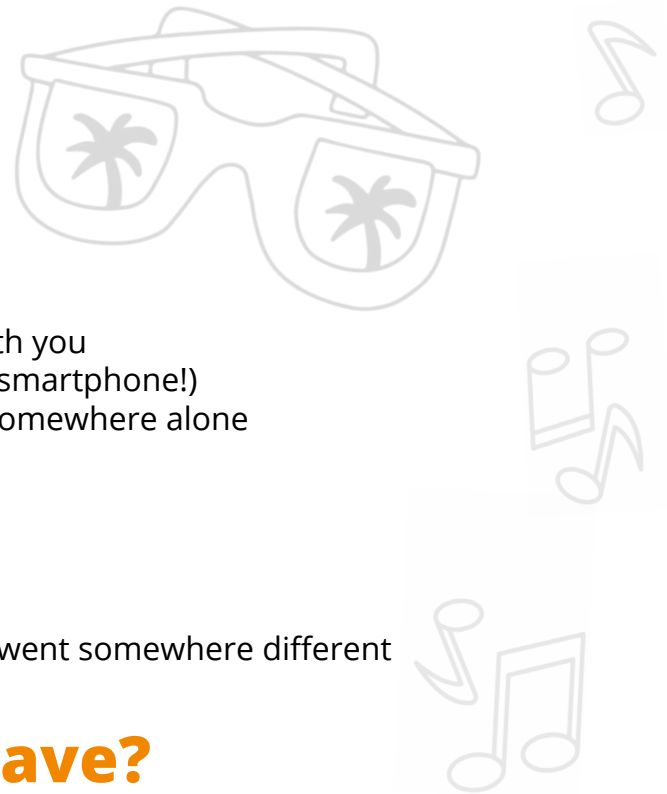
Two/three days before your House Supervisor will tell you what time you need to be ready on departure day. They –or your Group Leader - will help you to organise yourself.

You will need to collect your passport and any valuables from the office safe. The staff will tell you what time you can do this.

If you are taking a shared transfer, staff will take you on the coach to the airport. If you have a Group Leader, they will help you with check-in. If you are alone, then IH London staff will help you with check-in and make sure you go through security at the right time. We may contact you again to check that you are at the right gate. If there are any problems you should call the airport emergency phone. (This number will be given to you at the centre)

If you are taking a private taxi, IH London staff will meet you at the airport and help you with check-in.

If you have an Unaccompanied Minor service with the airline and with us, the staff member will take you to the airline staff, who will look after you on the plane.



Accommodation and laundry

How often are the bedrooms cleaned?

Once a week.

Do the rooms have air conditioning or heating?

No, they don't, but British summertime does not usually require these things :)

How far are the bedrooms from the classrooms/main buildings?

It depends on the centre and the boarding house but between 5 and 10 minutes' walk

Can I lock my bedroom door?

No you can't. If you have valuables or money that you want to keep safe, you can give them to the centre management office.

Can I share a room with my friends?

We take requests into consideration and we will try to make this happen for you, but we cannot guarantee it.

Do I have to bring a towel with me?

Yes, you do.

How often can I do laundry?

Once a week. Your house supervisor will help you. Please bring a mesh laundry bag with you to help us organise this.

Can I do extra laundry?

This will be an extra charge.

Do I need to buy laundry powder/soap/detergent?

No, we will provide this.

I don't like my room, can I change it?

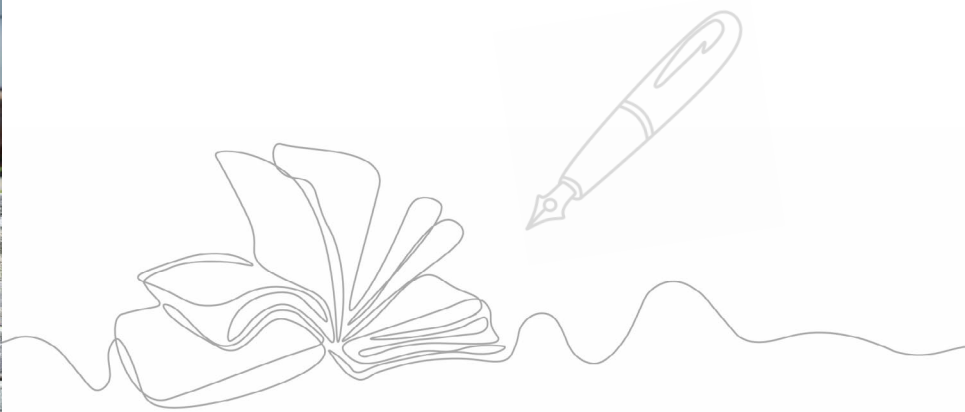
It is not possible to change rooms on the day you arrive. If you are not happy, you can speak to the management team on Thursday. They will try to help you but it is not common that you can change rooms.

What do I do if something is not working in my room eg water tap, electricity, window? Tell your house supervisor and they will contact someone to fix it.

What happens if I break something in my room or in the boarding house?

Please tell your house supervisor. We will contact your parents/guardian if there is damage and your parents will need to pay.





Money and valuables

How much money should I bring?

The majority of places in the UK are now cashless. If you want to bring cash, we recommend no more than £100 per week.

What will happen to my passport, pocket money, valuable?

There is a safe in the centre management office where we will keep your passport, pocket money and valuables safe.

Do I have to give my money to the management team?

You don't have to, but we strongly recommend that you do, so we can guarantee safekeeping. There are no locks on bedroom doors.

Should I bring my most expensive trainers/dress/jewellery/jeans/laptop?

We recommend that you don't bring anything very expensive with you.



Food/dietary and medical

What is the food like? What will I eat?

There are three meals a day prepared by the kitchen: breakfast, lunch and dinner. There are always multiple options and you can choose what you would like to have from the menu offered.

What if I don't like the food?

It is very unusual for someone to dislike everything on the menu but we understand that some of the options may be different to the food you are used to eating – this is normal when you visit a different country. However, if you are struggling with the food, please speak to a house supervisor who will be able to help you.

What do I do if I have special dietary needs e.g. halal, allergies?

Please indicate this on the dietary/medical form and we will inform the catering teams before you arrive at the centre. Each centre can cater for these dietary requirements.

Are snacks available?

Snacks will be provided on transfer days for arriving/departing students. Snacks may be provided at other times e.g. movie nights, prizes. At each centre, three nutritious meals a day are provided and we don't want to encourage snacking of unhealthy foodstuffs. If students wish to have snacks they can use their pocket money to purchase some either on site or during excursions. There may be a tuck shop on site which sells snacks to the students.

Can I have extra portions?

This may be possible, once the team have ensured that all students have been served.

Can I order takeaway/delivery?

No – we want to ensure that all our students are eating healthy, balanced meals and we cannot regulate this if takeaways are involved. We have a responsibility to ensure that students are eating well.

Can I keep food in my room?

No, this could encourage insects and cause accommodation to become unclean.

Can I keep medicine in my room?

No. You need to give your medicine to the Welfare team so that they can keep it safe. You will have access to it whenever you need it. The Welfare team have a fridge for medicine if you need.

Can I stay in my room if I feel sick?

No. We would like to look after you and monitor your sickness which we can't do if you stay in your room. There are beds in the sick bay where you can rest, and where staff can help you stay hydrated.

What happens if my flight is delayed and I miss dinner?

We will ask the kitchen to prepare food for you to have when you arrive.



Activities/Excursions/Programmes

How will you keep students safe on excursions?

Students will be organised into groups with a minimum of 1 IHL staff member for 18 students (12 for Discover Junior). Students will know the itinerary and maps will be shared with them. IHL staff will have an emergency phone and will give the number to the students - they should call this if they get lost. Students should share their personal number with two friends who are in the same coach group. If a student gets lost, they should find and stay in one place, call the emergency number and tell the staff what they can see. The staff will come and get them.



How much free-time is there?

On most excursions there is 30-60mins free-time for students. However, this will be within a contained area with staff available to help and support and keep students safe, and students will need to form groups of 3-5 so that no one gets lost. In the centres, there is some free-time around lunch and dinner times.

Can I go off campus alone?

No. You will have opportunities to go off campus with a member of staff during excursions.

What if I want to change my programme?

You will need to speak to the centre management team or Director of Studies to check availability. If there is a difference in the cost of the course, you will need to pay the difference. We will need the approval of your parent/guardian.



Are there indoor alternatives if it rains?

Yes, if it rains we will have indoor activities.

Are the activities compulsory?

Yes, this is how you will make new friends :)





Information for parents and guardians

How can I get in contact with my son or daughter while they are in the UK?

Here are the contact details for each centre:

OYL International House Oxford c/o St Edward's School Oxford OX2 7NN	FYL International House Frensham Frensham Heights Road Rowledge, Farnham GU10 4EA
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Before they arrive, you can contact Head Office or the Sales Team with any enquiries:
Email: younglearners@ihlondon.com; sales@ihlondon.com
Telephone: YL Head office number: **+44 (0) 207 611 2471**

We recommend all students bring a smartphone as there will be access to free WiFi throughout all campuses. Students can access their personal email account at various times throughout the day.





Oxford



Frensham



London

If you need any further information, at any point before or during the course, please feel free to email or phone us. We will be very happy to help you. If you have a complaint please contact the Centre Manager at the centre, or alternatively you can contact the Young Learner central team via email or by phone.

Alternatively you can contact the Head Office Team by email or phone at:

www.ihlondon.com/younglearners
+44 (0) 207 611 2471
younglearners@ihlondon.com
[@ihyounglearners](https://www.instagram.com/ihyounglearners)

