



Your life.
Our experience.

Originator: S Morse
Department: ECL
Version: 2018/1
Next reviewed: Dec 2019

Staff Official

Please follow this simple **Code of Conduct** to help make your time with Twin in London a success.

- Please speak English at all times.
- Always wear your lanyard with your student ID.
- Follow instructions in class, on activities and in your accommodation.
- Take an active part in your lessons and complete all the homework your teacher gives you.
- Do not be late for class. If you are more than 30 minutes late you must not enter the class until after the break.
- You must attend your lessons. You will not receive a Twin Certificate or report if you are often absent. If you are on a Tier 4 visa your visa may be cancelled and you will have to leave the UK.
- Always tell the school if you are sick or cannot come to class for any reason.
- Always tell the school if you change your address, email address, or telephone number.
- Mobile phones should only be used in class as a dictionary, or as part of a learning activity.
- If you need to take an important phone call, take it quietly OUTSIDE the classroom.
- No drinks [except water] or food in classrooms.
- No chewing gum in the school.
- Please keep your personal possessions (wallets; phones) with you at all times. Twin is not responsible if they are lost or damaged.
- Please take care of Twin property.
- Treat other students, Twin staff and homestay hosts with consideration. Respect the different cultures, races, religions and genders at Twin.
- Bullying (hurting someone either physically or emotionally) is not acceptable. If you, or someone you know, is being bullied, please report it to a member of staff immediately.
- If you are going to travel or spend the night somewhere else, please tell the school and your homestay host. If you are under 18 you will need permission from the school and a letter from a parent.
- You must not break the law. For example, do not try to buy alcohol or cigarettes if you are under 18.
- Please only smoke in the smoking areas.
- All Twin staff are available to help you if you have any questions or problems. You may also ask to speak to a welfare officer in private and confidentially.

Online safety

- Do not give any user names, passwords, or any other personal information to anyone.
- Do not use another person's user name or password.

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Twin Group consisting of: Twin Training International, Twin Employment & Training and WAVA Ltd
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- You must not enter, create, share or keep any illegal or unsuitable material.
- Be polite when you communicate with others online.
- Report any unpleasant or unsuitable material or messages that make you feel upset or unhappy.
- Do not take, send or share on social media, pictures of anyone without their permission.

IMPORTANT: Please note that if you break the code of conduct or the law, we may decide to remove you from the school and your accommodation immediately and without returning any money.