Adult EFL Welcome Pack

lila College











2025



01

College Life

What to expect on your first day | Where to find us | Facilities | Social programme | Welfare and support | Meet your key contacts

10

Life In Liverpool

Places of interest | Travelling from the airport | Travelling around Liverpool | Student health | Liverpool life

16

College Rules

Code of conduct | Safeguarding | Absences | Attendance | Other important information | Complaints

24

See you soon!

Keep in touch

lovetolearn

COLLEGE LIFE

What to expect on your first day | Where to find us | Facilities | Social programme | Welfare and support | Key contacts

What to expect on your first day

Arrival

Your first day begins at 8:15am in reception where you will be met by our staff. They will ask for your name and will take a copy of your passport, flight details and visa details (if applicable). You cannot start class without showing these documents



Your Induction

Our induction session is designed to provide you with important information to help you settle into life in LILA*, Liverpool, and the UK.

What We'll Cover:

Health and Safety Briefing

We'll go over important safety information, including fire safety protocols, emergency exits and procedures, and where to find first aid resources.

Living in Liverpool

Get practical tips on navigating the city, using public transport, locating essential services, and handling medical emergencies.

Managing Expectations

We'll explain what we expect from you and what you can expect from us during your studies. This will include details on progression and assessment procedures.

Setting Goals

We believe in the power of setting goals. During the induction, we encourage you to think about your personal goals and how you want to achieve them.

Progression

Taking a look back at our past students success stories, we will give you an insight into different progression routes upon completion of your course.

Campus Tour

We'll show you around the campus, so you know where to find everything.

Neighbourhood Tour

Join us for a quick tour of the local area. We'll point out key landmarks and attractions near LILA* College.

Lanyards

We will give you a lanyard on your first day. Please make sure you wear it all the time. It is for security reasons. You will not be able to go to class or move around the college without your lanyard.

Your Induction







Getting to class

Once the induction is complete, the students who have already completed their level tests will receive their timetables.

Those students who haven't completed it will be asked to take our short multiple-choice placement test so that they can be placed into a suitable class.

Please make sure to complete the test prior to arrival so you can be placed in a class before induction.

When you get your timetable, you should check that it has the correct courses and number of hours.

Coursebooks

We suggest that you don't write in your coursebook on your first day in class. This is because you may feel that the class level is not suitable for you and want to change.

If you have written in your book or damaged it during the first week, then you must buy a new one.

Changing your class level

If you would like to change your class level, then you should speak to your teachers. Your teachers and the Academic Managers will speak with each other and decide whether or not they agree if a change of level will be beneficial for you. You will then be sent an email telling you their decision. This can be done at any point in your studies because as your English improves you may feel that it is time for you to progress to the next level. It's important that you communicate with your teachers to make sure that you are getting the most out of your classes.

You will not be able to start your classes without doing the following

1. **Placement test:** Complete our placement test. Do this before your arrival to avoid any delay on your first day
2. **Student information sheet**: Complete your registration details prior to arrival
3. **Identification**: Bring your passort, visa details & flight details on your first day

Where to find us

Our college is located in the vibrant Liverpool City Centre, surrounded by the rich cultural heritage and dynamic atmosphere of the city.

Whether you're commuting from nearby areas or navigating around the city, you'll find that our college is extremely accessible.

Excellent transport links are available, with lots of bus routes and train stations nearby, ensuring that getting to and from college is convenient and hassle-free.

Find us on Google Maps

You can find us next to the Hard Day's Night Hotel on North John Street and Mathew Street. We're also across the road from the Liverpool ONE shopping centre.



Look for the building with the light green front which says "New Barratt House".

Travel links

Moorfields Station	5 minutes walk
James Street Station	5 minutes walk
Central Station	5 minutes walk
Lime Street Station	10 minutes walk
Paradise Street	5 minutes walk
Queens Square	5 minutes walk
Liverpool ONE Bus Station	10 minutes walk

You'll be greeted by the concierge in the foyer and you need to go up the stairs (or take the lift) to the first floor reception to enrol.

Facilities



2ND FLOOR

STRAWBERRY FIELDS

SOCIAL COMMON SPACE

Relax with friends in the Strawberry Fields social space between classes with lots of comfy seating.



1ST FLOOR

THE PARK

WORK AREA

Got some homework to do? The Park is a great place to do some private study or group projects.

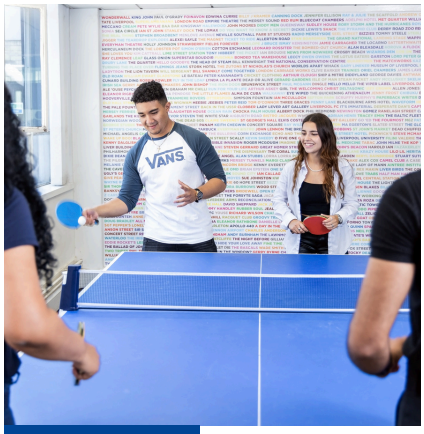


2ND FLOOR

LIBRARY

STUDY SPACE

Need a little quiet to do your homework? The library offers a great study space to focus.



1ST & 2ND FLOOR

GAMES

RELAX AND PLAY

Relax with your friends between classes and play some games! We have table tennis and table football.

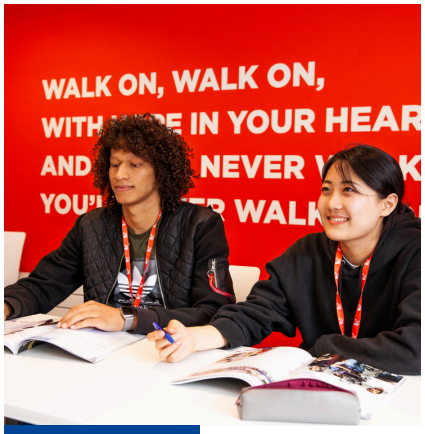


1ST FLOOR

COMMON ROOM

SOCIAL COMMON SPACE

Find out social programme activities and play a little table tennis in the 1st floor common room.



1ST - 3RD FLOOR

THEMED CLASSROOMS

STUDY SPACES WITH PERSONALITY

Every classroom offers a special environment to enjoy - take a look at the artwork in each one!

LILA* is a modern, design-led college, which features original artwork and Liverpool-themed designs. Make the most of what LILA* has to offer.

Social Programme









Get Involved

We provide a fantastic social programme at LILA* and we encourage you to involve yourself as much as possible to experience life in England and see the many attractions that we offer.

We have social events, games clubs, walking tours of Liverpool, visits to local attractions like the Beatles museum, football grounds and the Cavern Club, weekly trips to different places around the UK and much more.

To sign up for these activities and see the full schedule, simply visit the Reception.

Interested in something specific?
Let us know at the Reception, and we'll do our best to include it in our programme.



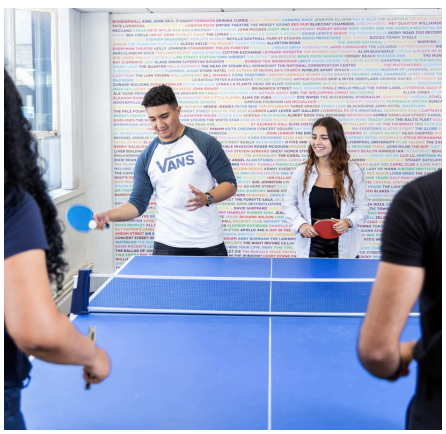














Welfare & Support

Any problem? Talk to us!

Whenever you feel uncomfortable with something or you are simply unwell or homesick, LILA* is there for you.

We have members of staff who are responsible for students' wellbeing and are happy to have a chat with you if needed.

Social Integration

To help you make friends and feel part of our community, we organise various social events and activities. These gatherings are great ways to meet other students, learn about different cultures, and just have some fun away from your studies.

First Aid

If you hurt yourself whilst at the college, we have a team of first aiders who can help you.

There is a first aid kit which is kept in reception and another one kept on the second floor in the cupboards next to the Reflect Area.

If you want any further information about LILA* Health and Safety Policy you can request a copy from the Administration Office or email your request to info@lilalovetolearn.com





Listening Adults

Living away from home is not always easy; we know that from experience. If something's bothering you, we're here to listen to you.

If you would like to discuss something privately, Laurie is Designated Safeguarding Lead and named member of staff to see. You can typically find them in the Academic Office.

If Laurie is not available you can reach Freya in the Admin Office.



Meet your key contacts



VICTORIA BLIGH

DIRECTOR OF OPERATIONS

Victoria oversees the whole operation of the college and ensures its success. She can also support you with any accommodation needs. If you need to speak with her, you can find her in the Director Lounge.

+44 (0)151 707 0909

VICTORIA@LILALOVETOLEARN.COM



JIM PEARSON

DIRECTOR OF STUDIES

Jim manages the academic department. Look for him in the Leadership Office to talk about any problems you have about your course.

+44 (0)151 707 0909

JIM@LILALOVETOLEARN.COM



FREYA PATMORE

GROUP OPERATIONS, WELFARE & SALES

Freya is here for your everyday needs. She'll get you involved with the social programme and ensure you feel settled and supported. You can find her in the Admin Office.

+44 (0)151 707 0909

FREYA.PATMORE@LILALOVETOLEARN.COM



MADISON HALL

ACCOMMODATION COORDINATOR

Maddie can support you with accommodation information, support and changes. She'll ensure you're settling into life in the UK. You can find her in the Admin Office.

+44 (0)151 707 0909

MADISON.HALL@LILALOVETOLEARN.COM

LIFE IN LIVERPOOL

Places of interest | Travelling from the airport | Travelling around Liverpool | Student health | Liverpool life

Places of interest



LIVERPOOL CITY CENTRE

CENTRAL LIBRARY

BORROW BOOKS AND STUDY

A beautiful library worth a visit. Join (for free!) and borrow books. Ask at reception for information.



LIVERPOOL CITY CENTRE

LIVERPOOL ONE

SHOPPING, FOOD AND DRINK, CINEMA

Found across the road from the college, Liverpool ONE is a popular place to shop and relax.



ANFIELD

FOOTBALL STADIA

PREMIER LEAGUE FOOTBALL CLUBS

Liverpool has not just one, but two Premier League football clubs. How about a stadium tour?



CITY CENTRE

MUSEUMS

FREE ENTRY AND SPECIAL EXHIBITS

Experience a great choice of museums in the city, all of which are free entry.



CITY CENTRE

ART GALLERIES

FREE ENTRY AND SPECIAL EXHIBITS

From the traditional to the modern, Liverpool offers lots of art galleries to enjoy.



LIVERPOOL REGION

LOCAL LANDMARKS

SO MUCH TO SEE!

Liverpool is packed with interesting things to do. Our Social Programme is a great way to start!

Liverpool has so much to offer as a vibrant, iconic and cultural city.
While you are studying, why not visit a few famous places in the city?

Travelling from the airport

To make your arrival in the UK as easy as possible, we recommend that you book a LILA* transfer from the airport direct to your accommodation.

We can provide transfers from Liverpool, Manchester or other UK airports. If you would like to book a LILA* transfer, please contact us as soon as possible.



Not getting a LILA* transfer?

If you have booked accommodation through LILA*, the address will be on your accommodation profile, which you will receive 2 weeks before your arrival.

You can plan your journey from the airport or city centre to your accommodation through the Merseytravel Journey Planner website. See below for our recommendations.

Manchester Airport

There is a direct line between Manchester Airport and Liverpool Lime Street Station. You can book your tickets online here or purchase tickets at the airport.

You can purchase tickets and find out more information by visiting this website.

We recommend checking the Manchester Airport website about taxis from the airport. You can receive a free quote on the site so you know how much your journey is going to cost. You can get a taxi to Liverpool city centre or direct to your accommodation.

Liverpool Airport

There are regular buses which travel from outside the airport. The Arriva 86A bus takes you directly to Liverpool One bus station, which is in the middle of the city centre. Use the Merseytravel Journey Planner to check if there is a bus that goes to your accommodation.

There is a taxi rank outside of Liverpool Airport; however, you can pre-book a private taxi with DELTA taxis on +44 (0) 151 922 7373. You can take a taxi to the city centre or direct to your accommodation.



Travelling around Liverpool

As you settle into your new surroundings, you'll find that getting around the city is easy and convenient, thanks to our excellent public transport system. Our guide will help you navigate the buses and trains like a local.



Within the City

If you are planning to travel around Liverpool and Merseyside, we recommend that you use the bus or train.

You can buy a Saveaway ticket which will give you unlimited transport on buses, trains and ferries across Merseyside.

You can easily plan your journey online using the Merseytravel website.

If you are booking a taxi, we recommend DELTA taxis. Call +44 (0)151 9227373. You can use hackney cabs; however, they are more expensive than DELTA taxis.

Going to LILA* College

Homestay

If you are staying with a host family, their address and travel information is on the accommodation profile. You can travel from the host family by bus or by train. Please check with your host family for the route they recommend.

Residence

All of our residences are in the city centre and are within walking distance (15-20 minutes). You do not need to take public transport.

Travelling in the UK

National trains can be found at Liverpool Lime Street Station. We recommend using The Trainline to purchase ticks and to see prices.

You can easily take trains from Liverpool to many locations in the UK, such as Manchester, York, Birmingham and London.

National coaches depart from Liverpool ONE Bus Station. You can see more information on tickets and prices on the National Express website.



Student health

Student Health

If you are an international student, please make sure you have private health insurance before you come to the UK.

If you feel unwell with a minor illness like a cold or headache, you can go to a pharmacy. Pharmacists can give you advice (for free) and medicine. Look for a green cross sign or you can go to shops like Boots which have a pharmacy inside.

You may also want to register with a doctor (GP). To see a GP you usually need to make an appointment. Ask Student Services for information.



Medical Emergencies

For medical emergencies requiring an ambulance, call 999 and ask for "ambulance".

Alternatively, you can visit the "Accident and Emergency department (A&E)" at the following hospitals:

- The Royal Liverpool Hospital
- Broadgreen Hospital
- Liverpool Women's Hospital
- Liverpool Dental Hospital

Emergency treatment is free with the NHS, although regular medical services may carry a fee.

LILA* EMERGENCY TELEPHONE

If you ever have an emergency while in the UK, please use the 24-hour LILA* emergency number +44 7721 050262

Religion

Liverpool is a diverse city and caters for a wide variety of cultures and religious beliefs. As well as the Anglican and Catholic cathedrals within Liverpool city centre, there are churches, Masjid, and other religious centres located all around the city. Student Services will be happy to help you find a suitable place of worship.

Long Term Students

LILA* College provides information sheets for long-term international students which help with things like Police Station registration.

Ask Student Services for more information.





Safety Tips

- Try to stay with your friends.
- Talk to your host family; let them know where you are and what time you will be back.
- Carry your LILA* ID with you at all times.
- Keep your valuables safe.
- Don't go out with large amounts of cash.
- Use trusted transport services.
- Be aware of your surroundings, e.g. avoid using headphones in unfamiliar places.
- Save the LILA* emergency number in your phone.

+447721 050262

COLLEGE RULES

Code of conduct | Safeguarding | Absences | Attendance | Other important informantion | Complaints



Code of conduct

As a member of our college community, it's important that you understand and follow our Code of Conduct. This section outlines the behaviours and practices that we expect from all our students to ensure a positive, respectful, and safe learning environment for everyone.

Smoking, alcohol & drugs

No smoking, vaping or drinking of alcohol is allowed on the college premises. It is illegal for anyone under the age of 18 to smoke or drink alcohol in the UK. Students who fail to observe this will be sent home at their own expense. Any student found in possession of drugs will be reported to the police and may be sent home. You are not permitted to vape within the college.

It is illegal to smoke indoors in the UK. You are not permitted to vape while in LILA*. When you smoke outside, please do not throw your cigarette ends on the ground. It makes a mess, and the police will make you pay a fine if they see you.

Loss or theft

LILA* takes theft, loss or damage involving a student's personal possessions very seriously but does not take financial responsibility.

Loss or theft should be reported to the college staff as soon as possible so that we can take the appropriate action.

Students will receive help from LILA* staff if they need to make a police report so that they can receive a crime reference number for any resulting insurance claim.

Loss of money is a difficult matter to deal with. We can all help by advising students not to leave money lying around. Bags should not be left unattended in the school, cafes or other public places.

Damage to LILA* Property

Students may be reasonably expected to pay for any damage they cause to college property. They will be informed of the extent of the damage and the repayment involved. They must settle this before returning home.



Safeguarding

Under-18s studying at LILA*

In LILA* we accept under-age "Young Adult" students (16 and 17 years old) into our adult classes. You will recognise them as their lanyard is white. The college also welcomes occasional junior group students (12 to 17-year-olds) with blue lanyards. LILA* has a special legal responsibility to under-18s to ensure that they can study safely whilst in the UK.

Safeguarding for all students

As part of the college's responsibility to people of all ages, our adult students:

- Must not take advantage of anyone's age, origins, religion, gender, sexuality or other factors of their personal identity.
- Must respect the personal space of all others, especially when making new friendships and for those who are under 18.
- Should avoid making others uncomfortable, both when others are present and especially when they are not.
- Must never force anyone to do something against their will.
- Should be careful with online messaging: anything shared should be age-appropriate and have only positive intentions.
- Should always ask if someone is happy to be in a photograph/video before taking one
- Should know the difference between LILA* Juniors and Young Adults and be able to identify them.
- Must act responsibly towards under-18s: the college, as the 'local parent', has a special responsibility to those who are 'under-age'. We appreciate our adult students supporting us and acting in the best interest of LILA* Juniors and Young Adults at all times.
- Must report any concerns about an under-18 person to LILA* staff as soon as possible.
- Cannot give any alcohol or cigarettes to under-18s
- Must avoid spending time with Juniors when no staff are present.
- Must act on the guidance above when sharing time with Young Adults, whether LILA* staff are present or not.



Absences

Authorised absences

All LILA* student are expected to be on time for their classes and attend each one.

Please note that only the below instances are considered authorised absences:

- Sickness which requires a visit to your GP
- Sickness which requires a visit to the hospital
- Visits to the police station
- Appointments at the visa/passport office
- Visits to your Embassy

To have any of the above authorised you must provide written evidence e.g. doctor's note, appointment letter, letter from the Embassy etc. Your written evidence must be given to Reception who will pass it to the relevant member of the LILA* team on your behalf.

If you will be absent from class for any reason you must let your teacher know. Please call LILA* on +44 (0)151 7070909 or email info@lilalovetolearn.com

Absence due to illness

A day taken off due to sickness will not be authorised without a letter from the doctor.

Absence due to special circumstances

If you need time off due to extenuating (special) circumstances, you can make an appointment with one of the Directors of the Director of Studies to discuss the matter.

Maternity leave

Students are entitled to 4 weeks for maternity. This is counted as holidays and those missed weeks can be added onto the end of your total course. To apply for maternity leave, we need a medical note which confirms that the student is pregnant,



Absence due to childcare

Please note that if a student takes time off to look aftr their child, it it not considered an authorised absence.

Withdrawal from LILA*

A student may find that LILA* is not for them. If you have any concerns about continuing your programme, discuss it with someone before making up your mind. You can talk to your teacher or assigned member of LILA* staff, who will talk through these problems with you to help you clarify your own thoughts and feelings in confidence. If you decide to with draw from your programme, you must write to the Director of Studies outlining your reasons and giving your last date of attendance.

Attendance

Implications of poor attendance

If your attendance falls below 85%, LILA* has a 4-stage disciplinary procedure

Stage 1	Student will receive an informal warning.
Stage 2	Student will receive their first formal written warning.
Stage 3	Student will receive their second formal written warning.
Stage 4	Student may be asked to leave the college.

You will have 2 weeks after each warning to make a marked improvement in your attendance before the next warning is issued.



Lateness

If you are 5 or more minutes late for a lesson, you will not be able to go into the class.

You will be marked absent for that class

Certificates

When you finish your course at LILA*, you will receive a certificate with the dates of your course and the type of course you studied. If your attendance is below 80%, this will be written on your certificate.

If you finish your course early, the date on the certificate will be the day the certificate is given to you. Another person can collect your certificate, but you must tell us in writing before they come to collect it.

It is only possible to post certificates in exceptional circumstance

Holiday entitlement

If All students have a holiday for the 8 national Bank Holidays.

See the below table for information about how much holiday you can have.

1-11 weeks study	No personal holiday allowance.
12-23 weeks study	1 week personal holiday allowance.
24-35 weeks study	2 weeks personal holiday allowance.
36-47 weeks study	3 weeks personal holiday allowance.
48-59 weeks study	4 weeks personal holiday allowance.

To apply for a holiday, please see a member of LILA* staff or send an email to enquiries@lilalovetolearn.com. LILA* staff will then let you know if your holiday is approved.



Exclusion

LILA* staff will always try to help you with any problems you may have; however, you may be asked to leave the cfor any of the following reasons:

- theft
- vandalism / damage to property or other people's belongings
- use of illegal drugs
- smoking, vaping or drinking alcohol on premises, or off premises if under minimum age and in LILA*'s care
- repeated unauthorised absence or lateness
- abusive / threatening behaviour towards LILA* staff, students, or host families
- repeated / serious breach of the rules related to LILA* and / or accommodation

Other important information

Change of contact details

It is important that you inform LILA* if you change one (or more) of the following contact details

- address in the UK
- mobile number
- email address
- emergency contact details

Terms and Conditions

It is the student's responsibility to familiarise themselves with LILA*'s Terms and Conditions. These can be requested from reception and can also be found on the LILA* website (Terms & Conditions)

Refund and credit policy

It is the student's responsibility to familiarise themselves with LILA*'s Refund and Credit Policy. This can be requested from reception and can also be found on the LILA* website (Refund Policy)



Complaints

We understand that sometimes things don't work out as you expect and that you may be unhappy with the service you are receiving from LILA*. If that is the case, then there are lots of people that you can speak to.

If you are unhappy with your classes, you can speak to your teacher. If you are not comfortable speaking to your teacher, you can approach any of the Academic Team who will be happy to speak with you.

If you have concerns with your accommodation, you can always speak with our Accommodation Co-Ordinator, and they will do their best to help.

If you have any general complaints, then you can chat with Mr. Davis, the Principal. If he can't help you directly, then he can either direct you to the best person or liaise with the relevant LILA* team member for you.

If you want to make an official complaint, then you will need to put it in writing, and it will be reviewed by the Directors of the College. Someone will contact you within 24 hours of receiving your complaint to invite you to discuss it further and try to resolve the issue.

You can request the Complaint Form from Reception.

SEE YOU SOON!

Keep in touch



Keep in touch

@LILALOVETOLEARN

@LILACOLLEGE

LILA.LIVERPOOL

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