

Teaching Centre Kolonaki and Kifisia

Parents' Guide 2021-2022

English courses for children and teenagers

Welcome to the British Council Greece

Dear Parents,

We're delighted that you have chosen, or are thinking of choosing, a British Council Young Learner course for your child.

The British Council leads the world in English language teaching. We have more than 80 years' experience and 91 teaching centres in 57 countries. Within this network we share best practice in teaching, and have a policy of professional development for all our teachers.

Athens is a long-standing teaching centre. We are committed to making your child's learning a successful, enjoyable, and positive experience. At the same time, we strongly believe that children's learning is even more effective when parents and teachers work together.

This handbook and our [parent centre](#) outlines our goals and approaches and gives you the information you need to understand what happens in the classroom. While we hope that its contents will answer most of your questions about us, we are more than happy to answer further queries. Please don't hesitate to contact us. Our contact information is at the back of this brochure.



We look forward to welcoming you and your child to the British Council.

Best Regards,

Merve Kosker

Teaching Centre Manager

British Council Greece

How will you teach my child?

Your child will learn with English teaching experts. All our teachers are highly experienced and highly qualified. Our teachers are all professionals who have dedicated many years refining their teaching expertise. Our teachers take a personal approach to help your child achieve their individual English goals. Our teachers are enthusiastic and passionate about the English language and know how to encourage them to make sure they progress and get the most from our lessons. Their most valuable ability is to motivate and inspire young minds to learn.



As the world's English teaching experts, we know that kids learn best when they are enjoying themselves. That's why all our courses inspire natural and enjoyable learning. Our teachers create an environment where children are free to express themselves, practising their new-found language skills with new-found friends. This is the ideal way for children to build their confidence in talking to others. And they love it.

What makes a British Council lesson different?

We develop your child not just their language. Success isn't just about better English skills. That's why our lessons are designed to help nurture their creativity and critical thinking. Many of our classroom activities are interactive and done in groups allowing your child to develop valuable social skills. These skills not only produce well rounded individuals, but they also help children perform better at school and set them up to be more successful in life. Our teachers, our teaching centres, our learning materials and online support will always be designed to put your child's personal development and safety at heart. We also bring an international perspective and unique insight into British culture to our lessons to help your child learn about and appreciate the wider world around them.



What English qualification can my child take?



We give young children the opportunity to demonstrate their English proficiency. We want to bring recognition to your child's English language learning with access to Cambridge English qualifications and the best exam support. These qualifications have been developed to help them succeed and are recognised by universities throughout the world, improving your child's education and career prospects overseas.

Is the British Council safe for my child?

Your health is our priority

Following government guidelines and in line with British Council standards, we aim to provide a safe learning environment for students and staff.

We have put the following measures in place to make our teaching centres as safe as possible:

Thorough cleaning

To reduce the risk of transmission, all areas are cleaned throughout the day. In classrooms, tabletops and the backs of chairs will be cleaned and disinfected before every class.

Restricted entry

Only students and staff will be allowed entry to our teaching floors. We ask that parents, guardians or attendants accompany their child(ren) to the entrance of the British Council but not enter the building. British Council staff will ensure that students are guided to their classrooms. If you would like to speak to a member of the teaching centre, please call in advance to make an appointment or leave your details at Security on the ground floor and we will contact you as soon as possible.

Physical distancing

We follow measures imposed by the local authorities. To facilitate compliance, classroom tables have been replaced so that each child has their own desk and class start and end times have been staggered. No two classes will take their breaks in the same area and children will be asked to adhere to social distancing requirements during breaks.

Face covering

We require that students, customers and staff (including teachers and teaching assistants) to bring and wear their own face masks during their time in the building. Individuals without a mask will be refused entry to the building unless they can prove exemption from this measure in line with government guidelines.

Sanitization points

Sanitization points are located on each floor and in each classroom. Students, customers and staff are encouraged to make regular use of these dispensers.

Increased ventilation

Classroom windows and doors will stay open to maximise natural ventilation. All classroom air conditioning units have been deep cleaned and will be used as required.

Right to refuse entry

Staff or customers with any of the symptoms below, or known to be in quarantine, will not be admitted into our premises.

- fever
- cough
- shortness of breath
- sore throat

Children who develop any of these symptoms will be asked to wait in a dedicated isolation space until they can be collected by their accompanying parent, guardian or attendant. Government guidelines will be followed in all cases.

Online learning

If face-to-face teaching is interrupted either because of a Covid19 event or absence of your child's teacher, lessons will be delivered online until guidelines allow for resumption of face-to-face teaching.

Is my child safe at the British Council?

The British Council takes your child's safety and security very seriously. We are one of only two international organisations that have received **Keeping Children Safe Level 1 Certification**. There is a comprehensive child safeguarding framework in place that meets the standards for protecting children from harm and responding appropriately to concerns should they occur.

The British Council believes that all children have potential and that every child matters – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989.

We also have a set of specific and targeted procedures to protect children under the age of 5 covering guidelines to staff in safeguarding children, intimate care procedures and measures to protect children from abuse perpetrated through the use or manipulation of mobile phones.



Our Intimate Care Procedures for children under the age of 5 involve helping children at our teaching centres with aspects of personal care that they are not able to undertake for themselves, either because of their age, maturity, or ability. These include but are not restricted to:

- Washing
- Toileting
- Dressing and undressing (including swimming)
- Applying creams/medicines (e.g. sun creams, eczema creams)

Dedicated members of staff are tasked with Intimate Care Procedures including the classroom teacher, the on-site customer experience officer and the Academic Manager. Parents of children under the age of 5 are encouraged to remain on-site to assist with the intimate care of their children if required.



At our Kolonaki site, we have a dedicated Child Collection Assistant to ensure that children are only collected by authorized persons at the end of the lesson. Children under the age of 13 are not allowed to leave the premises unaccompanied. Two unique ID cards will be issued to parents after registration. Parents will be required to present these cards to Teaching Centre staff when picking up their children.

For children over the age of 13, a parental permission slip must be signed if they are to travel to and from our premises on their own.

Please do not encourage your child to meet you/wait for you at a place beyond the monitored area of the British Council and its entrance. We sometimes photograph/video our classes as part of our own teacher development plans. These photographs /videos are for internal use only and are deleted once they have been used. We contact all parents to ask for their consent in all such cases. For further information, visit our web page at: www.britishcouncil.gr/about/child-protection

What happens in the first lesson?

Your child can expect a warm welcome. In the first lesson we take time to get to know one another, help children make new friends, and make your child feel comfortable and at ease. Your child's teacher will set up classroom routines and discuss basic classroom behaviour and rules. Some classes produce an agreed Class Code of Behaviour.

This first lesson also provides you with an opportunity to set up a weekly routine with your child. Please ensure that you arrive promptly and pick your child up on time at the end of the lesson.



There are generally 14 children in our young learner classes. Each class has a dedicated class teacher who may be assisted by a colleague from time to time depending on the activity.

Your child should bring a notebook and their favourite pen/pencil. Their teacher will tell them what else they should bring to the lesson on a regular basis.

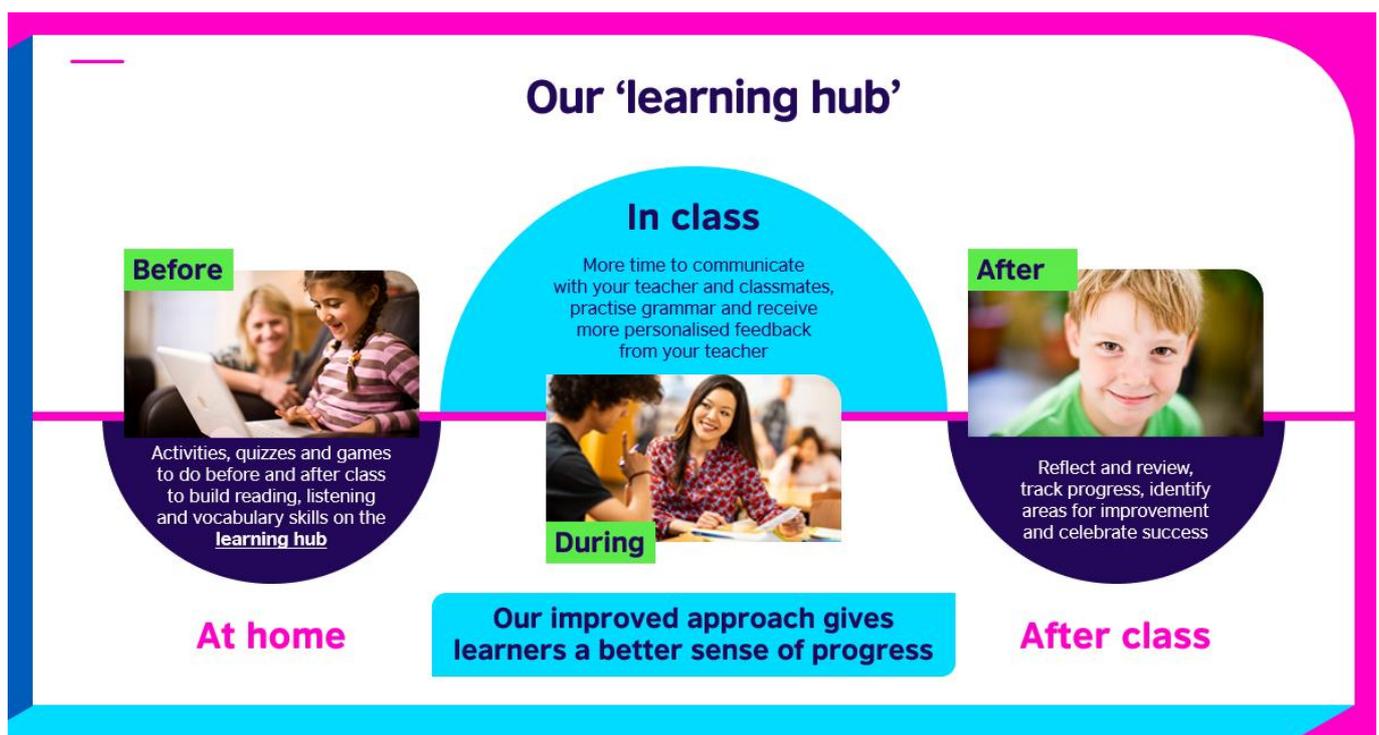
Will my child have homework?

Yes, we believe that homework has many benefits. It:

- improves your child's understanding of work done in class
- helps your child to acquire study skills
- fosters your child's independence and responsibility
- teaches your child to manage time
- teaches your child that learning takes place anywhere, not just in the classroom



We know that your child may have a lot of school homework and we don't want to overload anyone. However, we will set a variety of homework tasks including traditional exercises, reading and more creative activities like following instructions to make a mask at home. The frequency of homework will depend on the type of class your child is attending; exam preparation classes will have more homework.



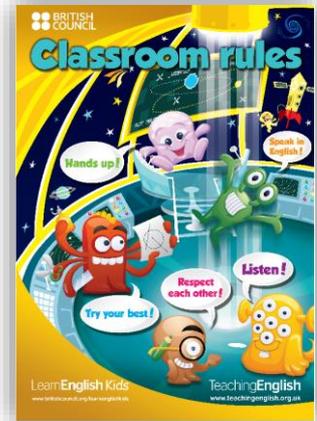
Children enrolled on our Primary and Secondary Plus programmes are given exclusive access to our learning hub. The website supports the work that your child does in class by providing them with additional grammar and vocabulary practice, and fun videos!

What rules must my child follow?

At the British Council, we believe strongly in respect and encourage all our children to respect:

- themselves
- other children
- their teacher
- their school

If a child misbehaves, they will receive an informal warning from their teacher. If the behaviour continues, the child will receive a second, but formal, warning from the Academic Manager who will keep a record and notify you the parents. If serious misbehaviour continues, we reserve the right to expel the child. No child will be expelled until we've consulted parents.



Can my child bring a mobile phone/device to class?

At the British Council children must use their/the British Council's mobile devices responsibly.

Mobile devices such as smartphones or tablets can be very useful tools and can help children learn, but they can also be a distraction. We want children to stay safe online and to make the most of their time in the classroom.

Please read the rules below with your child and ask your teacher if you have any questions or doubts.

1. Mobile devices must be on silent/airplane mode and must be kept in your bag in the classroom.
2. If your teacher asks you to use your phone during an activity, always make sure it is on the table when you don't need to use it.
3. You are not allowed to make or answer voice calls, or send/read any personal messages during lessons.
4. Do not take photos or make video of anyone with your mobile device without the permission of all the people involved.
5. Do not upload photos or video to social media without the permission of everyone who appears in the photo or video.
6. When your teacher gives you permission to use your phone for an activity you must follow their instructions carefully.

7. Please take care of the mobile devices you bring to the teaching centre. The teaching centre takes no responsibility for loss or damage.
8. If you see anyone in the teaching centre breaking any of the rules, or if you are worried or upset about anything you have seen online, please tell a teacher immediately.
9. You must never use your mobile device to bully or hurt others.
10. Respect people's privacy at all times and do not use your mobile phone in the toilets

How can I support my child's learning?

We encourage you to help by:

- making sure your child has a quiet, well-lit place to study in
- making sure that your child has the materials he/she needs, such as a dictionary
- helping your child manage time by establishing a set time for homework
- being positive and taking an active interest in what your child is doing
- providing guidance and encouragement but not answers
- watching out for signs of frustration and telling your child's teacher if you notice any problems
- rewarding and praising success in homework
- reading your child stories and encouraging your child to read stories to you
- encouraging your child to visit [LearnEnglish Kids](#) on the British Council website
- checking the appearance and neatness of your child's notebook
- encouraging your child to talk about their lessons
- attending parents' meetings and seminars and talks



Can you help me support my child's learning?

Yes, we run workshops that:

- are for parents of young learners aged 6-12
- help parents support their child's learning
- provide practical tips to make children's learning enjoyable and memorable
- examine ways of helping children learn from the world around them

You can also find more top tips at:

learnenglishkids.britishcouncil.org/en/parents



How will you assess my child's progress?

Three words sum up our approach: positive, encouraging, and constructive. Ongoing classroom assessment is an important part of our evaluation policy. Your child's teacher will gather and integrate information about their learning from a variety of sources including

- classwork
- homework
- language quizzes
- formal tests

Your child's teacher will record and evaluate all of these until they have a clear picture of strengths and weaknesses. This process of continuous assessment maximises your child's language development because it will signpost future teaching and learning points.

How can we communicate with you?

You can make an appointment to meet your child's teacher, an Academic Manager or the Registrar at any time during the course.

At the mid-point and end of each course, you will have the opportunity to attend a formal meeting with your child's teacher and receive a written report on their progress to-date. We also communicate with parents through our termly newsletter, our annual customer survey and regular focus groups conducted by our Teaching Centre Marketing Officer. We always value your suggestions and are delighted when you take the time to talk to us. Your concerns are our concerns and we will do our best to respond to you.

Contacts

Customer Service

Email: customerservices@britishcouncil.gr

Telephone: +30 210 36 92 333

Teaching Centre Registrar

Dimitra Christopoulou

Email: dimitra.christopoulou@britishcouncil.gr

Telephone: +30 210 36 92 315

Customer Experience Officer

Eleni Senta

Email: eleni.senta@britishcouncil.gr

Telephone: +30 210 36 92 311