

Teaching Centre Kolonaki and Kifisia

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# Parents' Guide

# 2022-2023

English courses for children and teenagers

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## Welcome to the British Council Greece

Dear Parents,

We're delighted that you have chosen 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](#) outline 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,

**Cliff Parry**  
**Teaching Centre Operations Manager**  
**British Council Greece**

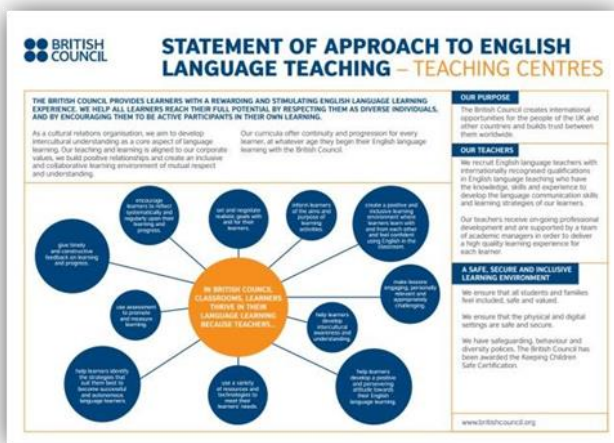


## Why should my child learn English with you?

We are an international organisation you can trust. The British Council has a global reputation built on 75 years of teaching English to more than 100 million people in 100 different countries. Our reputation is built on quality and professionalism and is trusted everywhere. We prioritise creating a safe and nurturing environment and put your child's personal development and safety at heart.



## How will my child benefit?



Our English lessons are designed for progress. We know that you want the best for your child, and you're keen to see them succeed. As the world's English teaching experts, we know the unique way young minds learn and our English courses have been specifically designed for this purpose. The lessons are interactive, communicative, and carefully structured to build their skills and confidence over time. We combine effective teaching techniques with state-of-the-art

technology to improve all four of your child's English skills: speaking, listening, reading, and writing. We also provide access to a world class suite of online learning tools to help your support their learning at home. Your child will be fully equipped to make good progress, and we'll report back regularly to you with news of their achievements and areas to improve.

## 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 is Connecting Cultures?

A new element of Primary and Secondary Plus courses. Students have the opportunity to connect online with British Council students in another country. For example, students in Greece take part in an activity with students in Spain, Italy, Bahrain and Hong Kong.

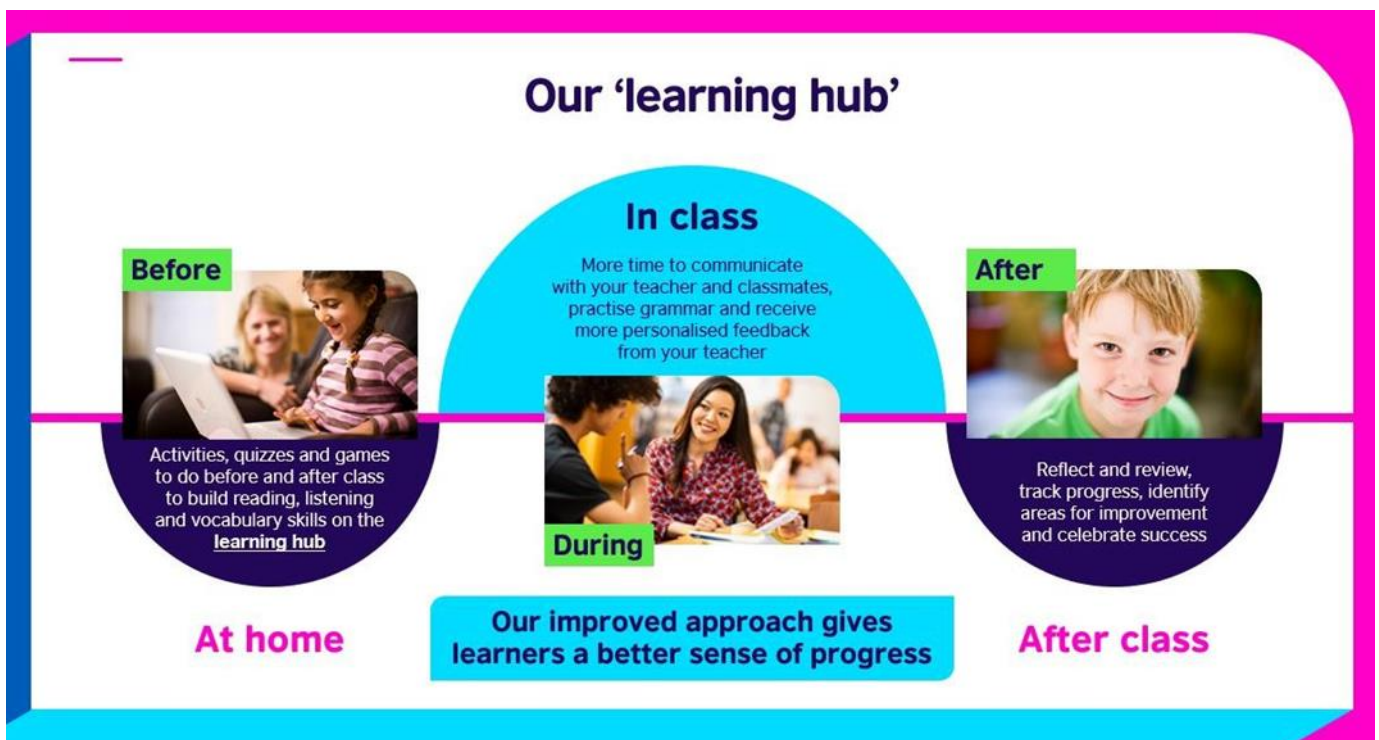


Many students are learning English in a mono-lingual classroom. Connecting Cultures creates opportunities to speak English with peers in other countries. This is a valuable and meaningful activity for language learners.

Speaking with people from all over the globe is excellent practice for listening to a variety of accents and learning to make yourself understood when you have forgotten or don't know a word. This is what it is like to communicate in real-life situations.

Connecting with students in different countries means learners can find out about other cultures and make international friends. Developing friendly, knowledgeable relationships is part of the British Council mandate, but also is a great way to teach kids about being a global citizen.

## What is the learning hub?



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 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 are cleaned and disinfected before every class.

### Restricted entry

Only students and staff are 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. The British Council staff 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 take their breaks in the same area and children will be asked to adhere to social distancing requirements during breaks.

## **Face covering**

We ask that students, customers, and staff (including teachers and teaching assistants) 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 remain 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 in-person teaching is interrupted either because of a Covid19 event or absence of your child's teacher, lessons are delivered online until guidelines allow for resumption of in-person 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 Teaching Centre and St Catherine's school, 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.

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](http://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

## 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.

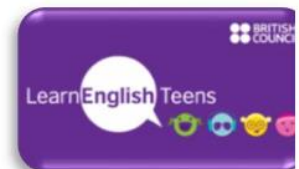
1. Mobile devices must be on silent/airplane mode and must be kept in your bag in the classroom.
2. If your teacher asks you to use your phone during an activity, always make sure it is on the table when you don't need to use it.
3. You are not allowed to make or answer voice calls or send/read any personal 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:

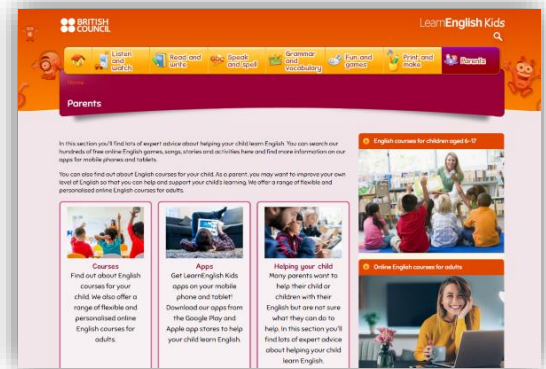
- making sure your child has a quiet, well-lit place to study in
- making sure that your child has the materials he/she needs, as well as a dictionary
- helping your child manage time by establishing a set time for homework
- being positive and taking an active interest in what your child is doing
- 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:

<https://learnenglishkids.britishcouncil.org/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 beginning and mid-point of each course, you will have the opportunity to attend a formal meeting with your child's teacher. At the mid-point and end of each course you will receive a written report on their progress to-date. We also communicate with parents through **ClassDojo**, 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.

## What is ClassDojo and how do I access it?

ClassDojo connects schools and teachers with students and parents to build amazing classroom communities. Through ClassDojo we can share what's happening in the classroom and work done at home, keeping us all connected and improving your child's learning.

You can use ClassDojo on an app for [iOS](#) and [Android](#), and also from a computer at [www.classdojo.com](http://www.classdojo.com). In the beginning of the academic year, you will receive an email with detailed instructions guiding you to connect to the school and your child's account.

## Contacts

### Customer Service

Email: [customerservices@britishcouncil.gr](mailto:customerservices@britishcouncil.gr)

Telephone: +30 210 36 92 333

### Teaching Centre Registrar

**Dimitra Christopoulou**

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### Customer Experience Officer

**Eleni Senta**

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