

THE QUEEN'S Manual 2019

1. Mission of THE QUEEN'S
2. Life in Japan and Japanese Language
3. The Work Schedule
4. Conditions of Employment and Payment
5. Company Regulations

1. Mission of THE QUEEN'S

English is one of the strongest languages in the world and, of course, it's also the most widely-spoken official language. Then, Japan is one of the economically and technologically strongest countries in the world, however, many people are still struggling with speaking English even after 6-year-English-education in junior and senior high schools. Although they have brilliant talents or abilities in various fields, they have much fewer chances to show them or to make the most of them in the world simply because of the lack of English ability. So, we, THE QUEEN'S, cultivate their language skills and communication skills so as to let their potential become even higher.

In general, Japanese people study English grammar and vocabulary at school. Most of the school English classes focus on "to practice reading comprehension and writing correct sentences." To the contrary, they have little chance to speak English in the classroom; they just read some lines of the textbooks or answer the question in a couple of words. This is the traditional style of Japanese school classes, not only English but also other subjects, and students tend to feel nervous when they speak English. One English teacher has 40 students in one class on average at school and you can easily imagine it is often difficult for each student to practice speaking in such a learning environment. School English teachers try hard to give as many chances to their students as possible but the number of students in one class can be a heavy obstacle. Recently, some schools have noticed and introduced a new teaching system with smaller-sized classes. Yet, people need English in their work and they also need to build confidence in their own English.

THE QUEEN'S encourages and helps people to learn English and practice it in their own needs. In this sense, we have not only students who want to be English teachers or office workers but also pretty many students who want to be or are already engineers or science researchers. We teach them English and help them reach their own goals. So, we need enthusiastic and communicative teachers who are interested in people and their dreams.

Let's enjoy expanding your and your students' world!

2. Life in Japan and Japanese Language

If you have not lived in Japan before, you will no doubt have done your own research about Japan and life there, and maybe had an opportunity to talk to other people who have already lived there. It would give some images but you can find out far more information on the Internet.

But here is a short briefing on what to expect :

*People : the stereotype of the shy, reserved Japanese person believes a genuine warmth and friendliness towards foreigners. People in big cities like Tokyo or Osaka are truly cosmopolitan and those in rural areas like Himeji are slightly traditional. They treat each other and their guests with a high level of civility, and consequently violence and crime are at the lowest level of any country in the developed world. Please remember that some of traditional people - mainly older people - are very humble and they try to avoid saying "No" or telling the truth directly to the other person. If you ask such people to do something, they can't say "No" even if they don't want to do it. In this case, you'll be in trouble later. This is a part of Japanese traditional culture and you will get used to it soon.

*Culture : the mix of modern and ancient that runs apparently anachronistically throughout Japanese life is both a source of fascination for the casual observer and of serious study for academics. Anyone interested in the various aspects of Japanese culture will have easy access to such things as Tea Ceremony, martial arts, Kabuki, calligraphy, festivals...the list goes on. However, these more traditional pursuits are not forced upon people and those interested in pastimes that are more modern will find that Japan has more than enough to keep them occupied. "Anime" or animation such as Dragon Ball, Sailor Moon, Pocket Monster, is now an important part of entertainment for young people ranged 3years old to 30's.

*Food : as with the culture, the various delicious Japanese cuisine is in evidence

everywhere (it is very much an eat out society) and the price is mostly affordable, except for special sushi or steak. Nevertheless those addicted to McDonalds, KFC or even good old roasted beef will have no problem finding them or similar 'western' offerings. The supermarkets or special import shops in Japan stock many of the brands seen in the UK, United States, Australia and excellent alternatives are easily found.

*Costs : despite the sensationalised stories of Japan's high cost economy, life in Japan can be lived to the full without breaking the bank. As in any country, people have to budget to live within their means and frequent days/nights out in the trendy districts of Himeji, Kobe or Osaka will soon leave without resorting to a rice and water diet! Some items (such as fruit) may seem crazily expensive. But other items are cheaper in Japan than the UK, United States, Australia. Some further details can be found on the Internet.

Overall then the expatriate experience in Japan can be as different or similar to home life as the individual wishes to make it. Japan is not a difficult country to live in and the inevitable inconveniences encountered when living in any foreign country are far outweighed by the great variety of options Japan has to offer.

Obviously life will be easier if you are able to learn some Japanese before you come. But don't worry, most young Japanese speak a little English (all study at least three years in Junior high school) and are increasingly willing to try out what they know. You will thus find as many people who will come up to you and offer help if you seem to be lost as there are those who will desperately try to avoid speaking to you - not because they are rude or anti-foreigner, but just because they are a little shy and ashamed at how poor their English is. Also, in Himeji, many signs, including direction boards and maps at railway stations are bilingual(English and Japanese). And you shouldn't starve. Many cheaper restaurants / bars have pictures of the food or even plastic mock ups that you can simply point at even if you can't read or speak a word.

But of course your stay in Japan will be enhanced and life will be more enjoyable if

you are able to speak a little Japanese. Japanese is not an easy language to learn, especially because of the very complex writing system, but it is quite easy to pick up essential survival Japanese quite quickly. Probably the best way to start is to get a good phrase book and learn some very basic greetings and other everyday phrases. After you get to Japan, during your first ten weeks or so, Queen's will also provide the opportunity for you to attend a course of free Japanese lessons.

3. The Work Schedule

1. Days worked in a Year

In a contract year, you will have

*237 work days

*104 days off (all Sundays and Mondays)

*24 paid holidays

Work days

Teachers normally have two regular days off each week ; Sundays and Mondays. The Queen's Manor is open from Tuesday to Saturday, even on national holidays. This is because the Manor students typically come to study on only one day of the week. If they miss their class not only due to their own reasons but also due to every national holiday, it would be a great concern for them in continuing their lessons. Thus, by opening our school even on national holidays, we have to guarantee that all students get the same number of classes in a year of the day on which they normally come. We also need to have special Manor holidays from time to time, even though these days are not national holidays. These days do not always coincide with the major holidays of the year. But don't worry! We have never worked on Sundays or Mondays! We also have summer holidays and winter holidays every year! Anyway, the amount of total working days a year for each teacher is the same as other teachers of The Queen's.

Working hours

*8 hours a day (9-hour-spread : including 1 hour lunch break)

*current working schedule 2019.June

Tuesday 11:00-20:00

(One teacher has an early class and he has a longer lunch break.)

Wednesday - Friday 12:00-21:00

Saturday 10:00-18:00

no overtime working

*25 classes a week on average (up to 30 classes a week or 6 classes a day)

On the standard teaching day, teachers work for 8 hours (plus 1 hour for meal break). This spread can be at any time from 10:00 to 21:00. We have some outside teaching, and it needs transferring to different schools, nurseries or companies. So, we're sure to consider the transferring time and to arrange the schedule convenient for teachers when it takes more than 30 minutes for one way. Normally, The Queen's staff drives teachers to those places and back to The Queen's. In the case teachers have an early class in the morning and they have the last class around 20:00, they will have longer lunch break and work time should still be 8 hours or under.

Paid holidays

- *24 paid holidays a year (including sick days / excluding Sundays and Mondays off)
- *need to inform and arrange in advance
- *the excess amount of days off will be no-paid.
- *all the days off are regarded as your holidays(excluding Sundays and Mondays off)
- *long holidays available in summer and winter
- *at least 9 consecutive days off in August and around Christmas-New Year's Day

Teachers have 24 paid holidays in a contract year. Long holidays are available ; for example, Christmas holidays for 2 weeks (need 10 paid holidays for it), Golden week for 1 week (need 5 paid holidays), summer holidays for 2 weeks (need 10 paid holidays). The Queen's are generally closed for 1 week around the New Year's Day in winter and Obon in the middle August. These holidays are fixed by The Queen's, and it means at least 9 consecutive days off (5 weekdays off and 2 weekends off) are guaranteed. Of course, you can choose the option to save some paid holidays until the end of your contract year.

When you take days off, whatever the reasons are, they are all regarded as your holidays. This means sick days are also included in paid holidays.

When you take paid holidays, you need to inform the director of your plan in advance enough to arrange the lesson schedule. If your plan is seriously inconvenient for the lesson schedule, for example 3 Saturdays in 1 month, The Queen's will ask you to take other options.

You will be given ample notice of which days they will have off. If you take more days of than 24 excluding the regular weekend off, the excess amount of days off will be no-paid.

If, it's very regrettable though, you leave The Queen's before finishing your 1 year contract, the number of your paid holidays will be re-calculated on the proportion you completed your contract (24 days for 1 year / 2 days for 1 month) ; for example, if you work for 8 months, then you are supposed to be given 16 paid holidays.

Sickness & Cover and Stand-by Duties

*If sick, need to call by 9:30 to let us know

*a sick teacher has to be covered by colleagues

As mentioned earlier, due to the nature of the calendar and the guaranteed number of lessons per year, a teacher's absence for whatever reason can never result in a lesson being canceled.

If a teacher is absent for any reason, he/she has to be covered by colleagues and this gives the colleagues extra classes to teach. Yet colleagues are expected to have just a couple of classes more only within 8-hour working time.

If a teacher is sick, he/she should call us by 9:30 to let us know. The mandatory nature of the above system reflects the importance The Queen's attaches to ensuring that students are inconvenienced as little as possible by their teacher's absence.

Notice and Contract Renewal

*2 month notice

Teachers are expected to give 2 calendar months' notice of their intention to resign or wish to renew the contract at the end of their first contract. The same rule regarding notice still applies to teachers who renew the contract. 2 months are needed not only because The Queen's needs recruiting but because real estate agencies require 2

month notice before your moving out of the apartment.

As regarding all contract conditions, teachers should in their own interest read their contract and contract attachments very carefully and ask the manager if there is anything they are not clear about.

4. Conditions of Employment -- Payment

Salaries

- *250,000 yen / month
- *pay raise 10,000 yen / year
- *paid in cash on 11th every month
- *If 11th is an off day, paid on the next working day
- *When leaving, paid on the last working day

The lowest basic guaranteed salary for full-time teachers with a TEFL or equivalent is two hundred fifty thousand yen per month. Most first year teachers start on this salary.

Second year teachers' conditions of employment are of course as you can see substantially better than those of first years'. There is an increase of 10,000 yen per month to the basic salary. In addition, upon completing a second year contract, teachers are entitled to an air-ticket back home (up to 50,000 yen).

Salaries, minus, of course, due deductions for tax, accommodation rent, and insurance are paid in arrears directly in cash on 11th of each month or the first banking day thereafter.

または

Your salary, which comes from 1st to the last day of the month, is basically paid on 11th of next month. If the 11th falls on an off-work day, it will be paid on the following work-day.

When you leave The Queen's, your last salary will be paid on the last work-day. If you live in our accommodation and have any more days in your apartment after the last work-day, it will be paid one day before your moving out. This is simply because you need to pay for rent until the last day in your apartment and the real estate agency will check your apartment upon your leaving.

または

When you leave The Queen's, we give you 2 days before departure, to enable teachers

to make travel elements, buy presents, remit money etc. before departing. Balances owing are then either paid in the normal way into your Japanese bank account on or around the 11th of the next month.

Sickness and Other Absence

*sick days are included in the 24 paid holidays

*if missing three days for sickness or frequently for other reason, may need to bring a doctor's note or some other documentary evidence.

*taking days off with notice in advance enough to arrange the schedule, it would be great.

What you must do in case of sickness is outlined in 1.3 above. (We also occasionally grant unpaid leave to teachers though not usually in their first year of employment). In such cases, the teacher has one day's pay deducted for each day missed. This may seem serious, however, all the Sundays and Mondays are surely off days and you have no chance to miss these off days every week.

Where the absence is approved in advance or the The Queen's is convinced that there is otherwise good reason for the absence, it would be great.

For the purpose of this deduction, a day's pay is considered to be the annual salary of the teacher (excluding leaving air-fares but including the initial air-fare reimbursement and any end-of-contract payments there may be) divided by 234(the days to be worked in a contract year).

Please remember that The Queen's reserves the right to ask for a doctor's note or other documentary evidence as proof of sickness or other cause of absence. This is particularly true when the teacher is absent frequently or for a prolonged period (i.e. when the absence is for more than three days) or where the absence is before or after a holiday.

VISAs

- *apply for a working visa sponsored by The Queen's
- *VISA application fee is paid by The Queen's

Teachers need a working visa to work in Japan, and The Queen's sponsors our teachers to obtain the working visa. We help you to apply for the working visa and the fee is of course paid by us. Please make sure to bring required documents to Japan.

Air Tickets

- *book one by yourself
- *paid in cash one month after starting to work for The Queen's
- *paid up to 50,000yen for one-way to Japan
- *paid up to 50,000yen for return at the completion of your 1 year contract

In the case of teachers recruited in foreign countries and traveling from a destination outside of Japan to work for us, The Queen's will pay after 1 month up to 50,000 yen contribution to the teacher's traveling expenses, dependent upon the actual flight costs, subject to one-year contract completion.

Once the teacher has completed at least 1 year employment with The Queen's, he/she becomes entitled to a ticket back home upon leaving Japan. In this case, the same conditions as the initial air-fare to Japan will be applied to.

Health Insurance and Welfare Pension Insurance

- *mandatory for all the people living in Japan by laws (including foreigners)
- *The Queen's pays for half of your duties of health insurance and welfare pension insurance
- *a certain amount of pension insurance - refundable when leaving Japan

Anyone living in Japan is by laws obliged to join the health insurance and the pension insurance.

Two categories are there ; one is for company employees, the other is for the rest of the people such as self-employed.

The Queen's is a legally registered company and a member of the insurances for the company employees. The system is that The Queen's pays half of these insurance fees for teachers. Then, teachers only need to pay the half of them. Health Insurance basically covers 70 % of your medical costs at hospital or pharmacy (only including medicine with doctor's prescriptions). They sometimes have changes, so please check the details of current conditions and policies on the government website.

When you leave Japan, a certain amount of your welfare pension insurance will be refund. Please see the details on the government website.

IncomeTax & City Tax

- *mandatory for all the people living in Japan by laws (including foreigners)

- *the amount of city tax for your first year is quite small

- *need the documentary evidence of the tax payment when you keep working in Japan and
renewing a working visa

Income tax and city tax are obliged to be paid to the national and city government by the companies on behalf of their employees. Teachers aren't bothered by this paper work but they will receive document to prove their payment once a year. If you renew your working visa, you are asked to submit this to the immigration office.

The amount of the city tax is dependent on your conditions ; the most influencing one is the total of your salary previous fiscal year. No matter when you arrive in Japan, your city tax during the first year in Japan is quite small, possibly around 1,600yen a month. The rate is sometimes altered, so you can find the current rate on the city government website.

Travel Costs to work

- *provide a bike and an insurance for it
- *cars or motorbikes are not allowed

The Queen's is located in a nice peaceful town in Himeji, and we provide teachers with accommodation close to our work place. You live in a self-contained apartment, which is mostly 5-10minutes away from The Queen's by bike, and it's definitely easy and convenient for you. There are a shopping mall and many supermarkets. One coin shops are also in the easy reach from your apartment. Stations and eat places are there around.

So, The Queen's will provide teachers with a bike and a bike insurance if needed. People have to buy any insurance policy covering bike accidents when they ride a bike in Japan. Teachers commuting by bike are granted a bike insurance by The Queen's. Cars and motorbikes are not allowed as a commuting means.

5. Company Regulations

Dress and Appearance

*for male teachers

- necessary to wear a formal shirt with a tie and a formal trousers, business shoes
- unacceptable ; jeans or jeans-like trousers, polo shirts, t-shirts, shorts, sandals, sports clothes, and any other kind of informal clothes or footwear
- need to prepare a business suit for teaching at client company places

*for female teachers

- necessary to wear a conservative styled clothes such as blouses, shirts, trousers or office styled skirts.
- unacceptable ; jeans or jeans-like trousers, polo shirts, t-shirts, shorts, sandals, sports clothes, and any other kind of informal clothes or footwear

*for both teachers

- conservative business-like appearance is required ; hairstyle, jewellery, clothing
- unacceptable ; pierced nose, big tattoos (larger than 10cmX10cm in size) and

any

kind of outrageous fashions

The image of teachers is very important in Japan. It is thus very important that teachers are appropriately dressed. It is quite easy to define this for male teachers. Essentially, they should wear a formal shirt with tie and a suit or formal trousers and jacket. However, it is not necessary to wear jackets during the steer months. Smart, formal shoes are also essential. This means that jeans or jeans-like trousers, polo shirts, t-shirts and sandals, work-style boots, etc. are not acceptable. It is also important that clothes are clean and ironed.

It is much more difficult to be specific about what is acceptable for female teachers. We tend to define acceptability in terms of how Japanese women dress in the office, which tends to be more conservative than is often the case in America of Europe. This means that blouses, shirts, not t-shirts should be the norm and shirts, dresses and trousers should be formal not casual. Once again, footwear should be appropriate for office world i.e. no beach style sandals, sports shoes, or outrageous fashions.

Pierced ears and earrings are acceptable, but pierced noses, etc. are not acceptable for any teachers. Haircuts should also be professional in appearance.

In short, a conservative business-like appearance is required. Hairstyles, jewellery and clothing must conform to this.

Working with Japanese Staff

- *our Japanese staff is friendly and obliging

- *a working environment with teamwork and mutual respect

Most of the staff speak a reasonably communicative level of English. However, this is not always the case. Whatever the circumstances and in view of the 'guest' status of the teacher in Japan and of the general mores of Japanese society, patience, tact, and understanding of the difficulties and responsibilities of others should be the constant guidelines to the teacher's behaviour. We cannot emphasise enough the importance of a positive attitude toward your working life in Japan.

You will find The Queen's staff friendly and very obliging, but please remember that they have their own jobs to do. You should not abuse their co-operative nature by expecting them to carry out work for you that is not theirs to do, nor should you ask them to help you to solve personal problems, e.g. by making telephone calls/photocopies/coffee on your behalf. On occasion, you may feel that you are being asked to do something in The Queen's, which are above and beyond what would normally be expected of you. This might be a sudden change in your schedule, an insertion of a new class into a due break time, or a request to teach more than six hours a day. Such things do occasionally happen, though we know they should not, and are usually the result of our staff being as accommodating as possible with the request of students. If such situations do occur, you should carry out the tasks requested of you in The Queen's, not argue with or refuse to cooperate with our staff.

However, on the whole teachers find they have excellent relations with the staff in The Queen's and getting to know Japanese staff by working with them can be one of the more rewarding aspects of the job.

Students

*a friendly smile and greeting to our students will be appreciated

*socialising between students and teachers is allowed ;

- unless the teachers abuse a power relationship between students and them
- meeting in private outside the school is only allowed with the students above 20 years old

*it's traditionally and socially difficult for students to say "No" or "I don't like this" to teachers

As explained earlier in this manual, The Queen's prides itself on being a friendly, welcoming and non-threatening place to study. It is very important that teachers help us to preserve this kind atmosphere. A friendly smile and greeting to all students, parents of students and other visitors to our school will be very much appreciated. Once again, in light of the fact that some of our students are young women who may be taking private classes, it is very important that friendliness is not misunderstood as an abuse of a power relationship between the teacher and the student. With that said, unlike other English schools in Japan, we do not prohibit socialising between students and teachers and many of you will end up going out with groups of students once you get to know them. Please remember that this is only acceptable when the impetus for such socialising comes from the student, not the teacher.

The Queen's will also arrange periodic social events (e.g. Christmas parties, garden parties, drinking out, tennis days for adults. etc.) which will also give teachers an opportunity to meet Japanese people on a more informal basis.

This is yet a pity to say, but please remember that Japanese people are still conventionally "docile students" who virtually cannot say "No" or "I don't like this" to

their teachers. They very much rarely point out their teachers' mistakes, simply they don't want to make teachers upset. So, if their teacher talks about his/her private life a lot in the classroom and even it lasts more than 10 minutes out of their precious 50 minutes lesson, they cannot complain to their teacher. Again, please remember the lesson time is for students. When your students are happy to have your lesson, you will be happy, too.

Smoking

*strictly forbidden to smoke during working hours :

in The Queen's and anywhere where teachers will be seen by young students entering our school, such as the entranceway into The Queen's building

You will soon discover that it is more socially acceptable for people to smoke in Japan than it is now the case in America or Europe. Cigarettes are also cheaper than in those areas.

We cannot, nor would we want to stop staff from smoking if they want to. However, we do have to think of the image of the company, of safety concerns and of the comfort of non-smokers. You should also remember your responsibilities as a teacher and an adult in a situation where such a large proportion of our students are children.

We suggest that committed smokers go to a nearby coffee shop or restaurant, etc. during breaks to smoke, or at least smoke well away from The Queen's.

Legal Compliance

*conviction for a criminal offence results in instant dismissal

- illegal drugs and any other criminal offence
- having sexual relations with minors (under 20 years old) with any reasons

can be a criminal offence in Japan

*must carry your passport or Alien Registration card all the time

· if having any changes in your information, you must renew your Gaijin card or to report the details of your new information

*if travel abroad during your contract year, don't forget to obtain a re-entry permit before traveling

Conviction for a criminal offence is an automatic reason for instant dismissal.

Teachers should also bear in mind that laws against the use of illegal drugs are very stringent in Japan and any foreigner found in possession of illegal substances is automatically deported once any prison sentence has been completed and will never again be allowed back into Japan. Before you apply for your alien registration card, (this should be within two weeks of arrival), remember to carry your passport at all times as a form of identification.

As a foreign resident in Japan there are also certain simple but essential measures you must take to ensure the continued legality of your stay.

Firstly, you will be issued with a visa when you arrive in Japan. To extend your stay before your visa expires you must go to the immigration office one month prior to expiry, with papers for renewal that the company will provide you with. Failure to renew your visa on time can, at the very least, result in your deportation from Japan.

In addition to this, all non-Japanese residents must register with their local city hall. When you arrive in Japan and sign the contract with us, we will take you to the city office during your first few days. A couple of weeks after registering you can collect your Alien Registration card (familiarily known as Gaijin card). You should carry this card as a form of ID with you at all times. Every time the details registered with the city hall change, that includes when you get a new visa or when your address or civil status changes, you must go to renew your Gaijin card. Failure to inform your city hall of such changes within two weeks can also have legal repercussions.

Finally, whenever you leave Japan with the intention of returning, you must obtain a

re-entry permit. These can be issued for one re-entry or multiple re-entries. If you forget to do this before you travel, you will not be able to come back into Japan. These permits are also issued at immigration offices.

Unauthorised Absence and Lateness

- *need to call The Queen's to let them know your absence or lateness beforehand

- *need to be punctual in working

When you arrive in Japan, you will be issued with a small card giving The Queen's telephone numbers and with space to write in other vital numbers that may be relevant to your schedule. Teachers must make every effort to be punctual for their days teaching. In Japanese society, even being 5 minutes late for the class causes a trouble. So, teachers should

However, as well all know and sometimes due to circumstances beyond our control, things can go wrong, trains can be delayed or be missed, teachers can become suddenly ill and especially during the first few days of work, teachers sometimes get lost. In such situations, it is vitally important that the teacher telephone The Queen's to let them know that is happening. While we will of course, be very unhappy to hear that a teacher is not going to arrive for work on time, we will be much more upset if the teacher fails to inform us in advance of this. You will find The Queen's number on your information paper given to you on the first day on The Queen's.

As explained below, teachers are occasionally granted unpaid leave on top of the standard annual Queen's holidays. Teachers may also be unavoidably absent due to sickness (though they must telephone in to explain this). However, being absent without the prior notification and approval of the company is a very serious matter and may be cause for an official warning and, if repeated, even the possible termination of a teacher's contract. We are particularly worried about teachers being absent without approval at the start or finish of major Queen's holidays. The importance of not being absent at such times must be kept in mind when teachers are

making travel arrangements.

Working as an English teacher in other places

*strictly forbidden

- especially in the neighborhood of The Queen's
- solicitation of the existing students of The Queen's during your contract period and within 2 years after your leaving The Queen's

*if you have any reason to have another job, you need to talk to The Queen's.

Teachers are fully guaranteed to get monthly salary and it can cover their simple life around The Queen's. So, they are not supposed to have another job during their contract year with The Queen's. If you have some specific reason to get extra money, you can talk to The Queen's. We will suggest some options ; arranging your new work-schedule, altering some of employment conditions, terminating the contract itself, and so on.

In any case, teachers are not allowed to have their own school or classes around The Queen's (especially within Himeji city) during the contract year and within 2 years after their leaving The Queen's. Solicitation of the existing students of The Queen's is strictly forbidden at the same period as written above.

Confidentiality Obligation

*be responsible for maintaining confidentiality

*personal information of students and staff of The Queen's must be kept enclosed

*any photos taken at The Queen's, any voice recorded and any data collected at The Queen's are not allowed to be disclosed

All the teachers and the staff of The Queen's must be responsible for confidentiality obligation. When you want to use the information restricted to disclose in public, you ask The Queen's for a permission in a written form.