

UK COLLEGE OF ENGLISH

Student HANDBOOK

Accredited by the
 **BRITISH
COUNCIL**
for the teaching
of English in the UK



TRINITY
COLLEGE LONDON
Registered Exam Centre 61991

Cambridge ESOL
Exam Preparation Centre

A graphic element consisting of a series of overlapping, wavy lines in shades of red, orange, and yellow, creating a sense of motion or a stylized 'S' shape.



THE SCHOOL



UK COLLEGE
OF BUSINESS AND COMPUTING

UKCE

Eastgate House, 40 Dukes Pl,
London EC3A 7LP
02077346485

info@ukenglish.org.uk
admissions@ukenglish.org.uk

24-hour emergency contact number: 07956190553

Nearest underground station: Algate, Algate East

School Opening Times:

Monday – Wednesday 09:00 AM to 09:00 PM

Thursday – Friday 09:00 AM to 06:00 PM



Liverpool Street is home to the City of London, one of the world's leading financial centres

- Spitafields Market and Brick Lane are only 8 minutes away
- Sky garden and Tower Bridge are just 12 minutes away
- Nearest public library: Artizan Street Library & Community Centre (1 Artizan St, London E1 7AF)
- Nearest ATM: Virgin Money ATM (115 Houndsditch, London EC3A 7BR)
- Nearest walk-in clinic: NHS Walk-In Centre - Liverpool Street
Address: Units 16-17, Exchange Arcade, Bishopsgate, EC2M 3WA London
- Nearest hospital: Barts Health NHS Trust (The Royal Hospital, Whitechapel Rd, London E1 1BB).
- Nearest tube stations: Algate, Algate East, Liverpool Street, Moorgate and Bank Station.

YOUR FIRST DAY



Welcome to UK College of English!

Go to reception on the ground floor when you arrive. They will direct you to the UKCE office on the first floor.

Please bring with you:

- Your passport or ID
- Visa (if you need one)
- Pen and paper

What to expect on your first day:

- A member of staff will check your details and if you have completed both the placement test and student induction online.*
- Meet the team
- Get your temporary student ID card
- See the building: a member of our team will show you the building, including the cafeteria downstairs and the fire exits.
- Placement: If you haven't done your placement test, you will do it on your first day.
- Join your class and meet your classmates
- Collect your book and student ID card : at the end of your first class, you can pick up your coursebook and your ID card from the UKCE office.

Please check your welcome email for your first-day timetable.

24-hour emergency contact number: 07956190553

*What's the student induction? Student Induction: this is a short course in which we'll tell you about the school and the area. If you haven't completed the induction yet, [please click here](#)

Make your induction faster by doing these before arrival:

- Send a photo to lcalderon@ukenglish.org.uk for your Student ID card.
- You also need to complete an online registration form. If you have not done it, [please click here](#)

ID Cards:

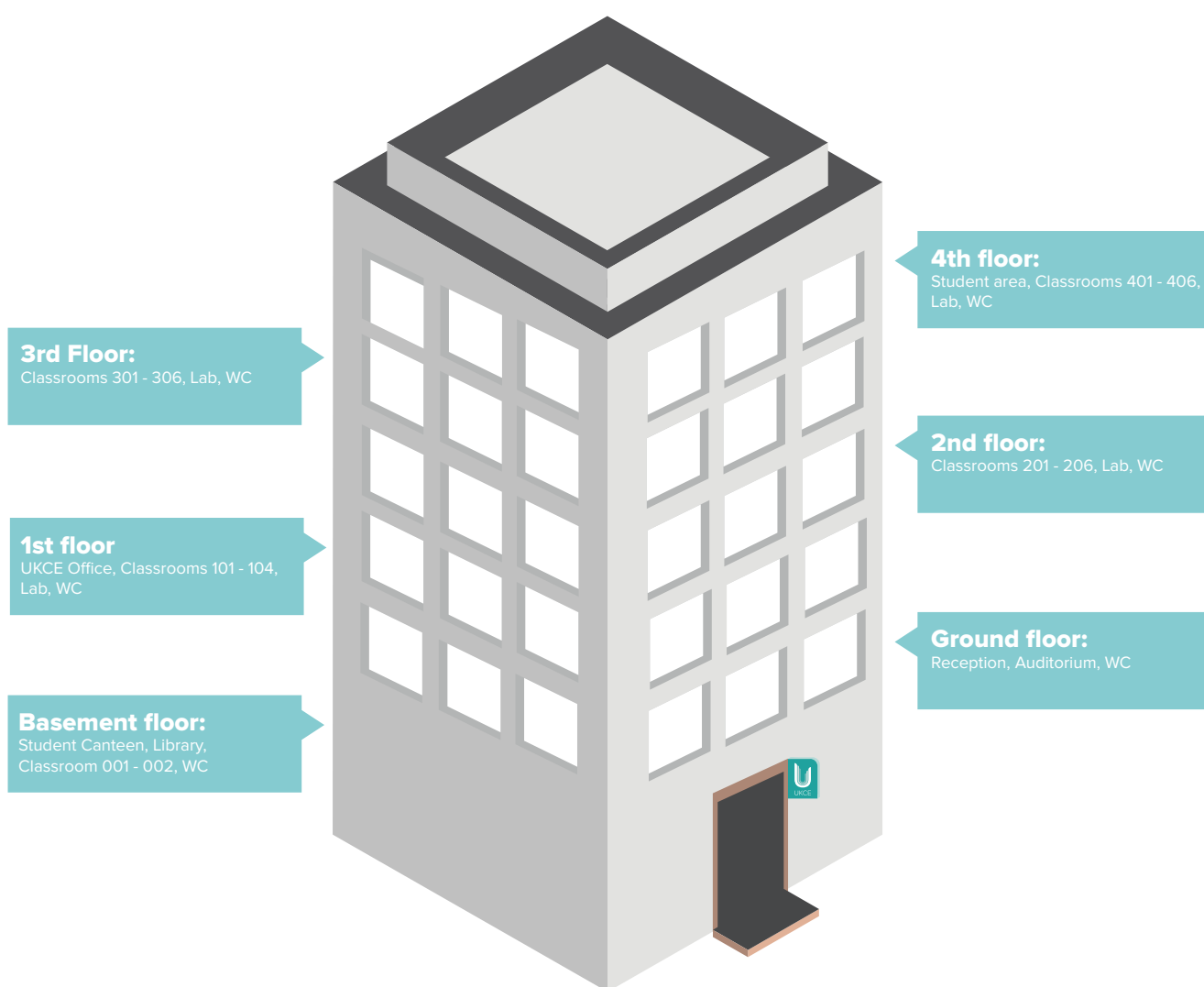
- You will get a student ID card when you arrive on your first day. Students under 18 years old will have an ID card with a **red lanyard**.
- When you are in the school, **you must wear your ID at all times**. If you do not wear your ID, you will not be admitted to your class.
- **New ID card:** If your ID is lost or stolen, you must buy a new ID card. A new ID card costs £5.

Public Holiday and School Closure days for 2024/25:

- Friday 18th April – Good Friday
- Monday 21st April – Easter Monday
- Monday 5th May – Early May bank holiday
- Monday 26th May – Spring bank holiday
- Monday 25th August – Summer bank holiday
- Thursday 25th December – Christmas Day
- Friday 26th December – Boxing Day

I HAVE QUESTIONS ABOUT:	WHO CAN HELP AND WHERE:
Find the right classroom and UKCE Office	Reception (Ground Floor)
General help and information	UKCE Office (1st Floor) Student Services Team info@ukenglish.org.uk admissions@ukenglish.org.uk support@ukenglish.org.uk
<i>For help with more specific enquiries, please see table below:</i>	
Booking a course Letter for visa/travel (Oyster) card Payment Extending my course	Patrick Allen pallen@ukenglish.org.uk
Lost property Holiday requests	Aneta Czajka aczajka@ukenglish.org.uk
Certificates	Stephanie Day (1st floor) stephanie@ukenglish.org.uk
Accommodation: questions or concerns	Patrick Allen pallen@ukenglish.org.uk
My course (administration) Attendance issues Academic student reports Reference letters	Stephanie Day (1st floor) stephanie@ukenglish.org.uk Keyla Porras Reyes (1st floor) keyla@ukenglish.org.uk Patrick Allen (1st floor) pallen@ukenglish.org.uk
My course (academic) Questions or concerns about your level, course and teacher Advice on learning and useful academic resources	Stephanie Day (1st floor) stephanie@ukenglish.org.uk Keyla Porras Reyes (1st floor) keyla@ukenglish.org.uk Lorena Calderon (1st floor) lcalderon@ukenglish.org.uk
Designated Safeguarding & Welfare Lead and Prevent Officer Deputy Safeguarding Lead	Stephanie Day (1st floor) stephanie@ukenglish.org.uk Patrick Allen (1st floor) pallen@ukenglish.org.uk
Advice and support for welfare and emotional issues	Welfare Officers Stephanie Day (1st Floor) stephanie@ukenglish.org.uk Keyla Porras Reyes (1st floor) keyla@ukenglish.org.uk Lorena Calderon (1st floor) lcalderon@ukenglish.org.uk
Social Programme Activities	Kasia Krymska-Hurtado social@ukenglish.org.uk

FLOOR MAP



Female toilet on every floor. Male toilet on every floor. Accessible toilets on ground floor and basement.

Find more information about the floor plan visit: https://www.ukenglish.org.uk/_files/ugd/e74c0a_d1dc08ebc8994af2863d700081575737.pdf

**Free drinking water on ground floor, 1st, 2nd, 3rd, 4th and 5th floor and basement.*

A photograph of students in a classroom setting. In the foreground, a young woman with dark hair tied back is leaning over a desk, focused on writing or drawing. Behind her, a young man is also looking down at his work. The background shows a bright, modern classroom with a blue wall and a whiteboard.

IN THE CLASSROOM

UKCE wants to help you to express yourself successfully and confidently in English in a variety of situations and settings. We have classes for you at our Campus at different time slots in the morning, afternoon, and evening. We also offer one-to-one classes both here in our Liverpool Street Campus or online, which can be at any time that suits both yourself and your teacher.

For group classes

For group classes please report to reception on your first day for your induction and placement test.

For online one-to-one classes - Once you have booked a course and we have found you a teacher for your classes, we will organise specific times and days that fit around both yours, and the teacher's schedules. Once this has been organised, they will send you a link via zoom in time for your first lesson (this online platform can change according to where you are situated).

Remember:

- When connecting to the class for the first time, try to attend at least 10 minutes before in case of any issues.
- To check your audio and video before starting the class. These are interactive online classes, and you will need to participate.
- If your connection is not very strong, try switching off your camera as this can sometimes help.

4-day week programme

Here at the UK College of English we offer classes between Monday to Thursday. As mentioned earlier, we have several time slots for our classes throughout the day. Here is a table so you can see the different times and durations of the different classes.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
09:00 - 10:30	AM classes	AM classes	AM classes	AM classes	Extracurricular activities	
10:45 - 12:15				(Class finishes at 12:15)		
12:30 - 13:30						
14:15 - 15:45	PM classes	PM classes	PM classes	PM classes	Extracurricular activities	
16:00 - 17:30						

AM classes are 15 hours of lessons per week over 4 days. This means you will have 4 hours of classes Monday to Wednesday with a 30-minute break. These lessons will finish at 13:30. On Thursday you will have 3 hours of class, finishing an hour earlier at 12:15 and with a 15-minute break.

PM classes are 12 hours of lessons each week over the 4 days. This means each class will be 3 hours each day with a 15-minute break in between, running from 14:15 and finishing at 17:30.

EVE classes are 4 hours of lessons per week over 2 days. These classes will run from 18:30-20:30 on Mondays and Wednesday.

Social Fridays

On Fridays we do not have any group classes.

What?

Extracurricular activities: museums, other cities, pubs, etc.

Where?

Outside in the real world, in more practical settings.

Who?

You and other students will always be accompanied by one of our teachers.

Why?

It's a chance to meet new people and practise what you've learnt in the classroom.

How?

Lots are free, but for some others you'll have to pay. Not compulsory, but we encourage all students to join in.

Here are some examples of activities and the language skills you will need to use.

Activity	Language Point
The Globe Theatre and Tour	Listening / Reading
Science Museum and Natural History Museum Treasure hunt	Reading / Speaking
Cambridge city and pub lunch	Listening / Speaking / Reading

Communicative classes

Here at UKCE we use the Communicative method. This means in our classes, whether face-to-face or online, we have a high focus on communicative skills, especially speaking. Although we teach you the structure of the language too, our main priority is to build your skills in order for you to be able to have meaningful communication and interaction.

Our goal is to provide you with language courses that suit your needs and make learning an enjoyable experience. Your teacher will provide you with:

- The opportunity to use the target language in appropriate social situations and understand its structure.
- Communicative lessons with an emphasis on speaking and listening skills and a balance of grammar, vocabulary, pronunciation, and spoken and written communicative activities.
- An environment in which you are encouraged to participate in discussions, have fun and not fear making mistakes, and develop an independent learning style.
- Progress tests and assessments to make sure both you and your teacher are aware of your progress.
- Resource materials such as worksheets and access to the school library of graded textbooks/reading books.

Your courses

The Academic year is divided into four 12-week terms, which is then split into three 4-week modules. This is because each course is 12 weeks for every level, ranging from beginner to advanced level, and includes our IELTS courses. The courses that are open at the time of your enrolment depends on the number of students we have per level. Once you have completed your 12-week course, you might be able to advance to the next level. However, this depends on many factors, including your own progress and is dependent on the teacher's suggestion.

Our levels have these names:

NAME	LEVEL
Seeker A	Elementary
Seeker B	Pre-Intermediate
Skilled	Intermediate
Scholar A	Upper-Intermediate
Scholar B	Advanced

We have set calendar weeks for tutorials and progress tests. During these weeks, your teacher will review your progress with you to help track your improvement.

Measuring progress

Every 4 weeks, your teachers will assess your language skills. These assess your grammar, vocabulary, listening and reading skills. Your teacher will assess your speaking and writing skills separately. You can also see what has been covered in the course by looking at the course outlines

in your classroom or the online platform. After your modular test (every four weeks), you will have a chance to discuss your studies with your teachers in a one-to-one discussion called a tutorial.

Progress tests

These will be a short test online that you take in class with your teacher in the 4th week of every module. It will test the systems that you have looked at during the 3 weeks and your general competency in English. Then feedback will follow in the form of your tutorial the same week.

Tutorials

These will be conducted on the 4th week of every module following your progress test. These tutorials look at your overall progress and how you feel about your course. Each student will have an individual meeting with their teacher to discuss their progress during the week.

What's the difference between the two student notebooks below?

Student A	
be charged + with	shoplifting theft fraud
break in - to enter illegally verb + preposition The robber broke into the house	pay receive get
law - from the government rule - from the school, your parents	a fine an amount of money you have to pay as punishment /ə/ /faɪn/ a fine person thief /θɪ:f/ terrorist
	crime theft /θɛft/ terrorism

Student B	
mugging - atracar murder - asesinar drink driving - conducir borracho credit card fraud - delito con tarjeta de c speeding - exceso de velocidad	thief - ladrón theft - robo rédito
punishments - sanción/penalización a fine - multa prison sentence - sentencia de cárcel do community service - servicio comunitario	

- When you make notes, follow Student A's example:
- Write English examples (not direct translations)
- Translate phrases (NOT individual words)
- Look at collocations, patterns & phrasal verbs (give examples)
- Look at pronunciation and weak forms

Teachers

In our classes we set a teacher to each class for 12 weeks, after the term has finished the teacher may change. However, in unforeseen circumstances the teacher might need to change before those 12 weeks. These changes will not affect your progress, as your new teacher will be informed of all relevant materials you have looked at and your individual progress. All of our teachers are qualified and experienced, even if they may use different teaching techniques, they are all great in their own individual ways.

Level Changes

- Level changes can happen at any time during your course.
- We want you to be in the right class. That is why sometimes we may ask you to move up or down a level.
- We also want to hear from you! If you think your class is too easy or too difficult, please speak with your teacher. If you would like to change your level, please discuss this with your teacher. Level changes are made by teacher recommendation only. Your teacher may ask you to take a test again. Don't worry! It will be fine, just speak with your teacher.

Resources

- Students need a coursebook for their course. Coursebooks are included in the registration fee. However, if you need any additional books during your stay, you will need to pay £40 per book.
- Part-time classes and online classes do not require coursebooks either.

Mobile devices must be switched to silent mode and put away during class. You are only allowed to use your mobile device in class when it is supporting your learning.

Feedback

- **End of week one survey:** on your first week, you will receive an email with a link to a feedback survey. That is a questionnaire with a few questions about the school, including reception, the quality of the teaching and facilities.
- **End of course survey:** on your last week, you will receive another survey like the one you received on your first week.
- **Academic survey:** Your teacher will also give you a short academic questionnaire with specific questions about the course. Please tell us what you think. We want to know what you think. We want to make sure UKCE is a great place to study!

Certificate

- We'll email you your certificate of attendance on your last week. The certificate has your name, course duration and level.



Would you like to talk to someone about your course?

Would you like to know more about how to apply for university?

*See "Higher Education section" or come and talk to our **ACADEMIC COUNSELLORS:**

OFFICE HOURS:

Keyla Porras


Wednesday to Friday 09:30 - 16:00



Keyla Porras Reyes
keyla@ukenglish.org.uk



Stephanie Day
stephanie@ukenglish.org.uk



LONDON AND UKCE EXTRA- CURRICULAR ACTIVITIES

Would you like to meet new people?

Would you like to keep learning English outside the school?

The UKCE experience goes far beyond the classroom. We run social activities for our students every week. Everyone's invited to come and join us.

Apart from the Friday's extra-curricular activities, we also offer some more activities organised by the Academic Team throughout the week. These can be both free or paid depending on the activity and takes into consideration the different festivals and events during each month.

How to find out what's available:

1. There is information around the school
2. Check our website <https://www.ukenglish.org.uk/extracurricularactivities/>
3. Ask your teacher

How to book an activity:

- Go to our website: <https://www.ukenglish.org.uk/extracurricularactivities/>
- Find the activity you'd like to join.
- Book the date on the calendar at the bottom of the page. We have lots of free activities, but for some others you will have to pay.

How to pay

- On our website: <https://www.ukenglish.org.uk/extracurricularactivities/>
- Once you book the activity on the calendar, you will have to pay. All payments are done online on our website.

Are you under 18?

You will need a parent or guardian to fill out a form for you before you are able to join our social programme trips. Ask our social programme coordinator for the form when you book at social@ukenglish.org.uk

London Activites

We also recommend that you check out some good websites with lots of ideas, suggestions and information on things to do during your stay in the UK:

www.visitlondon.com - The official website for London.

www.hrp.org.uk - Advice and information about the historic royal palaces.

www.timeout.com – Things to do in London for and other cities around the UK and world

<https://freetoursbyfoot.com/things-to-do-in-london/> - For great walking tours around the city

KEEPING YOU HAPPY AND SAFE



Stephanie Day
*Designated Safeguarding Lead
(Specialist Safeguarding trained)
Welfare Lead
Prevent Officer*
Office: 1st floor
stephanie@ukenglish.org.uk



Patrick Allen
*Deputy Designated Safeguarding Lead
(Specialist Safeguarding trained)*
Languages: Spanish
Office: 1st floor
pallen@ukenglish.org.uk



Keyla Ferreira Reyes
Basic Safeguarding trained
Languages: Spanish, French
Office: 1st floor
keyla@ukenglish.org.uk



Laura Villa
Advanced Safeguarding trained
Languages: Spanish
lvilla@ukenglish.org.uk



Lorena Calderon
Basic Safeguarding trained
Languages: Spanish
Office: 1st floor
lcalderon@ukenglish.org.uk



Aneta Czajka
Advanced Safeguarding trained
Languages: Polish
aczajka@ukenglish.org.uk

English learning is not only about studying: your overall experience in London is just as important. Students sometimes feel homesick, have problems in their relationships with other students, or feel worried about money, their progress, or their family.

At UKCE, we care about you and we want to know how you are feeling before a problem becomes too serious.

If you don't want to talk to your own teacher about something, we have Welfare Officers – Stephanie Day, Keyla Ferreira Reyes, Lorena Calderón and Patrick Allen – who will listen to you and try their best to help. We can also help you find other organisations that can help.

The college has a number of ways to try to help:

- This handbook and induction include a lot of useful information about life in London. It has sections on Healthcare, Charities and Helplines and General Safety.
- When you register, we ask if you have any special needs, such as disabilities (this helps us to keep you safe in case of an emergency) or learning difficulties (the teachers will use different resources to help you).
- If you have any learning difficulties and know ways that help you learn, please tell your teacher or a welfare officer how we can help you.
- We have a 24-hour emergency phone number, held by a person with advanced safeguarding training: 07956190553
- Welfare officers are available from Monday to Friday.

Changed your phone number?

Please give us your up-to-date contact details (phone number and email address)

MAKING EVERYONE “FEEL AT HOME”

At UKCE, we have students and staff from all over the world and we want all our students to feel comfortable, happy, safe, and free from discrimination, regardless of

- gender
- religion
- nationality or race
- disability
- sexual orientation
- age

Some important school rules to remember:

Speaking English: Students must always speak English in class and in the Student Lounge.

Smoking: You cannot smoke in the school. This includes electronic cigarettes. Smoking is illegal in any public building in the UK. You cannot smoke near the door either. Please go around the corner where you will find bins to throw away your cigarette. Do not throw your cigarettes on the floor please (it's illegal!)

Internet Misuse: We have Wifi and computers available to all of our students. Students can use the school's computer equipment to access websites to assist them in their studies, either with or without the guidance of a teacher. Students can also use the computers in the student lounge or their own devices, to access other websites. However, students are strictly forbidden to access, either on the school system or their own networks, any site which is deemed inappropriate, in line with the government's Prevent policy. Such sites include, but are not limited to, those which are racist, sexist, pornographic, homophobic, or are deemed to promote violence or extremist views which contradict core British values.

Contact with UKCE Staff: Students are not to have any private contact with any UKCE staff or teachers. This includes exchanging personal email addresses, phone numbers, or social media contact details.

Unacceptable behaviour - absolutely against school rules:

Bullying is when one person (or a group of people) with more power than someone else tries to upset or hurt them. This power can come from being more popular, stronger or part of the group. They might repeatedly try to hurt them physically or socially. They might say and do mean or humiliating things to them. Bullying can be physical, verbal or psychological. This includes cyberbullying (online bullying).

Harassment: To harass someone is to continue to annoy or upset someone over a period of time. It can be unwanted actions or words that happen face to face or online. This includes sexual harassment.

Anti-social behaviour includes damage to property, being drunk or making too much noise.

Violent or intimidating behaviour towards students or staff.

All the items listed as 'unacceptable behaviour' are examples of abusive behaviour. There are other forms of abusive behaviour, such as cyberbullying (online bullying) or deliberate unkindness.

UKCE's principal aim is to encourage an atmosphere in which abusive behaviour is not tolerated and is seen to be inappropriate and wrong.

Who to contact if you witness, or are the victim of, abusive behaviour?

Please come to reception and ask to speak with a Welfare Officer or Academic Counsellor.

They will interview everyone involved. Where necessary, the college will also inform parents, guardians and/or agents.

Students who have been a victim of abusive behaviour will receive full support from UKCE from Welfare Officers, Academic Counsellors and UKCE staff in general. UKCE will take the necessary measures to stop it.

The accused student, staff member or visitor will also receive full support from UKCE:

- The accused will have the opportunity to discuss the events
- UKCE will investigate why he or she became involved
- UKCE will investigate the wrongdoing or problem
- UKCE will advise and support him/her to seek professional help
- If he or she is a student, UKCE will inform parents, guardians and/or students to help change their attitude, where necessary

Consequences of committing abusive behaviour and/or breaking school rules:

The school will take the following steps with anyone acting against school policies. If the accused is a student:

Step 1: Meeting with a Welfare Officer/Academic Counsellor to establish the problem and assess the need to change student's behaviour. The student will have to sign a code of conduct. Please remember they will take notes of anything said during the meeting.

Step 2: If the student's behaviour does not improve, he or she will have to attend a second meeting with Welfare Officer/Academic Counsellor. This time a written warning will be written and sent to the student.

Step 3: If the student continues to break any of the rules mentioned above, they will receive a dismissal letter and will be asked to leave the school.

In extreme circumstances, the college will ask the person to leave with immediate effect. In any of the above circumstances, no refund will be given.

ATTENDANCE



Students must attend regularly and on time. We care about your welfare and progress and would like to see you coming to UKCE regularly. For the best results, 100% attendance is expected. Help us help you and your fellow students progress by attending your lessons.

Are you unwell?

Please contact the school and tell us. We want to make sure you are ok.

Holiday

Would you like to take some time off?

- Please book your holiday 5 working days in advance by completing [the holiday form request here](#).
- Any holidays must be booked from Monday to Friday and for an entire week.
- Holidays cannot be booked for less than 5 working days and can never be spread over different weeks, that is from Tuesday to Tuesday.
- Absence from school during time taken off as holiday will not affect your attendance record.
- How many weeks can students take off as holiday?

Course Length – Holiday

- 1 to 12 weeks – no holiday entitlement;
- 13 to 24 weeks – 4 week's holiday
- 25 to 44 weeks – 8 weeks' holiday

In excess of 40 weeks – 8 weeks' holiday

The school is normally closed for two weeks over Christmas.

The school is also closed for bank holidays, but you do not lose attendance on these days.

If you can't come to school, you must email: stephanie@ukenglish.org.uk or admissions@ukenglish.org.uk

You must have a valid reason and always inform the college.

Unauthorised Attendance:

- If your attendance falls below 80% in a single week, the Academic team will send an email to you, or your next of kin.
- If your attendance falls below 80% two weeks in a row, you will receive a second email.
- If your attendance remains below 80%, you will have a meeting with the Academic Counsellor.
- If you continue to be absent for no valid reasons, you will have a second meeting with the Academic Counsellor and he/she will give you a written warning.
- Final warning and possible expulsion from the school - Continued absence means a third visit to the HOS/Academic Registrar, who will discuss the matter with the Chief Executive, after which you will receive a final letter followed by dismissal if bad attendance continues.

Punctuality

- Please arrive at your classes on time or five minutes early. If you are very early, you can wait in the **student lounge in the basement or on the sofas by reception on the ground floor.**
- If you are more than twenty minutes late, you will need to wait until the next break and this will count as absence.
- If you are often late (1 –15 minutes), your lateness will be counted as absence.

FIRE SAFETY AND FIRST AID



Fire Safety

Fire exits

The building is equipped with fire alarm systems which are maintained and tested.

The test happens every Tuesday morning, so please do not leave the building at this time!

There are two fire exits in the building:

Exit 1 - the main entrance, on the ground floor

Exit 2 - on the ground floor - around the back

- If the fire alarm rings, your teacher or a member of school staff will tell you what to do.

The assembly point is Aldgate Square but please follow the instructions of your teacher/fire marshal.

You will see a fire warden with a yellow high-visibility jacket waiting for you 50 metres from the main door, in Aldgate Square

The college operates a **no smoking policy** throughout its buildings.

If you discover a fire:

You have to warn persons nearby and raise the alarm by breaking one of the fire alarm call points, and inform a member of staff of the fire location without delay.

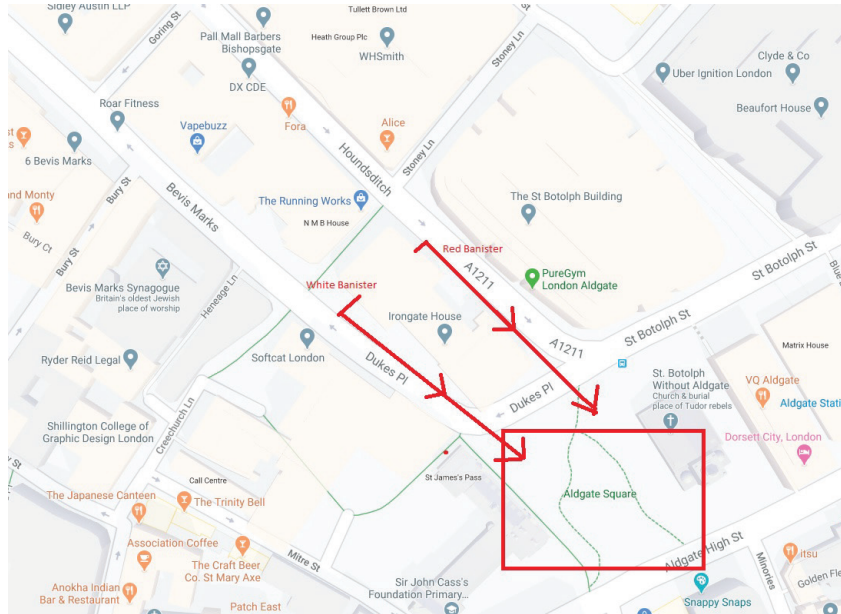
- DO NOT try to fight the fire unless you have been trained to do so.
- DO NOT put yourself in any danger.
- DO NOT stop to take your bags and coats – Leave IMMEDIATELY.
- DO NOT run.
- DO NOT go back into the school until your teacher tells you that it is safe.

Evacuation Procedure

We have evacuation instructions in all rooms and strategically placed around all of the College buildings.

In the event of the fire alarm sounding:

- STAY CALM
- leave immediately in an orderly and controlled manner via the nearest available fire exit route.
- Report to the designated assembly point (ALDGATE SQUARE)



- When you are outside, please report to the UKCE fire warden. Report any missing persons too.

Nominated Fire Wardens wear **hi-visibility jackets (yellow)**

- DO NOT try to return to any part of the College.
- DO NOT try to use the lift. If you are in the lift when the alarm sounds, it will return to the ground floor. Please exit the school and go to the meeting point.

If you have problems with moving quickly, we will make an evacuation plan for you. **Please tell us if you have an injury during your school stay, so we can make a new evacuation plan for you.**

If you ever see a student, staff member, or any other person acting suspiciously or touching fire equipment without a good reason, please report this to a staff member immediately.

Emergency Plan

If Liverpool Street becomes dangerous, the UK College of English becomes a safe place to hide and we will ask students to stay inside until the danger has passed. A Welfare officer will stay on the ground floor to let in students only.

Being safe at all times



London is a big city and there's a lot of fun things to do and it is very, very safe but you never know what might happen. We want you to be safe all the time, so we strongly recommend you to download the **CITIZEN AID app**. This app contains information on what to do in various emergency situations, i.e. bomb, gun, knife attacks. It will give you live updates during any emergency situation to help you get somewhere safe quickly. Go to the App Store or Google Play and download it!

What to do if you get lost:

- If you get lost on your way to school or your accommodation, please call the emergency phone number on your student ID card (07956190553).
- If you get lost out on a social programme activity, call the phone number the teacher will give you on the day of the activity or the emergency phone number on your student ID card (07956190553).
- **If you do not have your mobile phone with you**, when out on a trip. Do the following:

Don't Panic

Look out for a police officer and tell them you are lost.

If there is no police officer, go back to the meeting point

If you cannot find your teacher at the meeting point, please ask a member of staff in a shop or museum if you can use their mobile phone to contact your group leader to tell them you are lost.

First Aid

In the event that a member of staff, student or visitor is injured or becomes ill on UKCE premises, a Certified First Aider should be found as soon as possible.

First aid kits can be found on each floor. The First Aider will help you in case of injury or accident.

First Aider at UKCE:

- Keyla Porras
- Stephanie Day

Other First Aiders in the building:

- Ana Kruseji
- Joseph Twose
- David Stanley
- Dev Raj
- Iona Balan
- Florina Izbaze
- James Tamabang

STAYING SAFE

A Few Warnings

Drinking alcohol:

You must be over the age of eighteen (18) to buy alcoholic drinks or to drink them on licensed premises (pubs, wine bars etc). If you look under 25, people will ask you for ID and may not serve you alcohol.

Age restrictions and related sales:

There are limitations to what you can buy in the UK. Please see the table below for information about age restrictions:

Product	Age
Alcohol	18
Confectionary containing alcohol	16
Party Poppers	16
Lighter Fuel	18
Lottery Tickets	18
Petrol	16
Driving	17
Cigarettes and Tobacco	18
Fireworks and Sparklers	18
Films, DVDs, CDs, Video/Computer Games	12,15,18
Solvents	18
Knives	18
Aerosol Paints	16

Drugs:

The penalties for illegal drug use depend on the type of drug and the amount. For information on which drugs are illegal in the UK and the penalties, please see here:

<https://www.gov.uk/penalties-drug-possession-dealing>

Don't carry, buy or sell drugs!

Hitch-Hiking:

The school strongly recommends that students do not hitch-hike during their stay in the UK.

Motoring Offences:

Foreign drivers must know and follow the British Highway Code. The most serious driving offences include driving after consuming alcohol, reckless driving and driving without insurance. Please remember that in the UK you must drive on the left-hand side of the road. You can read the British Highway Code here: <https://www.gov.uk/guidance/the-highway-code>

Possession of offensive weapons:

It is illegal to carry offensive weapons (e.g. guns, knives) in a public place, even for defensive purposes.

Safety:

We advise you not to carry large amounts of cash. Make sure you keep your valuables secure at all times when walking around London, as pick-pockets operate in central London. At night we advise that you walk in well-lit, busy areas.

Shop-Lifting:

Laws against stealing from shops are always strictly enforced.

Arrest:

If police arrest you during your stay, please call the school emergency number. You have the right to be represented and you cannot be held without charge for more than 48 hours unless there is an anti-terrorism order.

PLEASE TAKE CARE - DURING YOUR STAY

Important tips

- Please protect your pin numbers while withdrawing your money from the ATM machines.
- Please do not walk alone at night time. If you have to, then please keep your belongings like mobile phones out of sight.
- Please make sure that you inform your room partners or friends before going out.
- Please do not deal with any people posing as agents or banks, money exchange companies or travel guides unless you are 100% sure they are genuine. Remember, if you're not sure, call us to get advice. If you are exchanging money, only go to licensed agents that can be found on the high streets.
- If you are not sure, remember to check the identity of anyone who asks for your money, personal information such as date of birth, bank card number or address. In the UK, identity theft is a problem and we advise you to keep your details safe and not to give them to people you don't know.
- Please don't get into any person's car who says they are a mini cab driver and only use the ones that have been pre-booked or black cabs.
- Be aware of pickpockets in crowded places particularly if others are causing a distraction.
- Please have a safe stay and enjoy your trip to London. Feel free to ask any questions. Remember, all the staff members at UKCE London are here for your service.



GETTING HERE TRANSPORT AND TRANSFERS

Getting to London

London has 6 airports, so travelling into the city centre is different from each one.

Gatwick Airport

Method	Journey Time + Waiting time	Cost
Gatwick Express (train)	30 minutes + 15 minutes	£21.50
National Express (bus/ coach)	1 hour 40 minutes + 30 minutes	£10.50
Taxi	1 hour 20 minutes + 0 minutes	£80 - 160

Heathrow Airport

Method	Journey Time + Waiting time	Cost
Heathrow Express (train)	15 minutes + 15 minutes	£25 - 32
National Express (bus/ coach)	50 minutes + 25 minutes	£10.50
Taxi	44 minutes + 0 minutes	£66 - 140

Luton Airport

Method	Journey Time + Waiting time	Cost
Train	15 minutes + 15 minutes	£19 - 34
National Express (bus/ coach)	1 hour 30 minutes + 25 minutes	£14
Taxi	30 minutes + 0 minutes	£83 - 127

Stansted Airport

Method	Journey Time + Waiting time	Cost
Stansted Express (train)	47 minutes + 15 minutes	£24
National Express (bus/ coach)	1 hour 50 minutes + 30 minutes	£17
Taxi	1 hour 13 minutes + 0 minutes	£97 - 173

Southend Airport

Method	Journey Time + Waiting time	Cost
Train	47 minutes + 15 minutes	£22
GreaterAnglia (bus/ coach)	50 minutes	£20
Taxi	1 hour 13 minutes + 0 minutes	£55 -£110

London City Airport

Method	Journey Time + Waiting time	Cost
Public transport	5 minutes	Oyster card charges

Travelling around London - Public Transport

Get an Oyster card! It's the cheapest and easiest way to travel around London. It works on buses and the London Underground ('the Tube'), and on other public transport inside London.

Cash doesn't work on buses, and paper tickets are much more expensive on the Tube.

Contactless credit and debit cards work on buses and the Tube.

London Underground ('The Tube')

1. Most Tube lines are open between 5 am and midnight.
2. The Night Tube runs on Fridays and Saturdays on the Victoria, Jubilee, and most of the Central, Northern and Piccadilly lines.
3. Sections of some Tube lines are sometimes closed for repairs, especially during the weekend. To check the service, go to <https://tfl.gov.uk/>
4. Only use one card to 'touch in' and touch out' for a journey or it will be more expensive!
5. The London Underground is divided into zones, starting from Zone 1 in the centre and going to Zone 7 at the edge. Crossing more zones makes your journey more expensive.
6. On escalators, stand on the right, walk on the left.

Buses

1. Travelling by bus is usually cheaper than the Tube.
2. Only 'touch in' on buses.

3. A single bus journey always costs the same price and you can catch more than one bus in an hour for the same price.
4. Check the number on the front of the bus. Information about frequency and routes is available on the side of the bus stop.
5. Night buses are available 24 hours and have N before the number. [Here](#) is a useful map of the routes from close to UK College of English.

Taxis

1. Black cabs (taxis) are a famous sight in London, but are expensive. They are convenient because you can call one on the street, if the yellow 'TAXI' light is on.

2. You can order mini-cabs (taxis that look like normal cars) from a licensed company. You can try

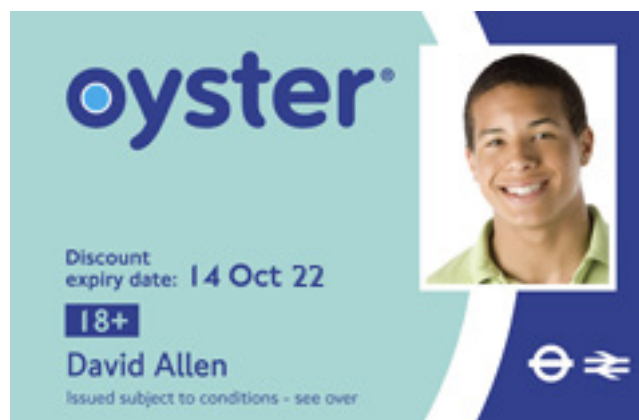
Addison Lee 020 7387 8888

Dial-A-Cab 020 7253 5000

3. NEVER use unlicensed minicabs. This is like sitting in a stranger's car.

4. Recently Uber is the most popular choice. The app can be downloaded from the Apple Store or Google Play.

18+ Student Oyster Card



You can get 30% off seven-day, monthly and longer period Travelcard and Bus & Tram Pass season tickets if:

- you are 18 years of age or over
- your course is at least 15 hours per week, Monday to Friday only
- your course is at least 14 weeks in length
- you are living in London.

If you wish to apply for the 18+Student Oyster Photocard, you need to go online here.: <https://photocard.tfl.gov.uk/tfl/showLogon.do> and follow the instructions.

You will need:

- your UK College of English student number and course dates
- your address in London
- to upload a digital colour photo
- to pay the £20 fee by credit/debit card.

Give your correct course dates, because your application can be rejected. (The dates are checked by student services at UK College of English).

Your 18+ Student Oyster Photocard will be posted to your London address, so please make sure that you give the correct address.

If you do not receive your Photocard within two weeks, call the TFL helpline: 0343 222 1234.

Please read the terms and conditions online.

Please note: You must pay a non-refundable £20 administration fee for every application, even if replacing a lost, stolen or damaged Photocard.

If your Oyster Photocard is lost, stolen or damaged, visit:

<https://tfl.gov.uk/fares/refunds-and-replacements/lost-stolen-or-damaged-oyster-photocard> where you can report it missing and order a replacement.

If you leave UK College of English before the end of your course, you must tell Transport for London immediately. They will then stop the student discount on your 18+ Student Oyster Photocard. If you move to another school, you will have to apply for a new 18+ Student Oyster Photocard.

Privacy notice

We keep records of the students and will share only necessary details with Transport for London to offer the discount. If you are unhappy about this sharing, we cannot offer the student Oyster card.



ACCOMMODATION

Homestay Accommodation and Halls of Residence

Are you new to London? Do you have accommodation?

We can organise accommodation for you. We work with British Council Accredited agencies to provide students with quality homestay accommodation in neighbourhoods all around London.

Your hosts will treat you as a member of the household and will help you as you adjust to life in the UK.

Are you under 18?

If you're part of a closed group then your accommodation, while in London, will be organised by your group leaders and any questions can be directed to them.

Things to consider:

- You must have a half board meal plan with your accommodation. That includes breakfast and dinner, although your parent/guardian may request a full board. Full board includes a packed lunch.
- You will also have a curfew of 22:30, unless your group leader requests an earlier curfew.
- Accommodation includes arrangements for cleaning linen and laundry, at least once per week.
- Under 18s will only be given keys to the home at the discretion of the host.

For more information on homestays, your group leader can talk to our accommodation officer, Patrick on the 1st floor. If you have any problem with your homestay or if you ever feel uncomfortable with your host or frequent visitors to the home, please contact Patrick immediately: pallen@uken-glish.org.uk

Are you over 18 and want to stay in homestay or halls of residence?

We work with several different student halls around London. They are all different, with different amenities, and are subject to availability. If you would like more information on halls of residence, please talk to Patrick: pallen@ukenglish.org.uk

Organising your own private accommodation

Many long-term students choose to rent privately. If you decide to rent privately, here are some things you need to know:

Do...	Don't...
...check out the Tube map to get an idea of the different zones, or www.tfl.gov.uk to measure journey times.	... visit the property alone
...visit the property with a friend. Always stay safe	...make any payments or sign an agreement without visiting. Don't pay any fees for viewing the property of any admin fees to agents and landlords (house owners)
...check the place is real and the information is accurate	...move into a place without finding out about the area and your flatmates.
...find out the cost of the rent and any extra bills	...break the rules of your tenancy agreement.
... check if bills are included. If not, create a budget for your bills, including water, gas, electricity, internet and council tax	...be a bad flatmate!
...check if council tax is included in your rent. If not, check how much you will have to pay: https://www.gov.uk/find-local-council	...rely on junk food! Cooking is healthier and will save you money.
...ask for advice from our accommodations officer or from a welfare officer	... organise your own accommodation if you are under 18. It will be organised by your parent / guardian or UKCE.
... get a TV licence if you watch TV. People in the UK have to pay for a TV licence if they watch live TV or on BBC iplayer. https://www.tvlicensing.co.uk/check-if-you-need-one	

Questions to ask when viewing a room or flat:

- Who manages the property? Do you pay rent and report repairs to the landlord (the person who owns the house) or a managing agent? Is there an out of hours phone number for emergency repairs?
- With how many people are you going to share a bathroom and kitchen facilities?
- Are bills included? If not, how much could they be?
- What furniture is included?
- Ask the other tenants (other people renting a room in the house) if they know their neighbours and what their neighbours are like.

*If the landlord or agent has agreed to do or provide certain things by the start of the tenancy, you should get this in writing.

NEXT STEPS – RENTING A PROPERTY:

If you decide that you want to rent a property, you will probably have to do the following:

- Pay a holding deposit
- Get references
- Sign a contract
- Pay a damage deposit
- Pay the first month in advance
- Move in!

If you have any questions, please contact our colleague Patrick at pallen@ukenglish.org.uk

If you have any questions or any problems with your accommodation, please contact our colleague Patrick at pallen@ukenglish.org.uk or go to reception on the first floor.

Don't worry if UKCE hasn't arranged your accommodation. Please come to see Patrick. He's here to help you.



UNDER 18s

The safety and well-being of under 18s is very important to us. Please read the following information very carefully to ensure you understand your role in our safeguarding policy.

Everyone at school, adults and under - 18 students should read our Safeguarding Policy

Under 18s in mixed age groups

As of January 2022 we are no longer accepting under18s into our mixed age classes.

However, those enrolled before this change, the minimum age for enrolment in mixed age classes is 16. Your parent or guardian must sign a consent form for you to join classes that also have over 18s. This form confirms their understanding of the risks involved and their belief that UKCE's safety measures are enough. Your parent/guardian may also need to complete a Transfer of Responsibility form if you are staying with an adult who is not your parent or homestay host.

Student cards

You will get your student card with a red lanyard on your first morning and **you must wear your student card at all times** while in the school.

Travelling to and from the school

We will provide information from www.tfl.gov.uk to help you arrange the journey. When you have received travel advice, you will have to sign a confirmation form. Your parent or guardian must also sign a consent form allowing you to travel to and from the school. Liverpool Street is usually a safe place, but it is also a popular tourist area, so please be careful.

Before your lessons

An attendance register for under 18s is kept at reception. **You must check in at the UKCE office before the beginning of your class.**

When your class has finished, you are very welcome to stay at the school and use the computers or books.

Attendance

If you are going to be absent or late, your parent or guardian must notify the school as soon as possible. If you notify the school yourself, we will confirm with your parent or guardian.

If you have not arrived at the school within the first 15 minutes of your lesson, we will make an immediate call to your parent or guardian.

If you are regularly late or absent without permission from your parent or guardian, your course may be cancelled.

Internet Policy

We have wifi and computers available to all of our students. It is not allowed to access any pornographic material. Please also be aware of other misuses of the internet, such as bullying or fraud. We will advise you about internet safety when you register and you will be asked to sign a form confirming that you have received this advice.

Accommodation

If you are staying in accommodation organised by us, your parent/guardian will need to complete a Homestay Plan in the parental consent form. Keys to the homestay will only be provided at the discretion of the hosts.

If you are part of a closed group your accommodation will be organised by your school / group leaders, any questions regarding accommodation can be directed to them.

Social Programme

Please remember under-18 students cannot go to a pub or to the cinema to watch an over-18 movie. Don't worry! We have lots of fun social activities that under 18s can attend. Have a look on Facebook or Instagram. But remember to fill in your Transfer of Responsibility Form and hand it in at the office at least 24 hours before the programme.

Problems

- If you have a problem big or small, at school, or with your accommodation or any other kind of problem, please tell someone at the school. Our safeguarding officers are Stephanie, Keyla, Laura, Aneta and Patrick. They are always very happy to talk to you. You can also talk to your teacher, or the Head of Academic Delivery. You can also ask your family to speak to us. The important thing is to talk to us.
- If you are not at the school and you have a serious problem or emergency, please call. The school telephone number is 0207 734 6485 and the emergency number is 07956 190 553 - it is available 24 hours a day, seven days a week.
- If you need to contact the police, or get an ambulance, or call the fire service, **call the UK emergency number: 999**

Here is a link to a short version of our safeguarding policy: <https://www.ukenglish.org.uk/weblinks-2025>

For the full policy, please see: <https://www.ukenglish.org.uk/safeguarding>



VISAS AND POLICE REGISTRATION

Your Student Visa

Everyone is allowed to study in the UK for up to six months as a visitor. This means many students can study without a visa and some nationalities need to apply for a Standard Visitor visa. For courses longer than six months, all international students need to apply for a visa before travel. The Short-term study visa allows students to study an English language course for between six and eleven months. All international students need to choose an accredited course provider before making a visa application. All centres with the British Council accreditation are suitable.

Study in the UK for up to six months

International students can study in the UK for six months or less as visitors. Students do not need a visa if they are from an EU or EEA country, or any other country on the 'non visa national' list (<https://study.englishuk.com/travel-and-visas/study-for-up-to-six-months/>). Students from Gulf Cooperation Council countries should apply for an Electronic Travel Authorisation (ETA). Other students need to apply for a Standard Visitor visa before travel. All other nationalities need to apply for a UK Standard Visitor. For more information please read the GOV.UK visit guidance

Study in the UK for up to eleventh months

The short-term visa is for anyone over 16 years old who wants to study English in the UK for between six and 11 months. This includes students from EU and EEA countries. Find full details on GOV.UK.

To get this visa, you need:

- A place on one of our courses. We can give you a letter to show your booking.
- Enough money to live in the UK without working or help from public funds. If your relatives are helping you, you will also need a place to stay.
- Money for your journey out of the UK.

Students under 18 also need

- Arrangements for travel and stay in the UK
- Permission from parent or guardian to study in the UK

If you have a short-term study visa, you may NOT:

- Study at a state-funded school
- Work (including on a work placement or work experience) or carry out any business
- Extend this visa. This means you have to leave the UK and apply for another course.
- Bring family members ('dependants') with you - they must apply separately.
- Get public funds.

With a short-term study visa, you can stay in the UK for the length of your course.

Your visa will say how long you are allowed to stay in the UK.

You may be allowed to stay an extra 30 days if your total stay in the UK would be no more than 11 months.

Length of stay	Fee	Processing time
6 months	£115	3 weeks
11 months	£200	3 weeks

All students who apply for a visa for longer than six months must pay the immigration health surcharge as part of the online visa application. They will then be able to access national health services in the UK during their stay. This includes free doctors appointments and hospital services. For a visa that is valid for between six and 12 months, the cost is GBP776

Am I allowed to leave the UK for a holiday?

You can travel outside of the UK, but please inform the College at least 5 days before you go so that we can prepare a letter for you to show at the border. This letter is evidence of your stay in the UK.

Am I allowed to work during my stay in the UK?

If your visa states 'no work', then you are not allowed to work.

If your visa states 'work must be authorised', it means that you are not automatically permitted to work in the UK and need to obtain additional permission from the Home Office before taking on any employment.

If you can work in the UK, you must apply for a National Insurance (NI) Number. For more information, please visit: <https://www.gov.uk/apply-national-insurance-number>

Where can I get advice about immigration and visa matters?

The Immigration Advice Service (IAS) gives confidential legal advice to help with visas and has services to complete the process for you.

Please visit <http://iasservices.org.uk/> for more information

Address: 100 Borough High Street, London, SE1 1LB Tel: 020 3813 5248

UK visas and registering with the police:

The police registration scheme ended on 4 August 2022. You no longer need to register with the UK police after you:

- arrive in the UK, if you applied for a visa from outside the UK
- get permission to stay longer, if you're already in the UK

If you've been told to register with the police, you no longer need to do this, even if you were previously told to. Find full details on GOV.UK

Where is the Overseas Visitors Registration Office?

- The OVRO is located at:

Southwark Police Station
323 Borough High Street
London
SE1 1JL

The nearest tube is Borough on the Northern line. Opening hours are 9am to 4pm Monday to Friday. For further details please see the OVRO website above.

If you're living outside of London you can go to your local Police Station instead.

HEALTHCARE



According to the UK government, international students from the European Union (EU), Norway, Iceland, Liechtenstein or Switzerland can access medically necessary NHS treatment in the UK using their European Health Insurance Card (EHIC) during their studies. They should be aware that this only covers immediate and clinically necessary treatment and may not cover all healthcare needs. Students should consider additional travel insurance for non-essential care.

International students in the UK who are on a full-time course lasting at least six months are generally eligible for free NHS treatment, meaning they can access most healthcare services through the National Health Service (NHS) without paying at the point of care; however, they will need to pay an "Immigration Health Surcharge" when applying for their visa to access this benefit.

Registering with a GP (General Practitioner doctor):

A GP can prescribe medication or refer you to a specialist.

If you can have free NHS treatment, register with a GP as soon as possible after arrival.

To register, you will need photo ID and proof of address.

You will receive an NHS card with a number which you will need to have to get NHS treatment.

Find the nearest doctor with [this NHS link](#).

In an emergency, you should go to a hospital (Accident and Emergency department) or call an ambulance (telephone 999).

Please visit the [NHS website](#) to find walk-in centre near by you.

For a quick solution when the medical issue is NOT an emergency:

Call NHS Direct on 111 for 24-hour nurse advice and health information.

Women's Health Problems:

Contraception and birth control advice is free for students entitled to free NHS treatment. Go to your GP or your local NHS Family Planning Clinic.

Advice on pregnancy and family planning can also be obtained from private agencies registered with the Department of Health, such as:

British Pregnancy Advisory Service:

Tel: 03457304030

Website: www.bpas.org

Dentists:

If you are registered with a doctor for NHS medical treatment, you can go to an NHS dentist. Find dentists here: <https://www.nhs.uk/Service-Search/Dentist/LocationSearch/3>

There is a charge for dental treatment under the NHS. For more information about NHS dental charges, please see here:


<https://www.nhs.uk/common-health-questions/dental-health/how-much-will-i-pay-for-nhs-dental-treatment/>

Closest dentist to UKCE:

The Brace Orthodontic Practice: 15 Artillery Passage, London, E1 7LJ, 020 7247 5768

Opticians:

Eye tests are available from any optician. It costs around £15 - £150. Lenses and frames for glasses can cost £50 or more, depending on what you choose.



CHARITIES AND HELPLINES FOR MENTAL HEALTH & WELL-BEING

If you need to talk to someone, our welfare officers are always here to help. However, in some cases you might prefer to talk to a professional. If that is the case, please come and talk to one of our welfare officers and they will help you contact charities and helplines for mental health and well-being

Here is a condensed list of some of those charities and helplines:

Mental Health

Anxiety UK

- Charity providing support if you have been diagnosed with an anxiety condition.
- Phone: 03444 775 774
- Website: www.anxietyuk.org.uk

CALM

- CALM is the Campaign Against Living Miserably, for men aged 15 to 35.
- Phone: 0800 58 58 58 (daily, 5pm to midnight)
- Website: www.thecalmzone.net

Men's Health Forum

- 24/7 stress support for men by text, chat and email.
- Website: www.menshealthforum.org.uk
- Phone: (+44) 0330 097 0654

Mind

- Promotes the views and needs of people with mental health problems.
- Phone: 0300 123 3393 (Monday to Friday, 09:00 – 18:00)
- Website: www.mind.org.uk

No Panic

- Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.
- Phone: 030 077 29844 (daily, 10am to 10pm)
- Website: www.nopanic.org.uk

PAPYRUS

- Young suicide prevention society.
- Phone: HOPElineUK 0800 068 4141 (24-hour helpline)
- Website: www.papyrus-uk.org

Samaritans

- Confidential support for people experiencing feelings of distress or despair.
- Phone: 116 123 (free 24-hour helpline)
- Website: www.samaritans.org/

SANE

- Emotional support, information and guidance for people affected by mental illness, their families and carers.
- SANEline: 0300 304 7000 (leave a message, your first name and a contact, one of professionals or senior volunteers will call you back)
- Email: support@same.org.uk
- Website: www.sane.org.uk/support

Children

ChildLine Helpline:

- Phone: 0800 1111 (24 hours)
- childline.org.uk

• ChildLine is a counselling service for children and young people. You can contact ChildLine in these ways: You can phone on 0800 1111, send us an email, have a 1-2-1 chat with us, send a message to Ask Sam and you can post messages to the ChildLine message boards. You can contact ChildLine about anything - no problem is too big or too small.

NSPCC:

- Helpline: 0808 800 5000 (Mon to Fri 10:00 - 16:00)
- Email: help@nspcc.org.uk
- help@nspcc.org.uk

Sexual Health Clinic

Sexual Health Clinic

Dean Street is a HIV and sexual health NHS clinic in the heart of Soho. It offers emergency appointments and has online services that allow you to book a check-up in your own time.

- <http://dean.st/>
- 56 Dean Street, Soho, London, W1D 6AQ

Forced Marriage and Domestic Abuse

Forced Marriage Unit (FMU)

Contact them if you're trying to stop a forced marriage or you need help leaving a marriage you've been forced into.

- <https://www.gov.uk/stop-forced-marriage>
- Telephone: 020 7008 0151 / From overseas: +44 (0)20 7008 0151 (Mon-Fri 09:00-17:00)
- Out of hours: 020 7008 5000

Halo Project: Forced Marriage and Honour Based Violence

Contact the Halo Project if you are the victim of domestic abuse. It is completely confidential.

- <https://www.haloproject.org.uk>
- Call: 01642 683 045 (Mon-Fri 09:00-17:00)

Female Genital Mutilation

Female Genital Mutilation (FGM) refers to all procedures involving partial or total removal of the female external genitalia, or other injury to the female genital organs for non-medical reasons,

- If you are worried that you or someone you know might be taken abroad for FGM, please call the police or local children's services <https://www.nhs.uk/conditions/social-care-and-support-guide/-caring-for-children-and-young-people/children-and-young-peoples-services/>
- The Metropolitan Police Service have a dedicated service for girls at risk of FGM. Call their Child Abuse Investigation Command/Project Azure on 020 7161 2888.

You can also contact one of the National FGM Support Clinics.

NFGMSCs are community-based clinics that offer a range of support services for women with female genital mutilation (FGM). The service is free to access for anyone who's eligible for NHS care.

Here you can find the local clinic <https://www.nhs.uk/conditions/female-genital-mutilation-fgm/national-fgm-support-clinics/>.

PLACES TO WORSHIP

ANGLICAN	St Helen's Church Great St Helen's, London EC3A 6AT
BAPTIST	Bloomsbury Central Baptist 235 Shaftesbury Avenue, WC2H 8EP
LUTHERAN	St. Anne's Lutheran Church Lovat Lane, EC3R 8EE
METHODIST	Hinde Street Methodist Church 19 Thayer Street, London, W1U 2QJ
ROMAN CATHOLIC	Church of the Immaculate Conception Farm Street, W1J 5NR
RUSSIAN ORTHODOX	The Russian Orthodox Church Church 67 Ennismore Gardens SW7 1NH
GREEK ORTHODOX	The Greek Orthodox Cathedral St. Sophia's Cathedral Moscow Road, W2
HINDU	Shree Sanatan Hindu Mandir Ealing Road, Wembley, HA0 4TA
JEWISH	Bevis Marks Synagogue Bevis Marks, London EC3A 5DQ
LIBERAL	The Montagu Centre 21 Maple street, W1T 4BE
MASORTI	New London Synagogue 33 Abbey Rd, NW8 0AT
ISLAM	Brick Lane Mosque 59 Brick Ln, London E1 6QL
BUDDHIST	London Fo Guang Shan Temple 84 Margaret Street, W1W 8TD
REFORM	West London Synagogue 33 Seymour Place, W1H 5AU
MORMON	Church of Jesus Christ of Latter-day Saints

If you need a room to pray, you can use the multi-faith room in the basement.



INDEPENDENT STUDY

Reading:

UKCE have a small library of graded readers for students. These are lent to students for a deposit of £10. Whilst we have dictionaries, these are strictly for the lessons and not lent out. Students are encouraged to buy monolingual dictionaries.

Bookshops:

Waterstones: Liverpool Street Underground Station Central Line Ticket Hall, London EC2M 7PP

Waterstones: 1-3, Whittington Ave, London EC3V 1PJ

Library:

Library Artizan Street Library and Community Centre - City of London Libraries, 1 Artizan St E1 7AF Londyn

The Heritage Library, 1 King's Arms Yard, London EC2R 7AF

Computer Access and Study Areas:

We have free wifi in the school and UKCE students can use the computers in the break area. We can sometimes let students use empty classrooms to study. Please check with reception to find out if there are any classrooms available.

The wifi network: student-ukce

The wifi password: tabletop

Groups, Clubs and Events:

All of our adult students are invited to join our social programmes which include a variety of events and activities around London and day trips outside of London. This is a good opportunity to practise and accelerate language, in particular, speaking skills, in a relaxed, social and enjoyable way- see section 12.

Social Networking

We encourage new students to join our social networking sites for special offers and daily updates. This is also a great way to meet new people! Students can also join the UKCE Facebook Group. It is a great way to stay informed of any school events and keep in contact once they have finished their course and returned to their countries. We feel this is vital in maintaining English language acquisition.



Facebook — UK College of English



Instagram — @ukce_london

Homework

Teachers will set some homework every day to keep the lessons fresh in your mind

Independent Learning links

Here are some links to help you learn English at home. The information is only a click away!

Listening

<http://www.podcastsinenglish.com/>

Podcasts on various topics with activities for all levels.

<http://www.esl-lab.com>

Listening exercises and vocabulary builder.

Speaking/ Pronunciation

<http://www.eslcafe.com/>

Enormous range of material, plus a good online chat room. Get help with things like phrasal verbs, grammar, pronunciation and slang. Take part in the student forum. (All levels)

<http://www.esldiscussions.com/>

Practise answering questions on a wide variety of subjects. (Intermediate +)

<http://www.trainyouraccent.com>

Speaking and pronunciation exercises.

Grammar and Vocabulary

<http://www.bbc.co.uk/learningenglish/>

A lot of resources including online courses, interactive exercises and glossaries of useful vocabulary. (Pre-Intermediate +)

<http://dictionary.cambridge.org/>

Search for online dictionaries; the Cambridge International Dictionary of English, the Cambridge Dictionary of American English, the Cambridge International Dictionary of Idioms and the Cambridge International Dictionary of Phrasal Verbs (Intermediate +)

<http://linguapress.com/>

Lots of online resources including crosswords and other word games, plus an online grammar guide (Intermediate +)

<https://www.englishclub.com/>

Lessons on grammar and vocabulary, plus games, videos, quizzes and chat. (All levels)

<http://www.eslgamesworld.com/>

Lots of games to help you learn and practise grammar and vocabulary. (All levels)

<http://a4esl.org/q/h/grammar.html>

Self-study grammar quizzes. (All levels)

Reading

<http://www.newsinlevels.com/>

An excellent news website built especially for English language students. Choose from a selection of up-to-date news stories, each written in three different levels of difficulty. (Elementary – Intermediate – Upper-Intermediate)

<http://eslfast.com>

Short reading texts for beginner – intermediate levels.

<http://penguinreaders.com>

Books for every level with worksheets. Some books also have audio files.

Mixed Skills

<http://www.manythings.org/>

Includes mobile and iPad friendly activities such as videos and audios. Grammar and vocabulary, stories and a lot of American-related content. (Elementary +)

<http://www.eslpoint.com/>

Great teaching/learning materials on a variety of subjects. There are links to thousands of pages of ESL/EFL-related material, all categorized according to skill and difficulty. (All levels)

<http://larryferlazzo.edublogs.org/2012/09/18/the-best-websites-for-english-language-learner-students-in-2012so-far/>

Links to lots of recommended sites (All levels)

<https://www.apacall.org/>

Short descriptions and links to various sites. (All levels)

Phone Apps

We know you love using your phone so why not use it to improve your English! There are lots of great English learning apps that you can download to your phone, often for free.



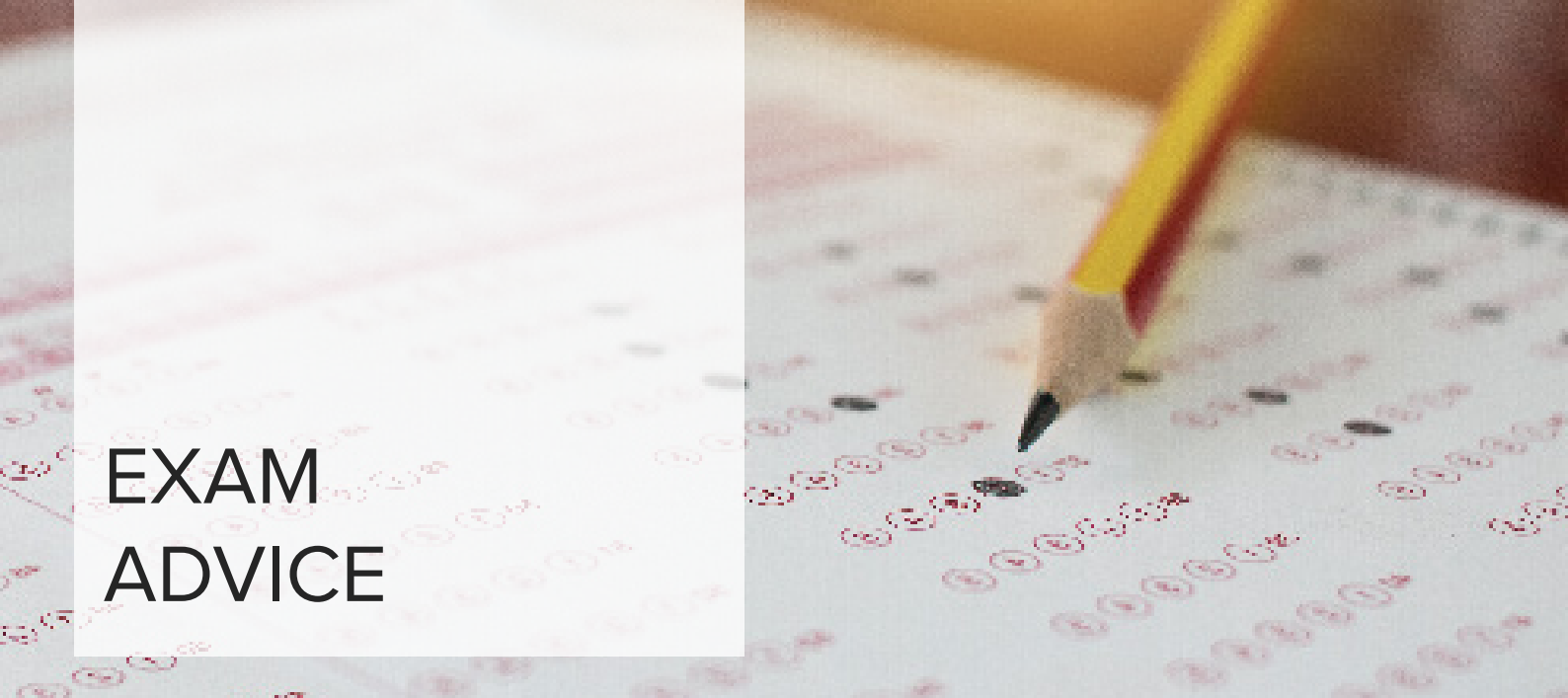
Learn English Grammar is an interactive app that you can use to practise and improve your grammar. There are thousands of questions to work through, ranging from Beginner to Advanced that you can work through as quickly or slowly as you like. This means it's very easy to practise for a few minutes each day, even when you're really busy.



Duolingo is a great app for learning lots of different languages and the English language section is excellent. You start with simple vocabulary and gradually work up to more complicated sentences, getting more points at each level. The idea is to improve your language skills with just five minutes of practice each day.



MemRise is designed to improve your vocabulary by giving you lots of fun ways to learn and remember new words. The great thing about this app is that it has an offline mode, meaning that you can keep practising even when you don't have an internet connection.



EXAM ADVICE

Would an exam help you?

How do I enter an examination course (IELTS / CAE)?

The first thing you will need to do is speak to your current teacher. He or she will then tell you if you are ready.

For advice about which exam would be good for you, talk to the Academic Counsellors Keyla and Stephanie.

Our reception team can help book the exam. Please talk to them about fees and dates.

IELTS (International English Language Testing System): The IELTS exam is the most popular test for higher education and visa purposes. Available in 140 countries, there are 9,000 organisations that require a specific IELTS score. Results are available in 13 days and the test has been designed for maximum accuracy.

For most information, [please see here](#).

CAE ('Advanced') The Cambridge Advanced Certificate (C1 on the CEFR spectrum) is a mark of advanced knowledge of English. It shows that you are dedicated to learning English and have a high level of linguistic competency. Most educational institutions, businesses and government organisations will accept it.

For more information, [please see here](#).

HIGHER EDUCATION



UK higher education students are generally aged 18 or over (17 in Scotland), and usually have secondary school qualifications, such as A-levels, the International Baccalaureate, Scottish Highers or an equivalent qualification from the UK or another country. Many have completed a foundation or access course too.

- **Undergraduate programmes** include bachelors' degrees, foundation degrees, higher national diplomas (HNDs) and more.

- **Postgraduate programmes** include masters' degrees, MBAs, PhDs, doctorates and more. Usually, you need an undergraduate qualification to enter a postgraduate programme.

Find a course and a university/college

- For university courses in London, you can search here:

<https://studylondon.ac.uk/home/universities/>

- For a list of the highest ranked universities in the UK, search here:

<https://www.thecompleteuniversityguide.co.uk/league-tables/rankings>

- Additional links on the official government website:

<https://www.gov.uk/higher-education-courses-find-and-apply>

Applying for a course

- For most undergraduate courses, you must apply through the Universities and Colleges Application System (UCAS). <https://www.ucas.com/>

- For postgraduate courses, many universities and institutions take care of their own application processes, and you can often apply directly via **their website**.

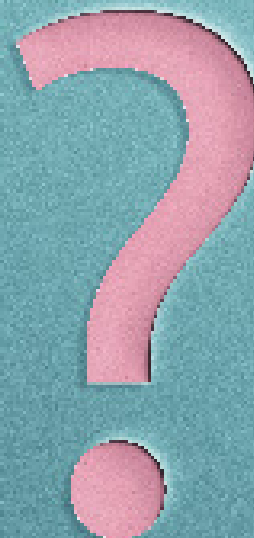
- Some institutions use **UCAS Postgraduate**. However, your preferred universities and colleges may have their own closing dates, so you'll need to check with them before you apply.

- **UCAS Conservatoires** is a separate application system for practice-based music courses, and some dance and drama courses, at both undergraduate and postgraduate levels.

- UCAS also operates an application system for graduates who want to take postgraduate teacher training courses.

***For more information on how to apply for University, please talk to Stephanie stephanie@ukenglish.org.uk. Her office hours are: Wednesday and Friday. From 09:00 to 16:00 (appointment only).**

FREQUENT QUESTIONS



Facilities	Floor
UKCE office	1st floor
Reception	Ground floor
Classrooms	1, 2,3 & 4
Female toilets	All floors
Male toilets	All floors
Student lounge	Basement
Library	Basement

1. Why do I need to carry my student card?

For security reasons.

2. Can I get a discount on public transport?

If you are a full-time student and you are enrolled on a course for 14 weeks or more, you are eligible for a student Oyster Card, which gives you 30% discount on travel. See section on London Transport and transfers for more information.

3. Can I take a holiday during the course?

If you would like to arrange a holiday during your course, please complete a holiday request form here: <https://g6faa6lqwh4.typeform.com/to/clCSiktN>

You can continue studying after your holiday (if your visa is still valid). Please see section on Attendance for more information.

SCHOOL 24-H EMERGENCY NUMBER 07956 190 553

4. Can I end my course earlier and get a refund?

Please see our cancellation policy here: <https://www.ukenglish.org.uk/termsandconditions>

5. How do I extend my course?

You must re-enrol by Thursday 5pm, at least one week before the new course starts. During the summer months you may need to re-enrol earlier – please speak with Patrick Allen (UKCE office, 1st floor) or email info@ukenglish.org.uk

6. Can I change my level?

If you think you need to change your level, speak to your teacher at the end of the lesson. This is a question for your teacher and the Academic team. Unfortunately, the admin team will not be able to tell you which level is right for you.

7. How can I open a bank account?

You can get a letter from UKCE Office to take to the bank. At the UKCE Office, they can also give you some guidelines on how to open an online account.

8. What should I do if I can't come to my class?

You can email Stephanie on stephanie@ukenglish.org.uk

9. Is there wifi?

Yes, there is wifi. We also have computers in the library.

Internet access

You can use the internet throughout the school at any time during opening hours (when you are not in class).

The wifi network: student-ukce

The wifi password: tabletop

10. What will the weather be like?

Between June and August, the weather is usually warm and sunny. The average maximum temperature is 21.5 degrees Celsius and the minimum is 13.5. However, in the UK it is possible to experience all four seasons in one day so make sure you have both an umbrella and sun cream!

11. What money do they use in the UK?

The currency in the UK is Pounds Sterling (£) and it is very easy to understand. There are 100 pence (p) in one pound (£). Money comes in coins for: 1p, 2p, 5p, 10p, 20p, 50p, £1 & £2. Money comes in banknotes for: £5, £10, £20 & £50. Credit card and contactless payments are accepted in most places and in fact some places (including some coffee shops) only accept card payments.

12. Will my phone charger work in the UK?

Electricity in England is 230V, with a frequency of 50hz. The connection in the wall is different so remember to bring an adaptor.

13. When is the school closed?

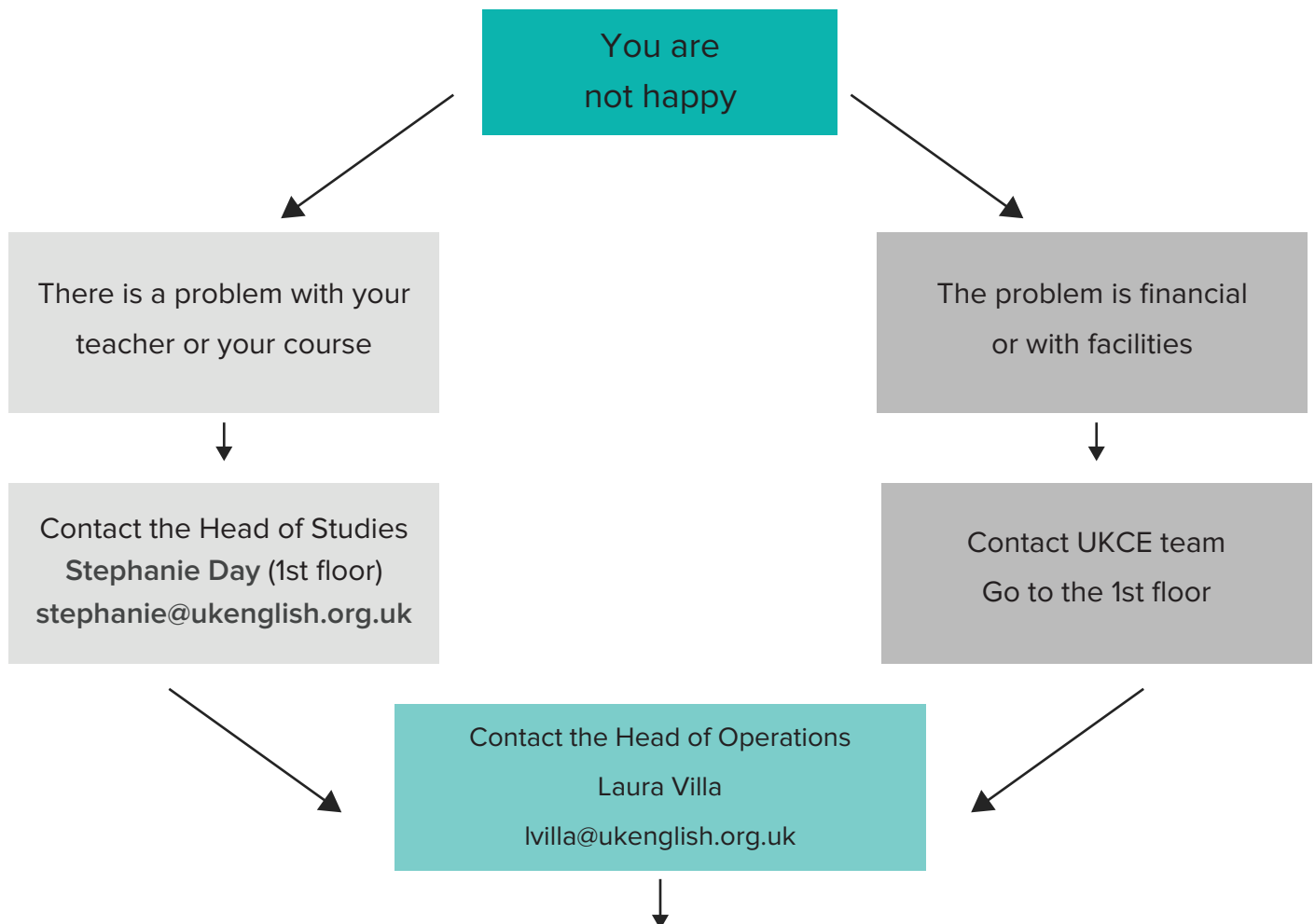
- Friday 18th April – Good Friday
- Monday 21st April – Easter Monday
- Monday 5th May – Early May bank holiday
- Monday 26th May – Spring bank holiday
- Monday 25th August – Summer bank holiday
- Thursday 25th December – Christmas Day
- Friday 26th December – Boxing Day
- Thursday 26 December 2024 - Boxing Day

ARE YOU HAPPY?



If you wish to make a complaint, you can follow the steps below.

We will make a confidential record of your complaint and make an action plan to solve it.



If you are still not happy, you can contact Unni Pillai the **Centre Director** on ***u.pillai@ukcbc.ac.uk***

If you are still unhappy after talking to Unni, please contact **English UK** on ***complaints@ukenglishuk.com***

Fore more information on how to complain to English UK, please see:

<https://www.englishuk.com/complaints>

www.ukenglish.org.uk



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UK College of English

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