

FREQUENT QUESTIONS



Facilities	Floor
Reception	1
Classrooms	2,3 & 4
Female toilets	3
Male toilets	4
Student lounge	1
Study room	2

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

For security reasons and to access the building. Your ID card will grant you access to the building and the classrooms.

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?

Speak to Reception if you would like to arrange a holiday during your course. You can also email info@ukenglish.org.uk or admissions@ukenglish.org.uk. Please let them know at least 5 working days in advance.

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

SCHOOL EMERGENCY NUMBER 07956 190 553

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

No, students cannot get a refund. Please see section 3 of our terms and conditions <https://www.ukenglish.org.uk/terms-and-conditions/>

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 check at Reception.

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, our reception 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 Reception to take to the bank. At the reception, 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?

If you are ill or unable to come in for more than 3 days, please call Reception before your class. The number is **02077346485**.

9. Is there wifi?

Yes, there is wifi. We also have computers in the student lounge and the study room.

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?

Public Holidays and School Closure days for 2020:

- Monday 1 January - New Year holiday
- Friday 10 April – Good Friday
- Monday 13 April - Easter Monday
- Monday 8 May - May bank holiday
- Monday 25 May - spring public holiday
- Monday 31 August - summer public holiday
- Saturday 19 December 2020 to Sunday 3 January 2021 - School closed for Christmas and New Year