



Accredited by the



Student Handbook

www.englishstudio.com
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Student ID

Welcome to The English Studio

Thank you for choosing The English Studio. This Student Handbook is designed to give you an overview of our procedures, all the important information you need to know about studying at our school in London is in here. We hope you enjoy studying at The English Studio!

What we offer;

- **High-speed Net access**

We have over 40 computers for high-speed internet access completely free.

- **Blog**

Check out our cool blog. It's like Gumtree & Facebook combined. It's completely exclusive and completely free.

www.englishstudio.com/news

- **Monthly newsletter**

www.englishstudio.com

- **Social Scene**

You can contact us by email social@englishstudio.com

- **Film Club**

If you want to borrow a DVD, you just need to pay a deposit. Of course we will give this back to you at the end of your course.

The Film Club is located in our Holborn student reception.

- **Course Books**

These can be bought in Holborn Student's Reception and Shepherd's Bush Reception. If the duration of your course is longer than four weeks you must buy your course book.

- **British Council Accredited**

Proudly displaying their marque.

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Reception

Holborn Reception Opening Hours

Monday to Friday - 8am to 6pm

Shepherd's Bush Reception Opening Hours

Monday to Friday - 8am to 6pm

At the reception you can:

- Make general enquiries
- Book your holiday
- Change your class level and time
- Have your documents for extending of your visa checked
- Request a CAS statement for the extension of your visa
- Do your final test and obtain your certificate

Complete a Request Form, available at the reception, in order to request one of the following letters:

- **Confirmation of study** (for Schengen visa please state who this is addressed to)
- **Holiday letter** (please specify the dates)
- **Letter to open a bank account** (please specify which bank you want to open an account with)
- **Council tax letter** (please note you will only be eligible for council tax

discount if you are studying for 21 hours per week)

- **How to get a certificate:** Ask for a special password at the reception (please be aware that you can only resit an exam after 48 hours have passed since your first attempt)
- **Take an Exit Test** on one of the computers at reception
- Select the level you are studying
- Print your results and ask for your certificate at the reception

Please note that you will NOT be allowed a certificate if you do not attend 85% of your classes

How to update your details:

If you change your address, your phone number or your email address it is extremely important that you update your details with us.*

This can be done at Holborn or Shepherds Bush receptions.

You can also fill in a form from reception and leave this for us.

* Please note it is a Legal Requirement that The English Studio maintains up to date records of all your contact details. Please always inform Reception to any change in your circumstances.

Additional Information

Changing your class level or time

Please note that, class changes are subject to availability

Pregnancy in case of failure to notify The English Studio prior to obtaining Visa

Please be advised that international students on a student visa with no other rights of abode in the UK are unlikely to be entitled to maternity benefit and the English Studio recommends that they should return home unless they have sufficient funds to remain in the UK. Those on a student visa would not be permitted to remain in the UK while intermitting their studies.

Being Absent From Class

The English Studio has enforced a strict policy on low attendance which may result in your withdrawal or suspension from The English Studio.

If your attendance is less than 85% we have to put you on our low attendees list. We always give priority in class and centre of choice to high attendees. This may mean you will lose your place in the class and will have to attend another class which could be at a different time or centre. You will also not receive your certificate at the end of your course.

Your oyster card will be cancelled if your attendance falls below 80%.

Sickness

If you are sick or absent you must email students@englishstudio.com

You must also bring your prescription and or a letter from the doctor for our records.

Please do not phone the reception.

Sickness and Attendance

You are expected to attend at least 85% of the time. So, this allows for 15% of the time when you are occasionally sick. No special allowance will be made for low attendance due to sickness unless accompanied by a doctor's note.

Arriving on time

- All students who arrive after the start of the class (08:15 – 11:30 – 14:45) will be reported as LATE.
- Students may be admitted into class up to 20 minutes after the start of the class with teachers' discretion.
- Being reported as LATE will reduce your attendance from 19% to 10%.
- If you leave early you will be registered as LEAVING EARLY and your attendance will drop from 19% to 10%.

You are reminded that work is no excuse for late arrival or leaving early. You are required to attend for these hours and The English Studio must meet the obligations of sponsorship from the UKBA.

The teachers must start the class on time and keep the teaching going in a class for all students.

Please note you must put mobile phones on silent in class.

Holidays

The school is closed for 3 weeks over the Christmas period plus public holidays.

Holiday Allowance

Including school holiday

Course length	Number of holidays possible
8 - 12 weeks	1 week
13 - 17 weeks	2 weeks
18 - 23 weeks	3 weeks
24 - 29 weeks	4 weeks
30 - 35 weeks	5 weeks
36 - 39 weeks	6 weeks
40 or more weeks	8 weeks

All students who enrol on Academic Year Course must take 8 weeks of the holiday in July and August. Please note that you can start this course only in September, January or April on any Monday.

You must book the holiday at least 1 week before the start date. We cannot backdate holidays.

Important

If you take a holiday you will not be able to use the time taken at the end of your course.

Refunds and Complaints

Complaints

We do our best to make your experience at The English Studio a really happy and positive one, but we really appreciate your feedback. If you do have a complaint please follow this procedure.

1. Fill in a complaints form which you can get at reception.
2. An appointment will be made to see the relevant manager. All academic complaints will be dealt with by the academic manager. These first two steps must be completed in the case of all academic complaints otherwise we will not issue a refund.

For any other complaints please email complaints@englishstudio.com

Refunds

Before applying for a refund you must have followed the complaints procedure first.

Please email **refunds@englishstudio.com**

Follow the refunds procedure. Your refund will then be assessed.

It is important that you follow the correct procedure otherwise your refund will not be assessed. Please allow 4-8 weeks for refunds.

Please note that all approved refunds are subject to £100 administration fee.

PLEASE DO NOT GO TO RECEPTION FOR REFUNDS

After following this process if you are not satisfied with our response to your complaint then you can approach English UK for assistance. Please visit **www.englishuk.com/en/students/complaints** for further details.

English UK can only deal with you after you have followed the English Studio procedure.

Travel in London

You can travel by bus, by tube, by train or by taxi.

To travel by bus or tube you will need an **oyster card**. You can buy an oyster card at any underground station.

Travel tickets are bought according to the zone. Zone 1 is the most central and expensive Zone 6 is the most distant and less expensive

All of Greater London is covered by zones 1 to 6
Travel time to school by tube.

Zone 1:

15-35 minutes to Holborn School

Zone 2:

25-45 minutes to Holborn School

Zone 3:

35-55 minutes to Holborn School

Zone 4:

45-65 minutes to Holborn School

Taxis

We recommend that you use Black Cabs (a black London taxi) or use a taxi company. **DO NOT USE** unlicensed minicabs these are not safe.

For more travel information, journey planner and ticket prices go to **www.tfl.gov.uk**

How To Get A London Transport Student Oyster Card

To qualify you must

- Be fully enrolled on a Full Time Course of at least 15 hours a week
- Be on a course of at least 14 weeks
- Have paid your course fees in full
- Be attending your classes regularly and for a minimum of 80%

Apply - online

- Have your Student ID number
- Enter your course dates if you are following a course of less than one year or finishing before September of the scheme year
- Prepare a passport style photo to upload to the Transport for London Website www.tfl.gov.uk/photocard then 18+ Student
- A UK debit or credit card to pay for the application fee
- All online applications will have to be authorised by The English Studio and will not automatically be approved. Your application will not be approved if your attendance is below 80% or you have an outstanding payment on your course fees. Your card application will remain on hold.

How to check the status of your application

- By texting the Application Reference No. to 07624 809356.
- By calling the Helpline on 0845 330 9876

Important

You are entitled to this travel discount for the period you are enrolled for.

The discount will be withdrawn if you fail to maintain 80% of your attendance or as part of required compliance.

Further reapplications will need to be discussed by Management.

How To Get A National Insurance Number

The National Insurance number (NI number) is your own personal account number. The number makes sure that the National Insurance contributions and the tax you pay are properly recorded on your account.

If you don't have a NI number you must apply for one as soon as you start working. You can book an appointment by calling 0845 600 0643 for an interview at the Department for Social Security (DSS). This is just a short interview and is nothing to be nervous about.

You will need:

- Passport
- Proof of address you can request a confirmation of study letter from reception.
- Job offer letter with your employer's name address and telephone number or a letter showing you have applied for a job

Places of Worship

To ensure that all aspects of your life are catered for, here is a guide to finding the nearest place of worship for you.

1. Go to <http://pow.reonline.org.uk/>
2. There are 2 internet rooms in Catton Street or you can use a computer in reception at Holborn or Shepherds Bush.
3. Click on any of the navigation bars with your religion on it.
4. On the right hand side of the screen, click on "A place near you"
5. Type in a location and pick any of the displayed options.
6. Names & addresses will be displayed with descriptions using Google map.

If you are looking for an international church in central London go to <http://www.hillsong.co.uk/>

Healthcare

We strongly recommend that before you come to London to learn English you get some medical & personal insurance. You can choose an insurance company yourself, or take out the International Student Policy offered by Endsleigh Insurance Services Limited go to <http://www.endsleigh.co.uk>

You are eligible to use the NHS if you are either:

- An EU student
- A non EU student on a course lasting more than 6 months
- A non EU student from a country with a reciprocal arrangement with the UK

For more information visit <http://www.nhsdirect.nhs.uk/> or <http://www.dh.gov.uk/>

Visitors from EEA member states should show a valid European Health Insurance Card to access free healthcare.

If you do not have an EHIC with you then apply through your home country's healthcare system immediately for a Provisional Replacement Certificate.

Doctors

You can use a GP in an emergency without any charge, or you can go to the Accident and Emergency Department of a hospital (A&E), or to a NHS walk in center, but in general, for non-emergency medical help you have to pay.

Dentists

Most people have to pay to see a dentist. If your dentist is registered with the National Health Service you can get a reduction. Full time students are eligible for this reduction but you have to ask your dentist for a special form which you have to fill in before treatment.

If you have a minor illness such as headaches and colds you can get advice from a qualified pharmacist at any chemist rather than visiting a doctor.

See reception for more information.

NHS

Many international students will be entitled to use the National Health Service (NHS), which offers free health care. The following NHS treatments are free:

- some emergency treatment (but not follow-up treatment)
- family planning services
- treatment of certain communicable diseases
- compulsory psychiatric treatment

However, all other NHS treatment is subject to restrictions. As an international student, you may not qualify for it, and may need to get medical insurance instead.

EEA Nationals

If you come from a European Economic Area (EEA) country, you and your family qualify for **full NHS treatment**. You should obtain a European Health Insurance Card (EHIC) before coming to the UK, which entitles you to treatment.

EEA countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Republic of Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

Non-EEA Nationals

If you are not from an EEA country, you'll still qualify for full NHS treatment if you meet the following conditions

- If your course lasts six months or more.
- If your course is less than six months long and you are studying in Scotland.
- If your course is less than six months long, and the UK government is providing at least 35 per cent of the funding for your course. You will need to provide evidence of this. However, you might not be eligible for GP treatment.

Swiss Nationals

If you are Swiss, or a national of one of the EU member states who has come to study in the UK from Switzerland, you will have the same healthcare eligibility as EEA nationals. However, this may not apply to you if you are a national of Norway, Iceland or Liechtenstein and have been resident in Switzerland before coming to the UK.

Reciprocal Health Care Agreement Countries

The UK has reciprocal health care agreements with some countries. The list of countries sometimes changes, so check with your

health authorities to see if your country is amongst them. If you are covered by a reciprocal health care agreement, you will be eligible for some NHS treatment even if your course lasts for less than six months. The reciprocal health care agreement will probably cover hospital treatment if a condition arises during your stay. However, it usually doesn't cover hospital treatment for a pre-existing condition. You should check with your country's health care authorities to find out how much treatment you will be entitled to; you may still have to take out medical insurance.

If you do not qualify for full NHS treatment, you will definitely need to get private medical insurance, as private health care can be very expensive. However, even if you qualify for NHS treatment, you may still prefer to get health insurance to avoid NHS waiting lists and get treatment faster. You may already be covered if you have medical insurance in your home country, so check with your provider to find out if you need extra cover.

Alcohol & Drugs

Alcohol

- You must be over 18 to drink alcohol in a pub, bar or club.
- People over 16 can go to a pub accompanied by an adult but they cannot drink alcohol.
- If you buy a drink for somebody under 18 you are breaking the law and could be fined or sent to prison.
- If you buy cigarettes for somebody under 16 you are breaking the law.
- Do not drink & drive. Even a small amount of alcohol can put you over the limit. You will be fined or sent to prison if the police catch you driving a car with too much alcohol in your blood.

Drugs

- The UK has strict laws about the sale, supply and possession of drugs. Even a minor drugs conviction can lead to you losing your visa.
- Under The Misuse of Drugs Act 1971, drugs are divided into 3 classes:

Class A

Ecstasy (E), LSD, heroin, cocaine, crack, magic mushrooms, amphetamines (if prepared for injection).

The punishment for supply: up to life imprisonment and a fine.
Punishment for possession: up to 7 years in prison & a fine.

Class B

Amphetamines, Cannabis, Methylphenidate (Ritalin), Pholcodine.

Punishment for possession, up to 5 years in prison and a fine.
Punishment for supply: up to 14 years in prison and a fine.

Class C

Tranquilisers, some painkillers, Gamma hydroxybutyrate (GHB), Ketamine.

The punishment for possession: up to 2 years in prison. Punishment for supply up to 5 years in prison and a fine.

Personal Safety and Welfare

We want you to enjoy your stay in London here is some general advice for your safety:

- Do not accept drinks from strangers in bars or clubs
- Be cautious about accepting invitations from strangers
- Do not use unlicensed mini cabs. We recommend that you take a black cab or use a taxi company.
- Always carry some cash in case you need to get a taxi
- If you are travelling alone on public transport, try to avoid waiting at isolated bus stops, don't sit in an empty compartment on a train or tube.
- Don't carry your passport with you when you don't need to use it
- Carry your valuables in a money belt hidden underneath your shirt
- Put your wallet in your front pocket-it is more difficult to steal
- Carry your handbag in front of you, if the bag has a flap on one side keep this towards you
- Open a bank account, don't carry a lot of cash
- Don't leave anything valuable in the classroom between lessons
- In pubs, clubs and restaurants don't put your bag on the floor or a chair. Keep it with you at all times. If you are going out for a late night just take some cash, your keys and a travel card
- If you are going out alone carry a personal alarm
- If you are threatened, set off your personal alarm, scream and shout, get away as quickly as possible, always ring the police once you are in a safe place. If a vehicle is involved try to note it's registration number
- Be aware of your surroundings and potential hazards, don't listen to a personal stereo
- If you are a victim of crime report this immediately to a police station, you will be given a crime reference number which you will need if you are going to make an insurance claim.

Our Welfare Officers are here to provide practical help or signposting in times of crisis or concern. Please speak to reception where we can arrange an appointment with one of our welfare officers.

Finding a place to live

Accommodation in London varies greatly depending on where you want to live and how much you can afford to pay. Most people choose a place depending on how easily they can get to school and how much they like the area. Living near some friends you know also helps as you can meet up more quickly and cheaply in your spare time.

Where To Look

Loot (newspaper)

www.loot.com/property

Loot is the newspaper dedicated to advertising rented accommodation in London. You need to buy the paper early in the morning and get onto the phone straight away to get a chance to see the best properties.

www.moveflat.com

This is slightly more upmarket.

www.gumtree.com

This is popular among students and travellers and is a community website for property, work and meeting new people.

Check that the accommodation you are going to see is in a safe area before you go to view.

www.crimestatistics.org.uk

If possible take someone with you when viewing accommodation. If you are alone, leave the address you are going to and your expected time of return with a friend or colleague.

You can get more useful advice about finding student accommodation in the UK at **www.ukcosa.org.uk**

Accommodation can be booked through us here at the English Studio. To view the accommodation page on our website go to **<http://englishstudio.com/accommodation/>**

We can book either a host family, private home accommodation or our self catering student residence.

For more information or to make a booking you can email **bookings@englishstudio.com** or **Lorraine@englishstudio.com**

The Knowledge

Tourist Office

Britain and London Visitor Centre
1 Regent Street W1
Tel: 020 7332 1456
www.visitlondon.com

Transport

Transport for London
Tel: 020 7222 1234
www.tfl.gov.uk

Emergency Services

Emergencies
999

Police - Holborn

10 Lambs Conduit Street
Holborn
London WC1 3NR
Tel: 0300 123 1212

Police - Shepherds Bush

253-258 Uxbridge Road
Shepherds Bush
London W12 7JB
Tel: 0300 123 1212

Postal Services

Holborn
181 High Holborn
London WC1V 7RL

Shepherds Bush
65-69 The Green
London W12 8QF

Library

Holborn
32-38 Theobalds Road
London WC1X 8PA

Shepherds Bush
7 Uxbridge Road
London W12 8LJ

Books

Time Out London
A - Z London

Health Advice

www.nhs.uk

Websites

www.englishstudio.com
www.englishstudio.com/news
www.englishuk.com
www.tefllab.co.uk
www.britishcouncil.org
www.oisc.gov.uk
www.bbc.co.uk
www.guardian.co.uk
www.timeout.com

English Studio

Tel: +44 (0)20 7404 9759
Emergency number:
+44 (0)7973 823 788
www.englishstudio.com

How To Register With The Police

There will be a stamp on your passport that tells you need to do this.

Go to the police station at the address below with

- Your passport
- Address in the UK
- The English Studio address
- The fee for registration (please check on the Library notice boards for the fee).

Metropolitan Police Service Overseas Visitors Records Office

Ground floor
Brandon House
180 Borough High Street
London SE1 1LH

Opening Hours

9.00-16.00 Monday to Friday
(Except public and bank holidays)

Tel: 020 7230 1208

How To Get There:

Underground Station - Borough
(Northern Line)



Police

The police in the UK are friendly and helpful and have a duty to protect everyone. During your stay if something of yours is stolen, you are assaulted, followed or threatened you should report this to your local police station.

It is also possible to register some non-serious crimes at <https://online.met.police.uk/report.php> You can use this service to notify the Metropolitan Police of the following crimes committed within the Greater London Authority area:

- Hate crimes and hate incidents
- Criminal damage to a motor vehicle
- Theft from a motor vehicle
- Criminal damage
- Theft-excluding:

Robbery (where you or the person you are reporting for was subjected to violence or the threat of violence).

Burglary (a building has been broken into)

How to report a crime

To report a non-emergency minor crime you can call your local police station.

The charity crimestoppers runs the 0800 555 111 number which allows people to telephone anonymously with information about criminals or crimes. The information is passed on to the police. Just tell them what you know, not who you are.

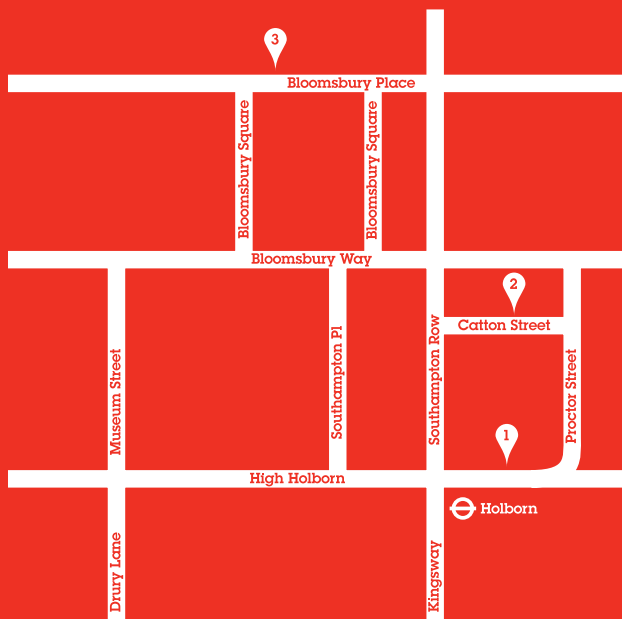
In an emergency

When there is a danger to life or a crime is in progress you can contact the police, fire brigade or ambulance by dialling 999 from any telephone. This call is free of charge but should only be used in an emergency.

Post Office Maps



Our Centres



Our Centres

1. Holborn House
113 High Holborn
London WC1V 6JQ
Holborn tube

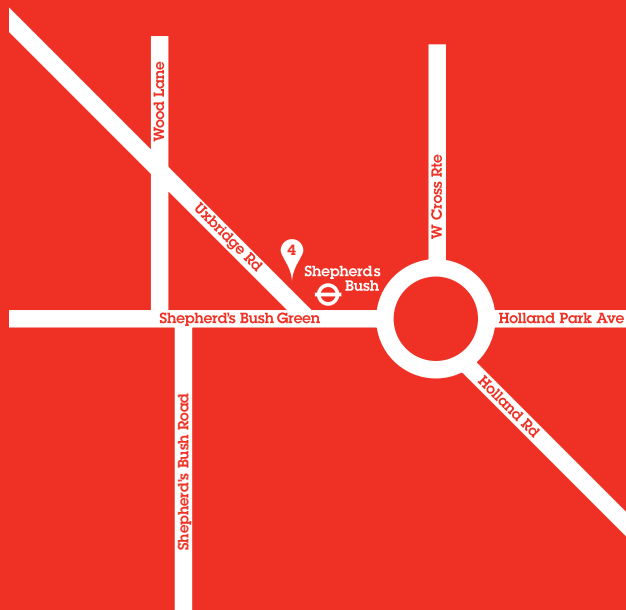
Tel: +44 (0)20 7404 9759

2. 1 Catton Street
London WC1R 4AB
Holborn Tube

3. 19 Bloomsbury Square
London, WC1A 2NS
Holborn tube /
Tottenham Court Road
tube

Tel: +44 (0)20 7637 3813

Our Centres



4. 54 Uxbridge Road
2nd Floor
London W12 8LP
Shepherds Bush tube

Tel: +44 (0)20 8735 0565
Fax: +44(0020 8740 0699

We are English and we are Green.
We've made sure this booklet is
printed on paper certified by the
Forestry Stewardship Council. That
means it's sourced from forests that
are managed to meet the social,
economic and ecological needs
of present and future generations.

Website:
www.englishstudio.com

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+44 (0)20 7404 9759

