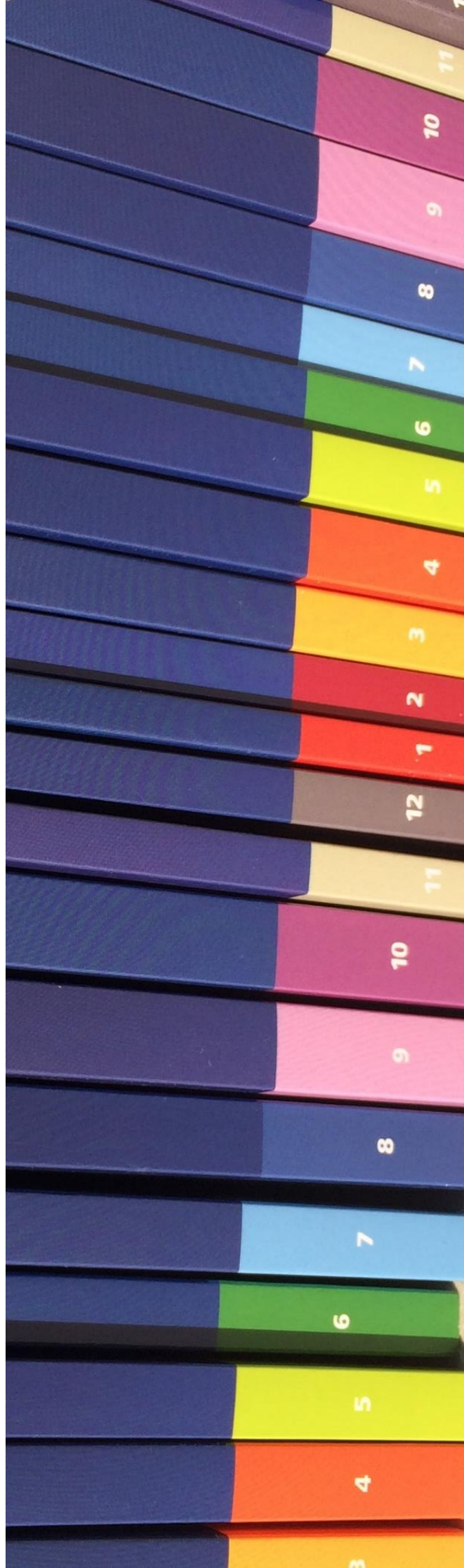




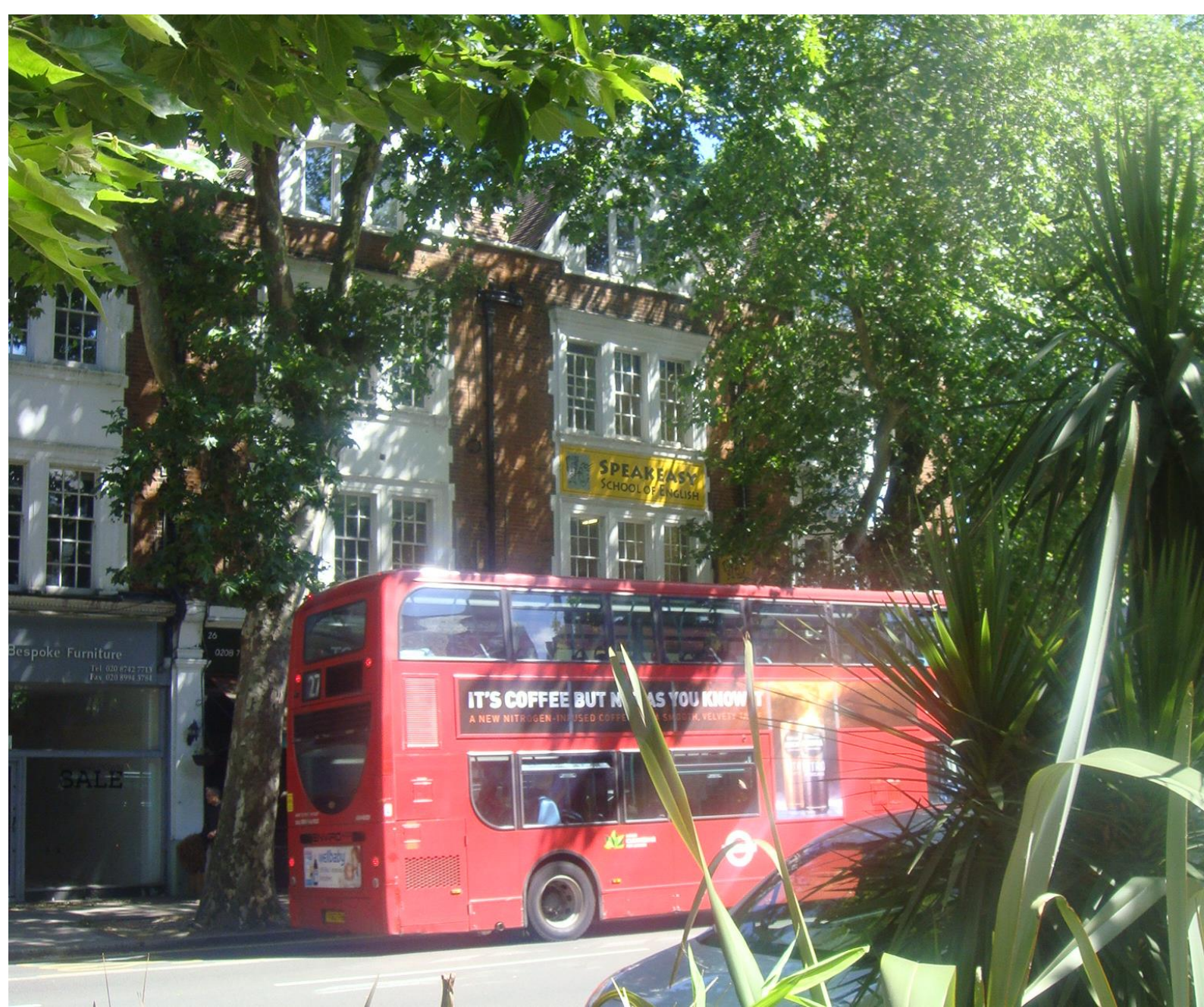
Student Handbook 2019

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



Welcome to Speakeasy School of English

The information in this handbook is designed to help you with your stay at Speakeasy. If there is anything else you would like to know, or if you need help understanding any of the points, please let us know.





Contents:

About the school	3
About our courses	5
Your first day	7
School Policies and Procedures	
Admissions Policy	9
Attendance policy	10
Equality and Diversity policy	11
Harassment and Bullying policy	12
Safeguarding policy	12
Student Code of Conduct	13
Special needs and disability policy	14
Complaints & Feedback procedure	15
Refund policy	16
Visa Students	17
Keeping you safe	
Health & safety policy	18
Fire Safety Policy	19
First aid policy	19
Smoking policy	20
Safekeeping of personal items	20
Prevent Duty Policy & Procedures	21
Living in the UK: how we can help	
Finding accommodation	23
Student discount card	23
Student oyster card	24
Opening a bank account	24
Registering with a doctor	25
Joining the library	25
After-school activities	26
Living in the UK: Useful Information	
Personal safety	28
Laws in the UK	29
Driving in the UK	30
Medical treatment	31
Dental treatment	33
Local Places of Worship	33
Useful Addresses & Tel Numbers	34



About us:

The School is open to all students from 9.30am to 9.30pm. We are closed at weekends, on bank holidays (6th May 2019, 27th May 2019 & 26th August 2019), at Easter and at Christmas.

The school is located over three floors; you can find the reception (school office) and common room on the first floor; toilets and the kitchen are situated on the second floor; and you can find classrooms on the second and third floor of the building.

Food and drink

There is a hot drinks machine in the common room, which offers a selection of coffees, tea, hot chocolate and tomato soup. The drinks are priced at 50p each. Next to the hot drinks machine, you can also find a vending machine offering snacks, such as chocolate bars, crisps and sweets (80p). There is also a water machine. Please feel free to help yourself to a glass of water whenever you like. It is FREE.

If you want something more filling to eat, there are many cafes and restaurants near the school. Please ask us in reception, and we'll be more than happy to help. Alternatively, you are welcome to use the school kitchen (which has a kettle, a microwave) to heat up or prepare food that you bring with you.



Internet

Students who would like to access the internet using their own mobile devices are welcome to use our free wi-fi connection. Unfortunately, we do not have any computers/tablets available for students to use at school. If you don't have your own mobile device, please visit Chiswick library, which offers such a facility and is only 5 minutes away from the school. Joining the library is free, but you might need proof of address. We will be happy to help you with this. Please ask us at the school's reception.



**Ask reception for the
Wi-Fi password**

Study area

If you would like to spend some extra time at school, preparing for your lessons or revising past material, we suggest you do so in the quiet area of the common room. Alternatively, you might prefer to visit the Chiswick library, where you can find an extensive collection of books and plenty of work space.

General English: The Callan Method

Our General English classes are taught using the Callan Method. It was first developed by Mr. Robin Callan in 1960. It is based on the Natural Method, similar to the way children learn their first language: the student first hears the language, then copies what he hears, later sees the words written, and finally writes them himself. The Callan Method course consists of 12 levels (from beginner to advanced) and takes an average of 12 months to complete. The Callan lessons are very fast and you will learn a lot of vocabulary and grammar during your course. You will have a different teacher every lesson and we will ask you the same questions over and over again. At the end of each lesson you will be given a dictation, you might also be asked to read aloud. If you are not sure how the method works, please feel free to speak to any of the teachers or reception staff.

Detailed explanation of the Method and instructions on how to make the most of a Callan course, can be found in the Introduction to your Callan Method Student Books available to buy at reception at £10 each.

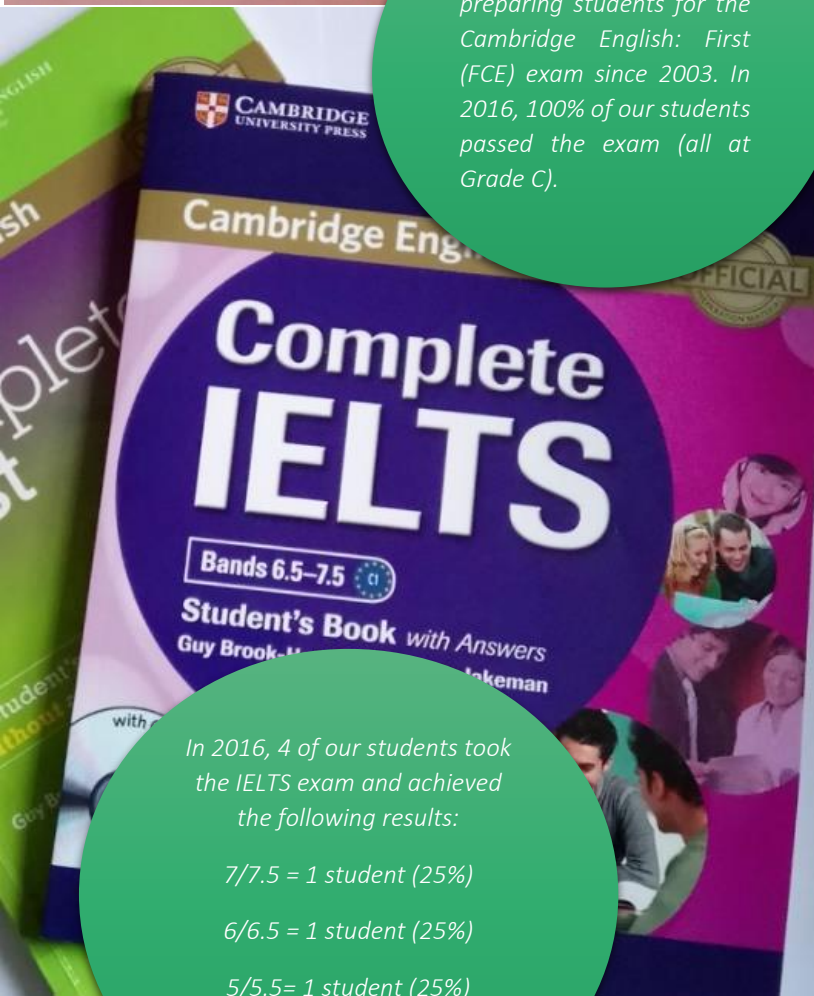


Important information:

*The Callan Method claims to teach English in a quarter of the time taken by any other methods on the market. Evidence in support of the claims was published in 1991, and showed how the Callan School compared with the other London language schools in cost and length of study. Please note, as the results of the survey related specifically to the Callan School in Oxford Street, Speakeasy School cannot therefore associate itself with the above statement and **does not claim to teach English in a quarter of the time taken by any other methods**, but does follow the guidelines and teaching standards of the Method.*



Speakeasy School has been preparing students for the Cambridge English: First (FCE) exam since 2003. In 2016, 100% of our students passed the exam (all at Grade C).



In 2016, 4 of our students took the IELTS exam and achieved the following results:

7/7.5 = 1 student (25%)

6/6.5 = 1 student (25%)

5/5.5 = 1 student (25%)

4/4.5 = 1 student (25%)

Business English

Students who reach Stage 8 can take our 8-week Business English course. They are taught with the Callan Method, but contain extra writing and vocabulary sections. The writing practice covers writing business letters, reports and memos. The vocabulary exercises introduce new words, phrases and expressions used in common business and professional situations.

Cambridge English: First

Students who reach Stage 9 of the Callan Method are offered the Cambridge English: First Exam preparation course, which normally takes 12 weeks and is usually combined with the Callan Method (which is optional, but recommended as it provides the students with additional vocabulary required for the exam). The preparation classes are conducted in a traditional method of teaching and include exam techniques, intensive writing practice as well as extra speaking and listening exercises. They also focus on specific grammar issues and vocabulary, including phrasal verbs and prepositional phrases.

IELTS

The IELTS preparation course is designed for students whose English ranges from intermediate to advanced (Callan Method Stage 8-12), and is intended to teach the students the format of the test and exam techniques. The course usually lasts 8 weeks and is complimented by extra vocabulary, speaking and listening classes with the Callan Method.

When you arrive:

Placement Test

When you first arrive at school, please come into reception. You will need to have your passport or ID card, 1x passport-sized photograph, a pen and a notebook with you. We will give you a written and spoken level test. We will also give you information about your course and show you round the school.

Starting your class


You will probably join a class which already exists but don't worry about it - our teachers will help you get used to our way of teaching. We run our classes in blocks of 4, 3, or 2-hour sessions. Each lesson is 50 minutes long, followed by a 10-minute break. Please make sure that you attend your course regularly and on time, as no refunds or credits are given if you miss a class!

Teachers

All your teachers are trained in using the Callan Method. Most of them hold specialist English teaching qualifications in addition to a degree. All of them are very friendly and want to help you improve your English!

Books

Books are available to buy at reception and cost £10 (General English) and £20 (Business English).



During your first week, you will receive an email with your username and password, so you can use the Callan Method e-learning platform.



Progress tests

Every 4 to 6 weeks, we will give you an exam in order to monitor your progress. The pass rate for the exam is 60%. If you score below this mark, we will talk to you and suggest ways that you can improve your results.

Progress reports

A written report about the progress you are making on your course is available on request. Please let anyone in the office know, if you would like one prepared. It will be ready for you to collect 24 hours later.

Extending or Changing your Course

If you want to extend or change your course, the reception staff will be able to help you.

Letters and certificates

If you require any student letters, e.g. letter to confirm that you are a student, letter to open a bank account, holiday letter or any other documents, let someone in the office know about your request. Your document will be ready for you to collect at reception 24 hours later.

If your course lasts for 2 weeks or longer you will be entitled to receive a Speakeasy Certificate. Please request the Certificate the day before you finish your course.

Problems and Advice

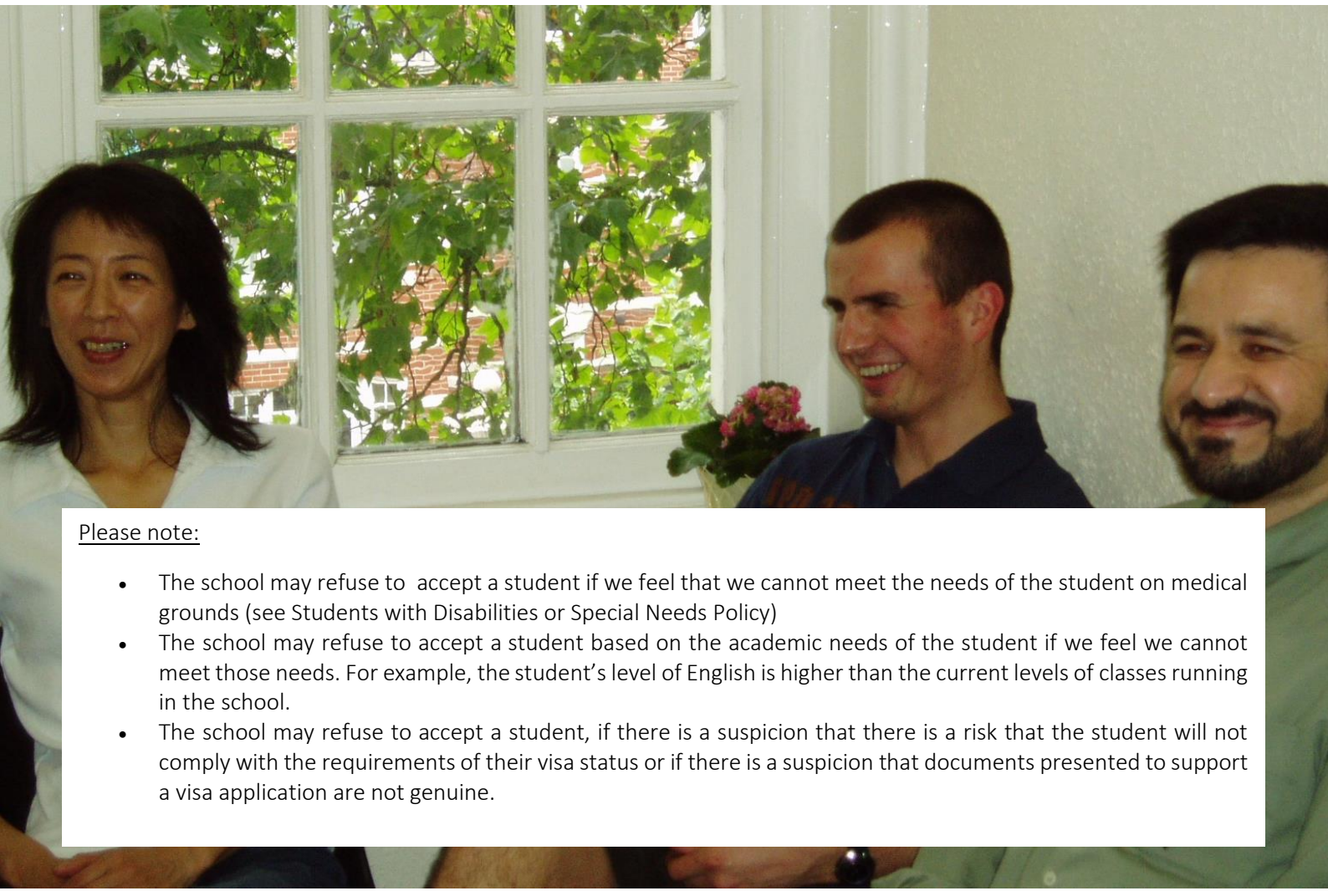
Being a small school, we hope that you feel at home with us. If you have any questions about your course or the level of your course, or anything else that we can help you with, please come and speak to us in reception at any time.

School Policies and Procedures

ADMISSIONS POLICY

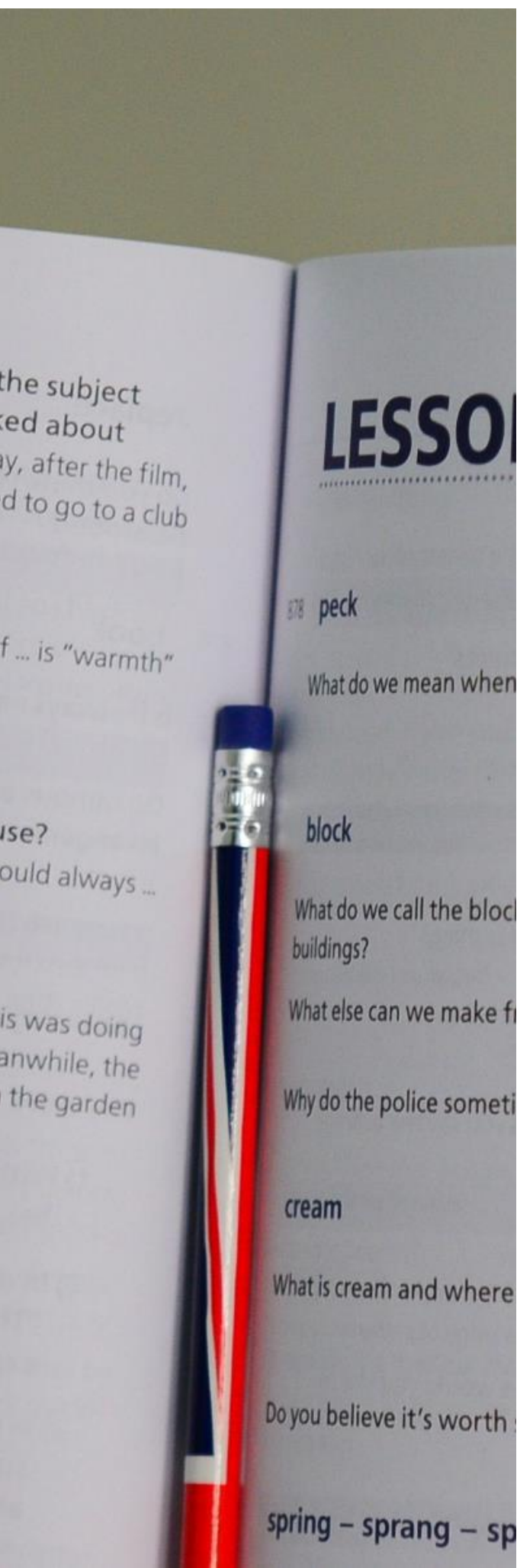
Anyone wanting to study English is welcome to apply for a course at Speakeasy School. Applications are accepted via post, email or in person. All students are asked for a copy of their passport (or ID card) and 2 passport-sized photographs upon enrolment.

There are no minimum level requirements for our General English Courses with the Callan Method. We offer all levels from beginner (CEFR A1) to Advanced (CEFR C1). All students must complete an application form and are automatically accepted. Before you start your course, we will give you a short written and spoken test to assess your level. A 'Test your English' facility is also available on our website: www.speakeasyschool.co.uk. For our Business English and Exam Preparation courses (FCE, IELTS) there is a minimum English language level requirement (see Business English, Cambridge First and IELTS section above), so students must undertake an assessment test in order to start the class.



Please note:

- The school may refuse to accept a student if we feel that we cannot meet the needs of the student on medical grounds (see Students with Disabilities or Special Needs Policy)
- The school may refuse to accept a student based on the academic needs of the student if we feel we cannot meet those needs. For example, the student's level of English is higher than the current levels of classes running in the school.
- The school may refuse to accept a student, if there is a suspicion that there is a risk that the student will not comply with the requirements of their visa status or if there is a suspicion that documents presented to support a visa application are not genuine.



ATTENDANCE POLICY AND LATENESS POLICY

All students are required to attend their classes regularly and on time. Please remember, regular attendance is the best way to make progress; low attendance and arriving late is disruptive to your teacher and classmates. If you have any problems and cannot attend your class, you must inform the school as soon as possible by phone on 0208 9958772 or email: info@speakeasyschool.co.uk. A valid doctor's certificate must be provided with any request for course extension due to sickness. All lessons missed due to unauthorised absence are not refundable. Students who do not attend for two consecutive weeks without permission will be struck off the class register and there is no guarantee that they will be able to go back to their original class upon their return.

The school records the students' attendance by marking them in every time they attend a class. On enrolment each student is given a card, containing detailed information about them, as well as their photograph, so that the teacher can identify them. On the card, there is also a calendar, which the teachers use for marking the students' attendance. Each time a student attends a lesson, the teacher puts a stroke through the appropriate lesson and date. **If you are more than 25 minutes late, you will be marked as absent and unable to attend your class – you will need to wait for the next lesson to start.**

If you are absent for more than 4 days without contacting the school, we will try to contact you by phone or email. If we are unable to contact you, we will contact your embassy (if appropriate), or your emergency contact person. We need to know that you are safe and well. The school has a duty of care to you as a student during your time at the school and in London.



Teacher Absences

If your scheduled teacher is not available to take your class, we will provide a replacement teacher. In the unlikely event, that none of our teachers are available, you will receive a credit for your missed lesson, or given an option to attend a revision class.

Holidays

The school is closed for 2 weeks at Easter and 2 weeks at Christmas. Students are entitled to a holiday of 1 week for every 12 weeks of study (not including school holidays). **There is no personal holiday entitlement for courses of less than 12 weeks.** Holidays must be booked at least 1 week before the holiday start date, and for a minimum of 5 working days for credit to be given to the student. Holiday requests cannot be backdated.

EQUALITY AND DIVERSITY POLICY

Speakeasy School does not tolerate discrimination in respect of race, colour, ethnic or national origin, religion or belief, sex, marital status, sexual orientation, gender reassignment, age, criminal record, or disability.

All current and prospective staff and students can expect to receive equal treatment, both during the process of their application and when studying or working here.

Any member of staff or student who believes that they have suffered any form of discrimination, or victimisation should raise the matter via a formal complaint. All complaints will be dealt with seriously, promptly, and confidentially.



PERSONAL HARASSMENT AND BULLYING POLICY

We believe that the dignity of all students and staff must be respected. Staff and students should be respectful towards everyone and the school environment should be welcoming to all. All those working or studying here have a responsibility to establish and maintain an environment free from bullying and harassment.

Personal harassment or bullying is any kind of unwanted or unwelcome behaviour which makes the other person feel uncomfortable, embarrassed, unsafe or frightened.

If you experience any type of harassment or bullying or see this happening to another student you should immediately speak to your teacher or inform the School Director by email: info@speakeasyschool.co.uk.

SAFEGUARDING VULNERABLE ADULTS POLICY

At Speakeasy School we aim provide a safe environment for all our students while they are studying with us and we take our responsibility to safeguard vulnerable adults learning at the school very seriously. Speakeasy School does not accept any students under the age 18, therefore our safeguarding policy relates to vulnerable adults only, who are defined as any adult who may be unable to take care of him/herself or protect him/herself from risk or harm due to age, illness, mental or physical disability, or inability to communicate in English.

We want everyone at the school to feel safe, therefore, if you are worried about anything, talk to any member of staff that you can trust or email: info@speakeasyschool.co.uk.

The designated safeguarding person at Speakeasy School is Nick Jenkins – reception, 02089958772

Student code of Conduct

Please remember that Speakeasy School welcomes students of all nationalities and backgrounds and you will be studying with people who have different customs and different religious beliefs. Behave and speak in a way that will not upset other people; do not use aggressive or abusive language. At the same time, remember that everyone is using a language that is not their own; sometimes people say things they do not mean. Please be tolerant and understanding at all times. Any form of bullying will be treated seriously and may result in being asked to leave the school. We want everyone to feel comfortable and relaxed at school; however, it is also important that everyone can learn properly. We work hard to create an informal, friendly atmosphere that is also professional and offers high standards of education. Help us to keep this atmosphere by respecting your teachers, the other students, and the school at all times.

All students are expected to:

- Arrive on time for their classes;
- Not use mobile phones or other electronic devices during lessons;
- Not eat food in the classroom;
- Not talk to other students during class, unless you are asked to do so by the teacher;
- Not smoke anywhere in the School building;
- Not cause deliberate damage to any property of the School;

Students, whose behaviour is considered inappropriate, may be asked to leave the class, and if so will be reported to the School Director.

If a student misbehaves, he/she will be given a warning, and a note will be entered into their file. No further action will be taken, providing there are no further instances of misbehaviour. In case of a more serious breach of conduct, or repetition of minor acts of misconduct, one of the following courses of action will be taken:

- The student will be issued with a written warning indicating the consequences of any future misconduct;
- The student will be asked to compensate for or make good any damage caused to school property;
- The student will be asked to make appropriate recompense or apology for any offence or harm caused;
- The student will be suspended or expelled (without refund) with immediate effect;



SPECIAL EDUCATIONAL NEEDS AND DISABILITY POLICY

Physical disability

Unfortunately, Speakeasy School's premises do not provide wheelchair access, and there are currently no disabled toilet facilities. Please contact us direct and we can suggest nearby schools with such facilities available.

Visual and audial impairment, dyslexia etc

We can usually help students with some difficulties with their sight or their hearing but our courses are probably not suitable for the totally blind or the very deaf. Please contact us if you think you may need special arrangements. If you are dyslexic it is very helpful if you can tell us in advance. In particular, if you are planning to take an examination we can make special arrangements for you but we need to know in good time.

Mental health issues

The school is a small, friendly and supportive place, and people who are nervous or anxious about being away from home will find a friendly welcome and personal support to help them to adjust to life in an unfamiliar environment. However, we do not have the staff or the facilities to accept clients with significant mental health problems and we strongly advise clients – or their parents or sponsors – to tell us before enrolling anyone who has a history of mental health problems so that we can advise whether our courses are suitable.



COMPLAINTS AND FEEDBACK PROCEDURE

We do our best to make your experience at Speakeasy a really happy and positive one, but we understand we can make mistakes and we really appreciate your feedback. If any student wishes to make any suggestions towards the improvement of their time spent at Speakeasy, you are free to express your views by writing a suggestion and placing it in the Suggestion Box placed in the School's common area. You will also be given the opportunity to complete an in-class questionnaire at regular periods (approximately every 3 months) and at the end of your time with us. If you are not satisfied with any aspect of the service we offer, please visit the reception, where our reception staff will be more than happy to note down your comments. Alternatively, you might prefer to speak to the School Director, or email us at info@speakeasyschool.co.uk and you will receive a reply within 24 hours. All complaints and problems are treated in confidence, in accordance with our school procedures.

If you are dissatisfied with the response you receive from us, and would like to take your complaint further, you can do so by contacting the British Council (an agency that the school is accredited by) at accreditation.unit@britishcouncil.org.



REFUND POLICY

A refund can only be issued if a student is refused entry to the UK by the immigration or visa authorities, or if an extension of his/her visa is declined.

There are no other grounds for a refund. A refund will not be considered if any of the following have occurred:

- ❑ the student has broken the law or breached the conditions of their visa, and is therefore required to leave the country;
- ❑ the student's visa is refused as a consequence of not attending the course regularly;
- ❑ an appeal is pending;
- ❑ the student leaves the UK during his course and is subsequently refused re-entry;
- ❑ the student applies for the wrong type of visa;

Decisions as to whether a student is entitled to a refund are based on original refusal documents, which must be provided;

The School reserves the right to seek independent confirmation of visa refusals from the British authorities. Important: the student must inform the school about the refusal and apply for a refund within 6 months of the visa refusal date.

Please note: In the event that a visa is refused and a refund is requested, 10% of the fees paid will be retained for administrative purposes, subject to a minimum £50 charge.

Non-visa students, who have booked and paid for their Course, are not entitled to a refund under any circumstances, however at the principal's discretion, their course may be deferred to a later date.

Information for Visa Students

Short Term Study Visa (STSV)

If you are a citizen of a country in the European Union or the European Economic Area, or of Switzerland, you do not need a visa to enter the UK. If you come from anywhere else you will need a visa. When you book a course you will need to tell us which type of visa you want.

Please note:

From October 2016, Speakeasy School no longer issues CAS for students wanting to apply for Tier 4 visas. We only accept students applying for Short Term Student visas. For more information about Tier 4 visas, please visit: www.ukcisa@org.uk

The STSV is available for people at any level of English and lasts 6 months. You cannot extend this visa and you are not allowed to work. If you are a non-visa national (e.g. Brazilian, Korean, Japanese, Mexican, etc.) you can get this visa free on arrival in the UK. You must book a course before you come to the UK and show your course enrolment letter at immigration when you arrive.

If you are a visa national you must apply at home. You must provide Biometric Data and pay the appropriate fee (£89). Biometric Data means fingerprints and photograph (known as 'biometric information') taken at a visa application centre.

To check if you are a visa national, please visit:

<https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-v-visitor-rules>

Short Term Study Visa (11 months)

The STSV (11 months) is available for people at any level of English and is used for courses longer than 6 months. It lasts up to 11 months and you cannot extend this visa and you are not allowed to work. Whatever your nationality, you must get your STSV11 at home before you come to the UK. You must have an enrolment letter from us and show that you have enough money to pay for your course and to live on. You must provide Biometric Data and pay the appropriate fee (£170). If you get a STSV11 you will just get a stamp in your passport and must get a Biometric Residence Permit when you arrive in the UK.

Other types of visa

You can also study with us if you have a *Standard Visitor Visa* (provided that your course lasts no longer than 6 weeks and studying is not the main reason for your visit), *Diplomatic Visa*, or *Tier 5 (Youth Mobility) Visa*.

Police Registration

If your passport is stamped "Holder is required to register with the police", you must take your passport, letter confirming your student status, two passport sized photographs and the registration fee (approx. £35) to the following address: Metropolitan Police Service, Overseas Visitors Record Office, Ground Floor, Brandon House, 180 Borough High Street, London SE1 1LH. Opening hours: 9.00-16.00 Monday to Friday, Tel 020 7230 1208

Safety Policies and Procedures

HEALTH AND SAFETY POLICY

Speakeasy School aims to ensure the health, safety and well-being of all staff and students at the school. We comply with all relevant legislation relating to Health and Safety. The school undertakes to carry out regular risk assessments of the premises, maintain an accident book and log and report incidents. We also conduct regular fire drills to ensure that any necessary steps are taken to reduce the likelihood of problems.





FIRE SAFETY PROCEDURES

In the event of a fire a constant bell ringing will be heard. Should the fire bell sound during a lesson, students must follow their teacher quickly and quietly out of the building to the assembly point on the corner of Chiswick High Road and Ravensmede Way, on the right hand side of the school (see photo). If the fire bell sounds during a break, all students must quickly and quietly leave the building via the ground floor exit and assemble in the designated area. Care must be taken while walking along the road. Do not stand in or near the road. Under no circumstances should any student re-enter the building until advised that it is safe to do so.

Fire extinguishers can be found on all floors.

All School staff is up-dated regularly on fire drill procedures and all staff and students undergo a fire drill practice four times a year.

FIRST AID POLICY

Speakeasy School of English complies with relevant legislation for First Aid for employees, students, and visitors on the premises during normal working hours.

If you have a medical condition that the school should know about, you must tell us before you begin your studies. If you need First Aid when you are here, please speak to a member of staff immediately. The qualified First Aiders for Speakeasy School are Maggie Jenkins and Nick Jenkins. You can usually find them in the school's reception.

There is a clearly marked (white cross on a green background) first aid box in the reception area on the first floor.



Smoking

Smoking is not permitted anywhere inside the school building. Students wishing to smoke may do so outside the front of the school. However, consideration must be shown to other students and staff leaving and entering the school, as well as customers of the premises downstairs. Cigarette ends should be discarded into the ashtray provided.



Safekeeping of personal items

Students are reminded not to leave bags and valuable items unattended in the classrooms during breaks. The school can take no responsibility for items lost or stolen whilst left unattended on the premises.





Vulnerability

Describes the condition of being capable of being injured, difficult to defend, open to moral or ideological attack. Within Prevent, the word describes factors and characteristics associated with being susceptible to radicalisation.

THE IMPORTANCE OF MAINTAINING A SUPPORTIVE AND TOLERANT SOCIETY WITHIN THE SCHOOL

It is important to understand that extremism is not isolated to any particular type of person: a European student may be radicalised as easily as an Arabic student. A person may come into contact with the school already holding extremist views, or they may be influenced by a range of factors while in England, such as global events, peer pressure, the media, friends or relatives being harmed, etc.

WAYS WE CAN PREVENT PEOPLE FROM EXTREMISM

As students you can help us by:

- Promoting a safe and supportive international environment by making it clear that behaviours such as radicalisation and extremism will not be tolerated;
- understanding and upholding Core British values;
- developing critical awareness and thought to counter accepting extremism without question;
- Be observant and vigilant in noticing any signs of radical or extremist behaviour.

BE INTERNET SAFE

Extremists often use the internet including social media to share their messages. Free internet access is available to all Speakeasy students. Students use their own devices in doing so and there are no filters in place. If you come across any internet content that is inappropriate or of concern, please report it to us immediately.

HOW AND WHEN TO REACT TO CONCERNS

It is very important that any concern or incident, however small, is reported immediately. Any report will be dealt with sensitively and carefully, with confidentiality assured for the person reporting a concern.

If you have a concern, please contact the Prevent Lead:

Nick Jenkins, School Director
info@speakeasyschool.co.uk

PREVENT POLICY AND PROCEDURES

Prevent is about safeguarding people from the threat of terrorism and preventing people of all ages from being radicalised or drawn into terrorism (The Counter Terrorism & Security Act 2015). The school promotes a multicultural environment where respect for, and tolerance of, other people's beliefs is required at all times.

Below we have listed some words and phrases used when you're discussing or thinking about extremism and its related topics.

Core British Values

The four values that should be encouraged, promoted, upheld and exemplified by all are:

- democracy
- the rule of law
- individual liberty
- respectful tolerance of different faiths/beliefs

Extremism

The holding of extreme political or religious views which may deny right to any group or individual. Extremism can refer to a range of views, e.g. racism, homophobia, right-wing ideology, as well as any religious extremism.

Extremism can be expressed in vocal or active opposition to Core British Values, and may also include calls for the death of members of the armed forces, whether in this country or overseas.

Prevention

In the context of this policy, prevention means reducing or eliminating the risk of individuals becoming involved in terrorism.

Radicalisation

Is the act or process of making a person more radical or favouring of the extreme or fundamental changes in political, economic or social conditions, institutions or habits of mind.

LIVING IN THE UK

It is a very exciting time coming to live in a different country, meeting new people and learning about different cultures. However, we understand it can also be a little bit frightening, especially if you cannot communicate all that well. That is why we want to help you as much as we can, to make your stay in the UK an enjoyable experience. Here are just some of the things we can help you with:





Accommodation

We work in cooperation with British Council registered accommodation agencies (i.e. Britannia Student Services and Hosts International) in arranging accommodation for our students. We can offer you homestay accommodation that is living with a British family; halls of residence, or sharing a flat with other students. We can also recommend some nice local budget hotels for those of you who are here for a short time. More information about the accommodation we offer is available on our website: www.speakeasyschool.co.uk, or if you prefer you can have a chat with any one of our reception staff. The accommodation officer for Speakeasy School is Maggie Jenkins – reception, 0208 995 8772.

Student Discount Card

If you are a full-time student and are with Speakeasy for more than 3 months, you will be entitled to an NUS student discount card (cost £12) which allows you discounted fees and fares (museums, cinemas, coach tickets etc.) around the UK.

In order to get an NUS student card you need to apply for your card online at www.cards.nusextra.co.uk and pay £12. It will take 7 working days to arrive and NUS will send it to you in the post. If you have any questions, please feel free to ask any of our reception staff for help.



STUDENT OYSTER TRAVELCARD

If you are a full-time student and are with Speakeasy for more than 14 weeks, you will also be entitled to apply for a Student Oyster Travelcard (cost £20) which gives you a discount of 30% when traveling on the underground and buses around London.

In order to apply for a Student Oyster Card, you must go to: www.tfl.gov.uk. Click on "Fares/students and children" "Click on "18+student". You will need to upload a digital photo, and pay £20 by card. You need to know your course dates and student ID number. The card will be sent to your home address within 7-10 days. Come and speak to us in reception, and we can let you know your ID number.



OPENING A BANK ACCOUNT

If you are a full-time student on a course of 3 months or longer, we can help you open a bank account. You will need your passport and a letter from us confirming your student status. The bank we work with is HSBC, but providing you have proof of your UK address, we can write to any bank of your choice. Please request a bank letter from the school's reception.



REGISTERING WITH A DOCTOR

As soon as you arrive in London, we strongly recommend you register with your local General Practitioner. It usually takes a while for your application to be processed, so it's better not to leave it until you get ill. A GB is a doctor who can treat most illnesses, and they should be your first point of call for any non-life-threatening health problems and illnesses. They usually operate in a surgery or health centre. When you register, you will need a passport, student letter and proof of your UK address. Please let us know if you need our help in locating a GP's surgery near you. See our section below on medical treatment in the UK.

You can search for an NHS general practice near you on the NHS website: www.nhs.uk

JOINING THE LIBRARY

Becoming a member of your local library is free. If required we can provide you with a letter confirming your name, student status and UK address. The nearest library to us is in Duke's Avenue in Chiswick. Please ask in reception for directions.



AFTER SCHOOL ACTIVITIES

We like to encourage you to practice and develop your language skills not only during your classes, but also outside the classroom. Here are just a couple of suggestions:

Socialize with other students

Although we don't have an organized leisure programme, we offer ideas on what you can do after school, at weekends and holiday periods. For information on day excursions and short breaks pick up a copy of Anderson Tours brochure available at the reception - prices start at £45 per person and you can book their tours through us. **Please note, we don't organize the tours ourselves, but we are happy to offer you advice and help with the booking.** Please ask at reception. For a programme of sightseeing and theatre events refer to the leaflet stand located in the common room, or check the posters on the information board. For suggestions of interesting events happening in London, visit www.facebook.com/speakeasyschool.

Participate in our Conversation Clubs and Grammar Workshops

This is a great opportunity to practice your speaking skills by taking part in a conversation with a teacher and other students in a relaxed and informal environment. Conversation Clubs as well as Grammar Workshops are organized at the school and are free for all Speakeasy students. Please ask at reception or check the notice board located in the Common Room for information about the next available Conversation Club or Grammar Workshop.



Join us for a quiz night

Quizzes are seasonal events organized at the school and are free of charge for Speakeasy students. One of our teachers always assumes the role of the quiz master, and groups of students battle each other in answering several rounds of questions depending on the theme of the quiz. Lots of fun is guaranteed and there is always a prize for the winning team! Please check the posters on the information board or ask at reception.

Join us for a Pub night

Enjoy a drink and chat with Speakeasy teachers and students in a traditional English pub. Entry to the pub is free of charge, but you will have to pay for your own drinks. Please ask in reception or check the notice board for information about this event.



Engage in part-time work

We can advise you and provide assistance in finding a paid or unpaid part-time job (subject to visa regulations). For more information, please ask at reception



Anderson Tours is our trusted Tour Operator. We can help you book a tour of Stonehenge, Bath, Cambridge, Dover Castle, Edinburgh and many more. Come and ask at reception.

Living in the UK: useful information

Personal Safety

By international standards, the UK is a safe country, with low levels of violence and street crime. However, crime is more prevalent in large cities and London is no exception. You will need to take extra care of your belongings, not only when you are here, but also during your journey. It is important not to carry large amounts of cash with you and not to leave your belongings unattended. A useful booklet produced by the British Council advises international students on safety issues and can be downloaded from www.britishcouncil.org/sites/default/files/safety-first.pdf. It would be useful to read the section entitled “Arriving in the UK” before leaving your home country.





Personal Insurance

We strongly recommend that you take out insurance when you arrive in the UK to insure your belongings against theft and accidental damage. For general advice on insurance please ask at reception, alternatively for a full list of insurance brokers contact The British Insurance Brokers' Association at www.biba.org.uk.

Laws in the UK

The laws in the UK may be different from those in your home country. Here are some of the ones worth remembering about:

- You must not carry drugs with you of any kind (unless prescribed by a doctor), or use any illegal drugs, including cannabis, ecstasy, LSD or amphetamines.
- It is illegal to carry any sort of weapon including knives, self-defense CS gas sprays, guns or stun guns.
- You must be 16 and over to buy tobacco.
- You must be 18 and over to buy alcohol.
- Never buy property that you think might be stolen, no matter how tempting the bargain.
- It is an offence to falsely report the theft of property.
-

You can find an essential guide to the law in the UK at www.bbc.co.uk/education/guides/zysppv4/revisi-on. If you need legal assistance, there are a number of organisations that can help you: Community Legal Service Direct offers access to free legal information and advice. Find out more at www.clsdirect.org.uk or telephone 0845 345 4345. You can also contact the Citizens Advice Bureau at www.citizensadvice.org.uk. Advice is available face-to-face and by telephone on issues such as housing, legal difficulties and discrimination.



Driving in the UK

You must have a licence that allows you to drive in Great Britain (England, Scotland and Wales). There are different arrangements in Northern Ireland. GB licences are issued by the Driver and Vehicle Licensing Agency (DVLA). If you have a driving licence that was issued in your home country, you must find out if you can use it to drive in Great Britain and how long it is valid for. To drive a car or ride a motorcycle in the UK you must be 17 years old. *The Highway Code* is a government publication that provides a summary of UK traffic law and has pictures of all the road signs in use in the UK (many of which are also used throughout the European Union). You can buy this book at most good bookshops or read it online at www.highwaycode.gov.uk. There are several ways that driving in the UK differs from driving in other countries. The British drive on the left-hand side of the road and overtake on the right. Seat belts must be worn at all times

It is illegal to use a hand-held mobile phone or send or read text messages while driving. You must not drive while under the influence of alcohol or drugs and you must observe all speed limits. Remember, pedestrians have the right of way when on pedestrian crossing.

Don't forget, the
British drive on
the left-hand
side of the road!



Medical treatment

The National Health Service (NHS) is the UK's state health service which provides treatment for UK residents through a wide range of health care services. Some of these services are free of charge and some you have to pay for. The NHS provides primary care through doctor's surgeries and walk-in centres and secondary care through specialists usually based at a hospital. Most hospitals (not all) have Accident and Emergency Departments (A&E Departments) which are open 24 hours a day and deal with patients needing emergency hospital treatment.



Students on courses of 6 months and longer

If you are studying on a course which is 6 months in duration or longer, you and your dependents will be entitled to full treatment under the NHS, i.e. the following will be free of charge:

- Consulting a GP and most other GP services (e.g. visiting a clinic)
- Treatment in a hospital (both emergency and non-emergency treatment)

You may need to pay for:

- Medicines prescribed by your GP
- Some GP's services (e.g. vaccinations for travel, getting a sickness certificate)



Students on courses less than six months long

If you are studying on a course which is less than 6 months long then you will usually only be entitled to limited free treatment under the NHS. That is:

- Some emergency treatment (but not follow up treatment)
- Family planning services
- Treatment of certain communicable diseases
- Compulsorily psychiatric treatment

Any other treatment received would have to be paid for as a private patient. Private health care can be extremely expensive therefore it is very important to arrange medical insurance before coming to the UK.

Reciprocal Health Care Agreements

The UK has reciprocal health care agreements with the following countries:

All EEA member countries, Anguilla, Australia, Barbados, Bosnia and Herzegovina, British Virgin Islands, Bulgaria, Channel Islands, Croatia, Falkland Islands, Gibraltar, Isle of Man, Macedonia, Montserrat, New Zealand, Romania, Russia, St. Helena, Serbia and Montenegro, Turks and Caicos Islands, Former USSR (Soviet Union).

A reciprocal health care agreement allows nationals from those countries to free or reduced cost NHS treatment even if their course is less than 6 months in duration. You should check with the health authority in your home country what treatment is covered before you leave for the UK. You may still need to take out limited medical insurance.



European Health Card (EEA nationals)

The European Health Card is normally valid for three to five years and covers any medical treatment that becomes necessary during your trip, because of either illness or an accident. The card gives access to state-provided medical treatment only, and you'll be treated on the same basis as a student who is here for over 6 months. It can also cover any treatment you need for a chronic disease or pre-existing illness. Please contact your government's health department for more details.



Dental Treatment

There is a charge for all dental treatment but if you can find a dentist that is accepting NHS patients then you can receive reduced cost treatment. However, this is now increasingly difficult and you may find that you have to register as a private patient and pay the full cost. A list of dentists accepting NHS patients can be found at www.nhsdirect.nhs.uk. Please note: you need to be registered with a doctor in order to receive NHS dental treatment.

You can obtain more information and advice on living and studying in the UK at www.ukcisa.org.uk

Local places of worship

If you need help in finding the nearest place of worship for you, or if you are interested in exploring faith for the first time, then please do not hesitate to get in touch with any of the places listed below.

Buddhist

- London Buddhist Vihara, The Avenue, London, W4 1UD, 020 8995 9493
- West London Lay Buddhist Centre, SGI-UK Acton Centre, 18 High Street, Acton W3 6LJ, 020 8992 1120
-

Christian Churches

Baptist

- Chiswick Baptist Church, Annandale Road, Chiswick W4 2HF, 07533 478918
- Gunnersbury Baptist Church, Burlington Road, London, W4 4BE, 020 8994 695534
-

Church of England

- St Michaels Church, Elmwood Road, London, W4 3DY, 020 8994 3173
- St Michael and All Angels, Bath Road, W4 1TT, 020 8994 1380
- Christ Church, Turnham Green, Town Hall Avenue, W4 5DT, 020 8995 7381
- St Paul's Church, Grove Park Road, W4 3SB, 020 8987 0312
- St Peter Church, Southfield Road, London, W4 5LD, 020 8994 5735
- St Nicholas Church, The Vicarage, Chiswick Mall, London, W4 2PJ, 020 8995 4717

Roman Catholic

- St Joseph's Catholic Church, 1 Bolton Road, London, W4 3TE, 020 8994 6861
- Church Of Our Lady Of Grace & St Edward, 247 Chiswick High Road, London, W4 4PU, 020 8994 2877
- The Catholic Centre, 2 Dukes Avenue, London, W4 2AE, 020 8994 9905

Methodist

- Chiswick Methodist Church, Sutton Court Road W4 4NL, 020 8747 1052

Pentecostal/Charismatic

- Chiswick Christian Centre, Fraser Street W4 2DA, 020 8742 1100

Adventist

- Seventh day Adventist Church, Stamford Brook Road, W6 0XW

Russian Orthodox

- Dormition of the Mother of God, Harvard Road, Chiswick W4 4ED, 020 8742 3493

Mosques

- Chiswick Mosque, 9 London Road, Wellesley Road, London W4 3AY, 020 8747 9000

Synagogues

- West London Synagogue Of British Jews, 33 Seymour Place London W1H 5AU, 020 7723 4404
-

For details of other churches, mosques or temples go to:

www.yell.com › London › Places Of Worship

Useful addresses and telephone numbers

We have made a list of some services, which we thought you might find useful during your stay with us. If you should require any address or telephone number which is not listed below, please let the reception staff know, and we will more than happy to find it for you.

Emergency Police/ Fire Brigade/ Ambulance

In an emergency where 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 be used only in an emergency.

Nearest Accident and Emergency Hospital

(Open 24 hours a day):

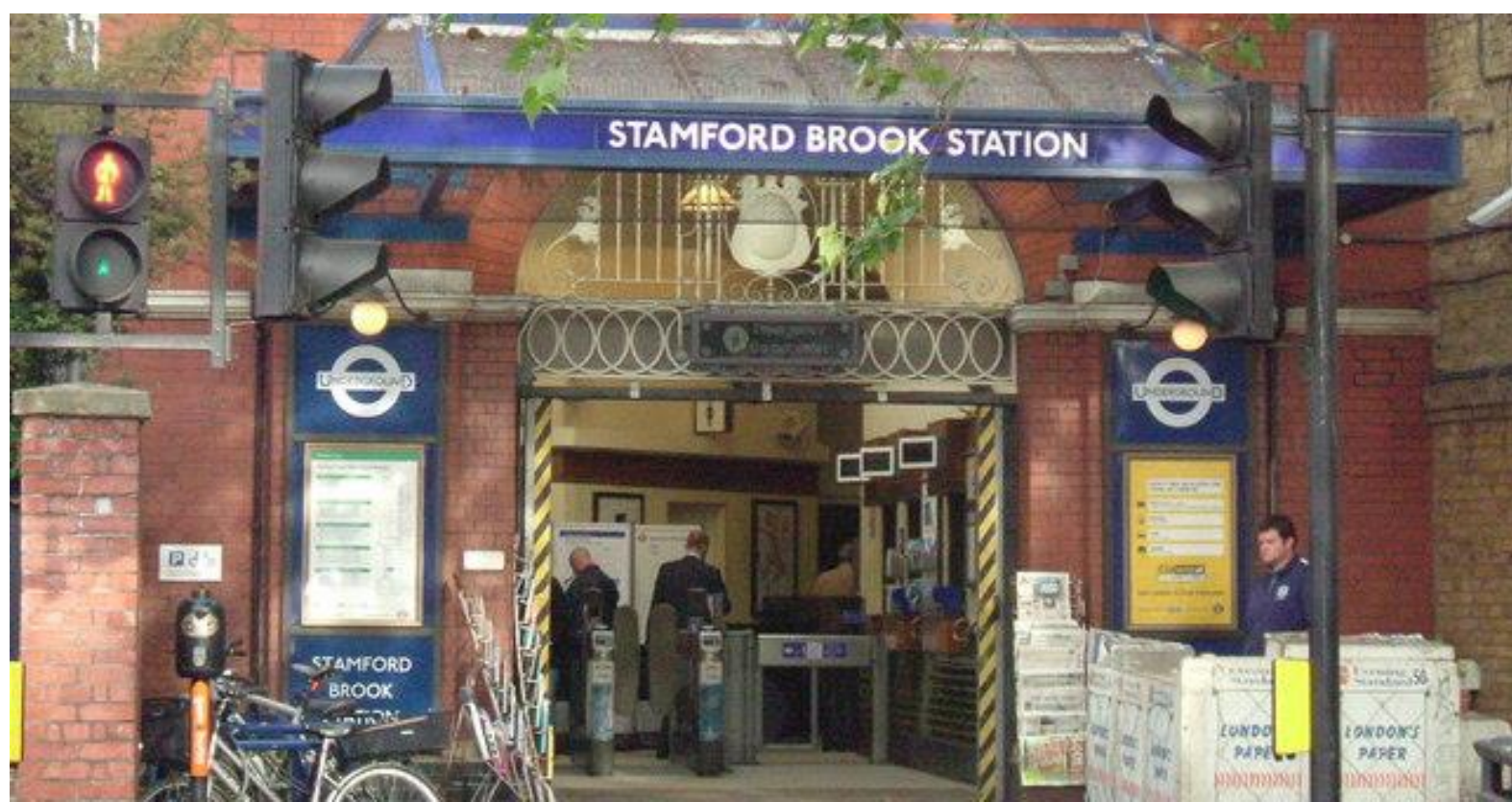
Charing Cross Hospital

Fulham Palace Road

Hammersmith

In case of
Emergency
dial 999

Please note: If you feel unwell, or require first aid assistance during school hours, the First Aid Box is located in the School's reception.





General Health Advice (NHS Direct)

NHS Direct offers confidential health advice and information, 24 hours a day, seven days a week

Telephone 0845 4647

www.nhsdirect.nhs.uk

Nearest Police Station

Chiswick Police Station

209-211 Chiswick High Road

Tel 0300 123 1212

London Transport

Information on all forms of public transport in London: routes, maps, journey planner, tickets etc

Tel 020 7222 1234

www.tfl.gov.

Nearest Main Post Office

110 Chiswick High Road

Chiswick

Nearest Library

Chiswick Library

Duke's Avenue

Tel 020 8994 1008

Tourist Office

Britain and London Visitor Centre

1 Regent Street

Tel 020 7332 1456

www.visitlondon.com



Tourist Office

Britain and London Visitor Centre

1 Regent Street

Tel 020 7332 1456

www.visitlondon.com

Immigration Enquiry Bureau

UK Border Agency

Lunar House

40 Wellesley Road, Croydon, Surrey

CR9 2BY

Tel 0870 606 7766

Email:

: UKBApublicenquiries@ukba.gsi.gov.uk

Police Registration

Metropolitan Police Service

Overseas Visitors Record Office

Ground Floor, Brandon House

180 Borough High Street, London SE1 1LH.

Opening hours: 9.00-16.00 Monday to Friday

Tel 020 7230 1208

Speakeasy
Emergency
24 HR TEL:
07956276858