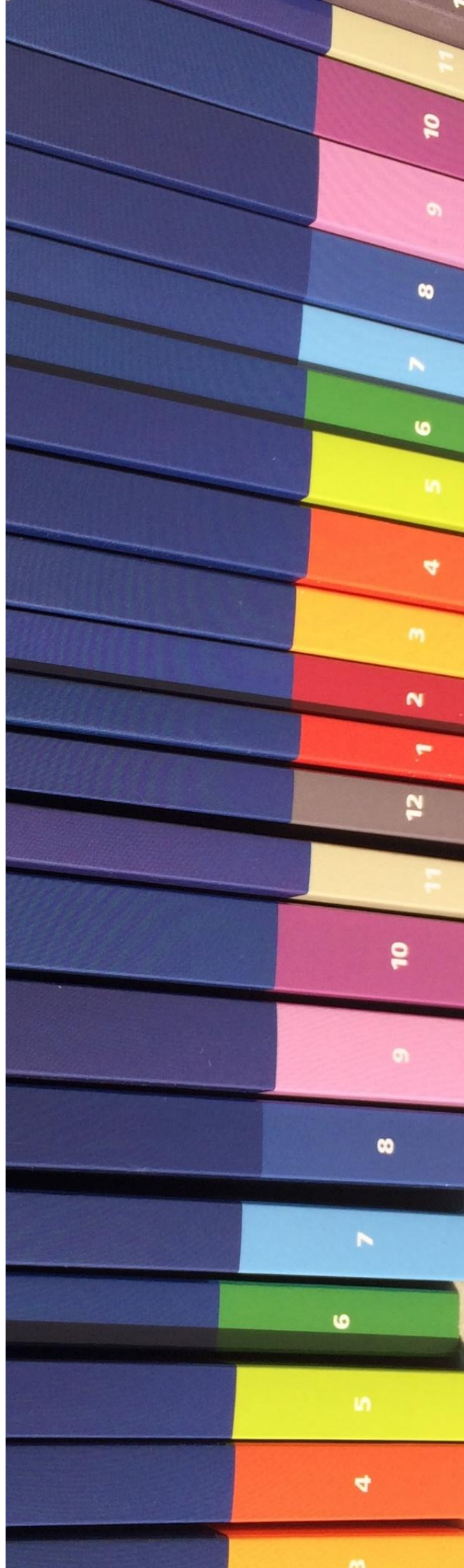




Student Handbook

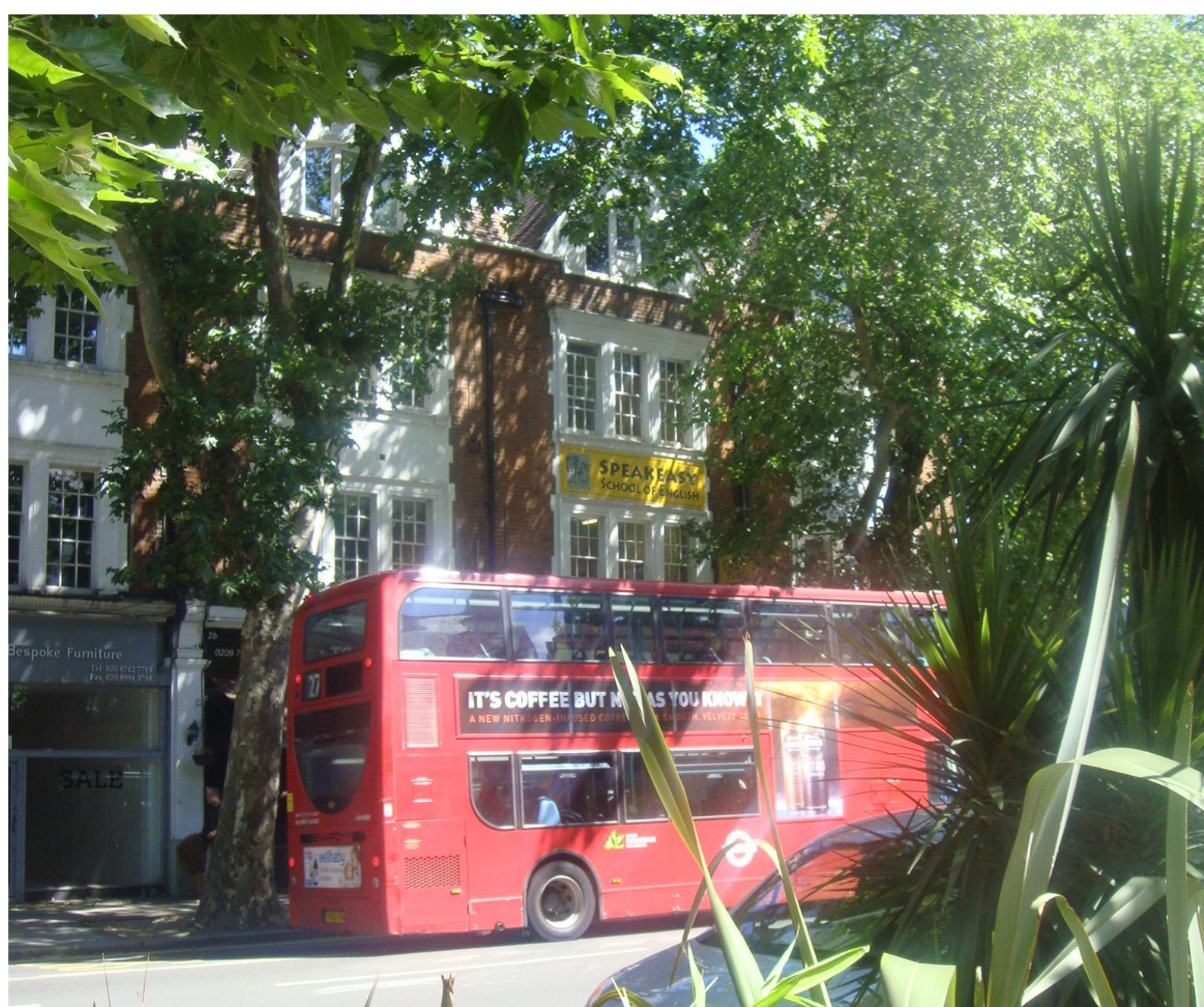
2023

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.



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About us:

The School is open to all students from 9.30am to 9.30pm. We are closed at weekends, on Bank holidays, one week during the summer, at Easter and at Christmas (details of holiday dates on page 11).

The school is located over three floors:

First Floor: reception and common room;

Second Floor: toilets, kitchen and classrooms;

Third Floor: just classrooms.

Food and drink

There is a coffee machine in the common room, which offers a selection of coffees, hot chocolate and tea. The drinks are priced at £1.20p each. Next to the coffee machine, you can also find a vending machine with snacks, such as chocolate bars, crisps and sweets (80p). There is also a water machine.

“Please 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

Free unlimited wi-fi is available on all floors. Unfortunately, we do not have any computers/tablets for students to use at school. If you don't have your own mobile device, please visit Chiswick library (see below), which offers free use of PCs/tablets and is only 5 minutes away from the school. Joining the library is free, but you might need proof of address. We can 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, you can do so in the quiet area of the common room. We have a small selection of reading books available for you to borrow, as well as magazines and current newspapers. Alternatively, you might prefer to visit the Chiswick library, where you can find an extensive collection of books and plenty of work space.

*“If you need somewhere to study,
borrow books or use a computer, you
can visit Chiswick Library
1 Dukes Avenue, W4 2AB”*

General English: The Callan Method

We teach General English 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. 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 can be found in the Introduction to your Callan Method Student Books available to buy at reception at £15 each.

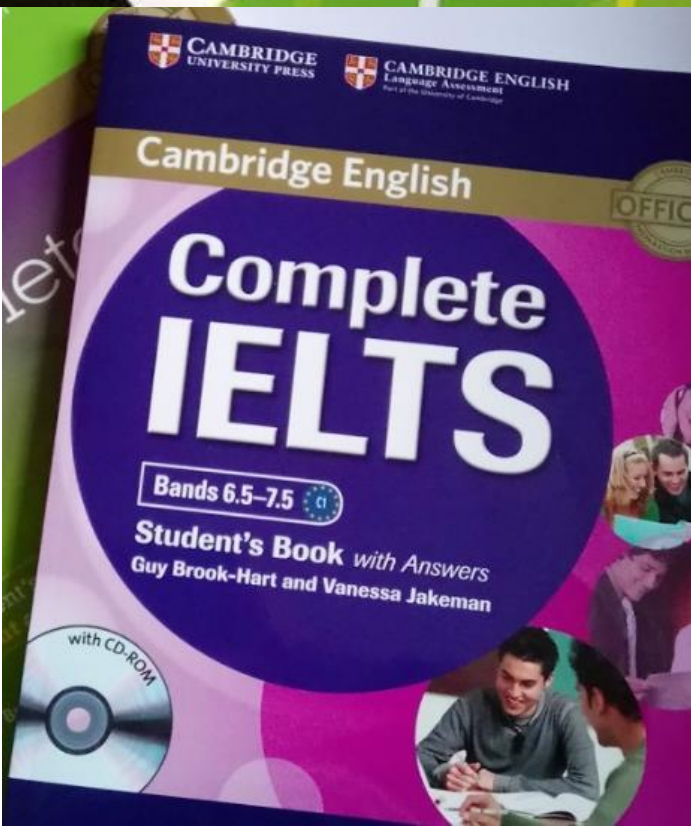
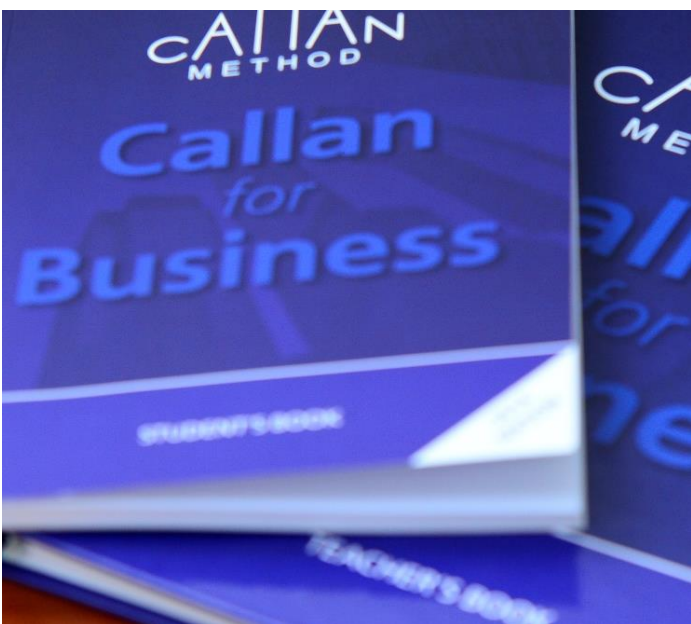


Important information:

*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.*

Levels of the Callan Method

Stage No	CEFR level	At the end of the Stage, you will be able to:
Stage 1	Pre A1	Ask and answer simple questions about general items; Know colours and location of items; Initiate, and respond to, simple action statements; Count and recognise numbers (1-1000000); Recognise letters of the English alphabet; Pronounce, read and spell vocabulary used in Callan Method Stage 1
Stage 2	A1	Ask and answer questions about things I have, Say what I am doing now, Say what I like and dislike; Say I what I do every day Pronounce, read and spell vocabulary used in Callan Method Stage 2
Stage 3	A1/A2	Talk about actions in the past Handle very short social exchanges; Tell the time Greet people Pronounce, read and spell vocabulary used in Callan Method Stage 3
Stage 4	A1/A2/B1	Talk about the future Talk about actions that have happened up to now Communicate my intentions Talk about things that are probable and things that are imaginary Pronounce, read and spell vocabulary used in Callan Method Stage 4
Stage 5	A2/B1/B2	Talk about events that happened at a specific time in the past Identify the subject and object in a sentence Talk about a sequence of events in the past Talk about imaginary things that happened in the past Pronounce, read and spell vocabulary used in Callan Method Stage 5
Stage 6	B1/B2	Report what other people have told you Talk about the cause of events Express the duration of actions in the past, present and future Make suggestions Pronounce, read and spell vocabulary used in Callan Method Stage 6
Stage 7	B1/B2	Hold a more complex conversation in English; Use common English phrases, idioms and phrasal verbs Discuss real and imaginary/abstract events in simple terms; Pronounce, read and spell vocabulary used in Callan Method Stage 7
Stage 8	B1/B2/C1	Use English idioms more confidently; Express more complicated concepts and feelings; Discuss real and imaginary/abstract events in more complicated terms; Pronounce, read and spell vocabulary used in Callan Method Stage 8
Stage 9	B1/B2/C1	Take an active part in informal discussions in familiar contexts; Put your point of view across clearly, Start a conversation and end a conversation when you need to; Use a wider variety of natural collocations correctly; Pronounce, read and spell vocabulary used in Callan Method Stage 9
Stage 10	B2/C1	Take an active part in formal discussions on familiar topics, Comment on other people's opinions and put your point of view across clearly, Evaluate alternative proposals and respond to hypotheses; Pronounce, read and spell vocabulary used in Callan Method Stage 10
Stage 11	B2/C1	Express yourself clearly and without restricting what you want to say; Produce a clear, smooth-flowing, well-structured speech, Maintain a high degree of grammatical accuracy; Demonstrate good grammatical control and self-correct, if need be; Pronounce, read and spell vocabulary used in Callan Method Stage 11
Stage 12	B2/C1/C2	Use and understand complicated and colloquial language; Express yourself with ease at a similar level to a native English speaker. Pronounce, read and spell vocabulary used in Callan Method Stage 12



Business English (coming in 2024)

Students who reach Stage 8 will be able to take our 8-week Business English course. It will be taught with the Callan Method, but will contain extra writing and vocabulary sections. The writing practice will cover writing business letters, reports and memos. The vocabulary exercises introduce new words and phrases used in common business and professional situations.

Please note, our Business English course is not available until next year.

Cambridge English: B2 First

Students who reach Stage 9 of the Callan Method (CEFRA B2) can take the Cambridge English: B2 First Exam preparation course, which normally takes 12 weeks. The exam preparation classes are not taught with the Callan Method. They include exam techniques, 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. The preparation classes can be combined with Stage 10, 11 and 12 of the Callan Method.

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 format of the test and the exam techniques. The course usually lasts 8 weeks and can be combined with extra Callan Method classes focusing on vocabulary, speaking and listening.

When you arrive:

Placement Test

When you first arrive at school, please come into reception. You will need:

- your passport or ID card,
- 1x passport-sized photograph,
- a pen and a notebook.

We will give you a written and spoken level test, confirm your timetable and show you around the school.

Starting your class

“You will probably join a class which already exists but please don’t worry - our teachers will help you get used to our way of teaching”.

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

You will need to buy a book. You can buy them in reception and they cost £15 (Callan Method General English), £20 (Callan Method Business English) and £30 (Exam prep).

Online Learning Platform

You will receive an email with your username and password, so you can access the Callan Method online learning platform and APP.





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 reception 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 document, ask anyone in reception. Your document will be ready for you to collect 24 hours later.

If your course lasts for 2 weeks or longer you will be entitled to receive a Speakeasy Certificate. Please ask for 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. We are here to help you enjoy your course and your stay in the UK.

“If you have any problems, or are worried about anything during your stay, please come and speak to us in reception at any time!”

School Policies and Procedures

How do I join Speakeasy School?

Anyone who wants to study English is welcome to apply for a course at Speakeasy School. We accept applications via email or in person. When you enrol, we will ask you to complete our application form and provide us with a copy of your passport (or ID card).

There are no minimum level requirements for our General English Courses with the Callan Method. We teach all levels from beginner (CEFR A1) to Advanced (CEFR C1). After you complete our application form, you are automatically accepted. For our Exam Preparation courses (FCE, IELTS) there is a minimum English language level requirement (CEFR B2). If your English level is below B2, you might need to take some General English classes first, before preparing for the exam.

*If you're not sure about your level of English, use the **TEST YOUR ENGLISH** feature available on our website: www.speakeasyschool.co.uk.*



Please note:

- We 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)
- We 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 level of classes running in the school.
- We may refuse to accept a student, if there is a suspicion that there is a risk 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!

How do you record students' attendance?

The teacher records the students' attendance by marking them in every time they attend a lesson. Each class has a register with the students' names and photographs to help the teacher identify them. The class register has a calendar, which the teachers use for marking the students' attendance.

What do I do if I am late for my lessons?

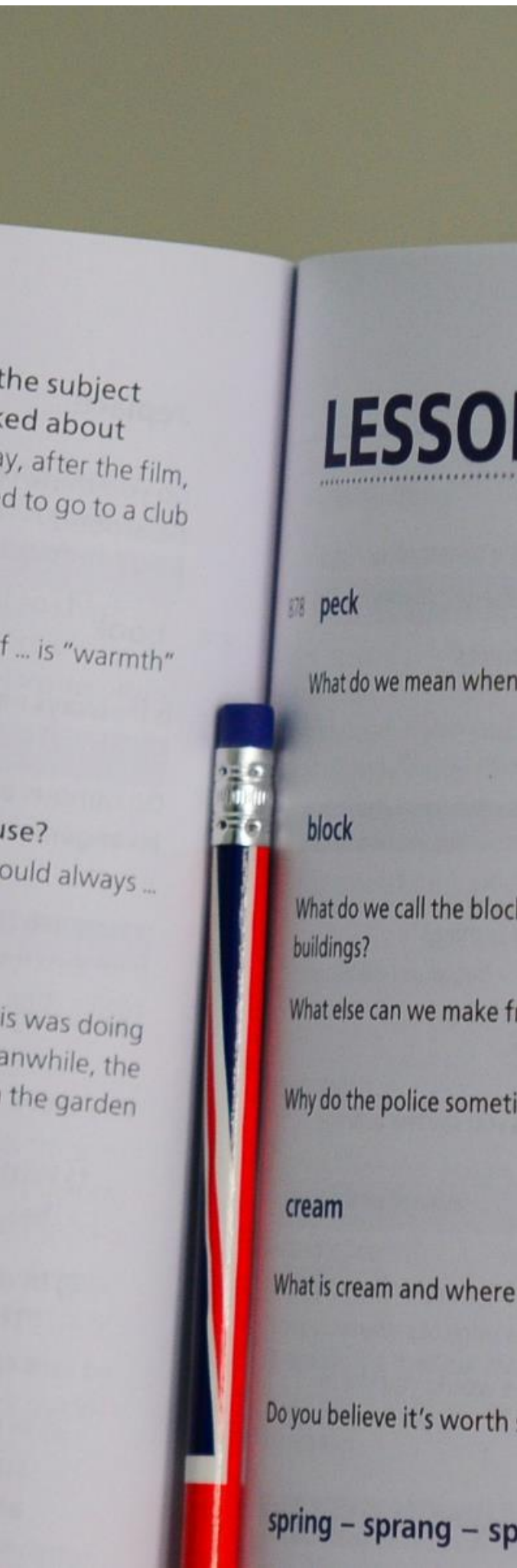
If you are more than 25 minutes late, please wait for the next lesson to start. Each lesson finishes 20 minutes past the hour. There is a 10 minute break, and the next lesson starts half past the hour.

What do I do, if I'm sick and can't come to school?

*“Call us on 0208 995 8772, or
Email: info@speakeasyschool.co.uk”*

If you are feeling very unwell go and see a doctor. Please ask him to issue you with a valid doctor's certificate. We cannot extend or refund your lessons, if your absence is unauthorised.

If you cannot attend for more than 2 consecutive weeks, we may suggest suspending your course until you are well enough to attend your classes again.





What happens if I'm absent and I forget to contact the school?

If you are absent for more than 4 days without contacting the school, we may try to contact you by phone or email. If we are unable to get in touch with you, we may try and contact your emergency contact person, or your embassy (if appropriate). 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 at weekends, on public holidays, at Easter and Christmas and 1 week in August (summer holiday). Our holiday dates for the coming year are listed below. Students are entitled to a holiday of 1 week for every 8 weeks of study (not including school holidays). **There is no personal holiday entitlement for courses of less than 8 weeks.** Please book your holiday at least 1 week before the holiday start date, and for a minimum of 5 working days. Please note, that holiday requests cannot be backdated.

Our holidays for 2023:

Summer holidays: 28/08/2023 – 01/09/2023 (1 week)
Christmas holidays: 18/12/2023 - 01/01/2024 (2 weeks)
(updated in June 2023)



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 inform the school director immediately in person or by email: info@speakeasyschool.co.uk. All complaints will be dealt with seriously, promptly, and confidentially.

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.

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



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”.

What do I do if I’m being bullied or harassed?

We want everyone at the school to feel safe. If you are worried about anything, you experience any type of harassment or bullying or see it happening to another student you can email us on info@speakeasyschool.co.uk, or if you prefer speak to your teacher, the School Director, or any person you feel most comfortable with.

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, who misbehave, may be asked to leave the class, and if so will be reported to the School Director.

They will be given a warning, which means 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 offence, or repetition of bad behaviour, one of the following might happen:

- The student will be given a written warning explaining the consequences of any future misconduct;
- The student will be asked to pay for any damage caused to school property;
- The student will be asked apologise for any offence or harm caused;
- The student will be suspended or asked to leave the school 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 on infor@speakeasyschool.co.uk 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 their new 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 students – or their agents or sponsors – to tell us before enrolling anyone who has a history of mental health problems so that we can advise



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 you wish to make any suggestions towards the improvement of your time spent at Speakeasy, you can express your views by writing a suggestion and placing it in the **Suggestion Box** 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. All complaints and problems are treated in confidence, in accordance with our school procedures, and you will receive a reply within 24 hours.

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



REFUND POLICY

What do I do, if my visa has been refused?

If you are refused entry to the UK by the immigration or visa authorities, please let us know as soon as possible.

You can email us on info@speakeasyschool.co.uk with a copy of your visa refusal document.

In the event that a visa is refused and a refund is requested, 20% of the fees paid will be retained for administrative purposes, subject to a minimum £100 charge.

Please note, 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;

Please make sure you inform the school about your refusal and apply for a refund within 6 months of the visa refusal date.

What do I do, if my circumstances change and I cannot attend the course?

If you have been granted a visa, but you cannot attend the course, unfortunately, we will not be able to offer you a refund, but please email us on info@speakeasyschool.co.uk and depending on your individual circumstances, we can talk you through all the alternative options.

Information for Visa Students

Speakeasy School of English is accredited by the British Council under the Accreditation UK scheme. This means we can support your entry to the UK to learn English for courses with a maximum duration of 11 months.

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.

If you are studying on a **Standard Visitor Visa**:

- You can study with us for up to 6 months;
- You cannot work in the UK, but you can volunteer;
- Your visa cannot be extended

For courses longer than six months, all international students need to apply for a visa before travel. There are two visas available to students: the Short-term study visa, and the Student visa (currently not available at Speakeasy School).

If you are studying on a **Short Term Study Visa**:

- You can study with us up to 11 months;
- You can stay in the UK for the length of your course plus 30 days;
- You cannot study on any other course, or change your course while in the UK;
- Your visa does not give you the right to work, but you can volunteer;
- Your visa cannot be extended

Biometric Residence Permit

When you make a Short Term Study Visa application from outside the UK, you will usually be granted a short visa in your passport (this is called a *vignette*). Your vignette will be 30 days in length (sometimes it can be longer) and will allow you to enter the UK.

The rest of your visa duration will be recorded on a Biometric Residence Permit (BRP). You can collect your BRP when you arrive in the UK. The BRP is a card which holds information about you, your visa, and also your biometric data in a chip.

The address of your BRP collection point will be shown on your decision letter.

You must collect your BRP within 10 days of arriving in the UK, or before the expiry of the visa in your passport (whichever is the latest date). If you apply for your student visa with an EEA or Swiss passport and use the app for the application process, your status will be issued digitally and you will not need to collect a BRP after arrival in the UK.

Registering with the police

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. The nearest tube station is Borough, which is on the Northern Line. When you exit the station turn left, cross the road and Brandon House is in front of you.

Safety Policies and Procedures

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 (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. Be careful when walking along the road. Do not stand in or near the road. Do not 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.

Can I smoke inside the school building?

No. Smoking is not permitted anywhere inside the school building. You can smoke outside the front of the school. However, please be mindful towards 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.





“Be careful when using the stairs at school. They can get very busy at times. Please do not run up and down the stairs and please do not text when using the stairs.”

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, please tell us before you begin your studies.

If you feel unwell, or have a minor accident while you are at school, please go to Reception, or tell your teacher. The qualified First Aiders for Speakeasy School are Maggie Jenkins and Nick Jenkins. You can usually find them in the school's reception.

If you feel unwell, or have a major accident outside of school, you can go to the Accident and Emergency Department of your local hospital, or call 999.

If you need medicine for common illnesses such as cold, headaches, etc. or need medical supplies, e.g. plasters or bandages you can go to a chemist.





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.

What are the Core British Values?

- Democracy
- The rule of law
- Individual liberty
- Mutual respect and tolerance of different faiths and beliefs

What is Extremism?

It is 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.

What is Prevention?

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

What is Radicalisation?

It is the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups.

What is Vulnerability?

Describes the quality of being easily hurt or attacked. Within Prevent, the word describes factors and characteristics associated with being susceptible to radicalisation.

Why should we be supportive and tolerant towards one another?

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.

How can we prevent people from extremism?

- Promote a safe and supportive international environment by making it clear that behaviours such as radicalisation and extremism will not be tolerated;
- Understand and uphold Core British values;
- Develop critical awareness and do not accept extremism without question;
- Be observant and vigilant in noticing any signs of radical or extremist behaviour.

Why should you 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.

What to do if you are worried about someone's behaviour?

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

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 some of the things that we can help you with.





ACCOMMODATION

We work with British Council registered accommodation agencies (i.e. Britannia Student Services and Hosts International) in finding accommodation for our students. We have the following accommodation options:

- homestay accommodation (see below)
- halls of residence,
- sharing a flat with other students.

We can also provide information about local budget hotels for those of you who are here for a short time.

More information 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.

If you are thinking of finding your own accommodation, here are some websites, which other students have found useful:

www.gumtree.com

www.spareroom.co.uk

www.rightmove.co.uk

“There are lots of different accommodation options in London. If you decide to find your own accommodation, take your time and make sure you understand everything that is required from you. Most landlords will ask you for one months’ rent and one months’ deposit in advance. Before you give anybody any money make sure you sign a contract (called a tenancy agreement). You can offer to put your name on a utility account (such as gas, electricity, water). This will give you proof of address and will make it easier for you to open a bank account. If you decide to rent a flat, you will also have to pay council tax. The local government charges council tax to pay for the maintenance of the local area (e.g. keeping the streets clean, maintaining the parks). If you need any help or advice, come and speak to any of our reception staff.”

Homestays

Homestays are the most popular choice of accommodation among our students. It means you will be living in a private house with an English family.

All homestay hosts speak English, although they can be from different ethnic backgrounds. Your hosts can be single people, couples, widows, widowers, older couples, single mothers, with or without children, etc. They can live in houses, apartments / flats with or without gardens.

If you book a homestay with us, we will confirm the profile of the family you will be staying with and their location before the booking is completed. When you arrive, a member of the host family will be at home to greet you. They will spend some time showing you around and making sure you are comfortable. This is the ideal time to tell your host about your likes and dislikes, and for them to talk to you about any house rules they may have. Please bear in mind, that homestays are not hotels. You will be living in somebody's house, so please be respectful of their rules.

You can book our homestays with different meal plans. Here are the options:

Breakfast: You will be given a continental breakfast. Only a few hosts will serve a traditional cooked English breakfast from time to time at the weekend. Most hosts will either lay out your breakfast or you can help yourself, depending on your host's work schedule. If you help yourself, please ask your host what you can take from their kitchen.

Dinner: You can expect a two-course meal (starter or desert and main course). Mealtimes will be set by your host. English food may vary from what you are used to. It may be necessary to adapt to the new flavours or the way food is cooked. It is unlikely that bottled mineral water is served, as most British hosts drink tap water, which is safe. If you plan to eat out one evening, please tell your host the evening before, so they do not wait for you.

Self-catering bookings include full use of the host's kitchen (times to be agreed with the host in advance). You can use their utilities but not their food or condiments such as pepper, salt, etc. Don't forget to wash up any dishes, pots and pans you have used and clean the kitchen thoroughly.

Please remember, homestays offer a taste of Britain and you may have to adapt to different homestay environments and food while you are in the UK. You should not expect a replica of your own home.

The following facilities will be included in your homestay booking:

Bathroom & Shower: It is usual for bathrooms in the UK to have a bathtub, basin, and toilet. Many bathrooms do not have a separate box shower; however, most will have a shower attachment in the bath. Unless you have booked a private or en-suite bathroom, you will usually share it with other members of the household.

Laundry: You are entitled to one load of light and one load of dark washing per week, which will be done either by the host or you or you can use their washing machine

Bed linen & towels: Once a week you will be given new bed linen and towels.

Bedroom: You will have a single bedroom, unless you booked a twin. Bedroom doors in private houses have no locks!

Internet: All our homestay hosts have internet access / WIFI in the house you can use this free of charge.

Keys: You will be given one set of keys for the front door.



STUDENT ID/DISCOUNT CARD

A TOTEM discount card gives you access to exclusive student deals on food, fashion, tech, travel etc.

You can get a TOTEM student discount card if:

- you are a full-time student
- your course is longer than 3 months,

If you want a TOTEM student discount card, you need to apply online at www.totum.com and follow the instructions.

You will need:

- to upload a digital photo
- to pay £14.99
- your address in London

18+ STUDENT OYSTER TRAVELCARD

A Student Oyster Travel card gives you a discount of 30% when traveling on the underground and buses around London.

You can get a Student Oyster Travelcard if:

- you are a full-time student
- your course is longer than 14 weeks,

If you want a Student Oyster Travelcard, you need to apply online at www.tfl.gov.uk, click on **Fares/student and children**, then click on **+18 student** and follow the instructions.

You will need:

- to upload a digital photo
- to pay £20
- your student ID number
- your course dates
- your address in London

The card will be sent to your home address within 7-10 days. Come and speak to us in reception, and we can confirm what your ID number is.





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 if 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. A GP 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.

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.

“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.”



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

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.



Approximate cost of living in the UK

Below is some information, we have put together to help you find your way around London when you arrive in the UK and to give you have an idea of how much money you need to bring with you.

The main airport in London is HEATHROW. There is an **Underground (tube)** station inside Heathrow airport. It's the Piccadilly line. A ticket from the airport (zone 6) to Central London (zone 1) will cost £6.30. Alternatively, you can take a **train service** called The Heathrow Express. It is the fastest travel option, but a single ticket costs £25. To pre-book tickets visit the [Heathrow Express Website](#).

Each Heathrow terminal has clearly signposted **taxi ranks**. Expect a fare of around £34-40 to West London. The journey time is about 30 minutes. Only take a licensed or London (black) cab. You can ask the taxi driver to confirm the cost of the fare in advance.

There are 4 other airports near London (Gatwick, Stanstead, Luton and City airport). Make sure you know which airport you are arriving at, so you can plan your journey in advance.

How much money do you need to bring with you?

Here is what we have calculated as an estimated monthly living allowance* in London, excluding tuition fees. Please note this will vary depending on lifestyle. The information below has been taken from <https://study-uk.britishcouncil.org/moving-uk/cost-studying> (2023).

Expenditure type	Cost per month
Room in private accommodation (shared)	£750
Household bills (gas, electricity, water, etc.)	£140
Groceries	£155
Public transport* (Monthly travel card, zone 1-3) (*Students get 30% discount with Student Oyster card)	£162.90
Mobile phone	£20
Clothes and socialising (going to cafes/bars)	£150
TOTAL	£1377.90

***We recommend that you set aside some extra money for unforeseen expenses or emergencies.**



Do I need travel insurance when I come to study English in the UK?

Yes, we suggest you have international student travel insurance. Make sure to buy the insurance before you travel to the UK, so you are protected from arrival.

We recommend your insurance policy covers the following:

- Replacing a lost passport or visa;
- Replacing luggage that is lost or stolen;
- Medical bills in the UK if you are ill or have an accident (not all students can use the UK's National Health Service for free);
- Emergency dental treatment
- Returning home for medical reasons (this is called *repatriation*)

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-defence 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.

Can I use my foreign driving licence to drive a car in the UK?

You must have a licence that allows you to drive in Great Britain (England, Scotland and Wales). If you have a driving licence that was issued in your home country, you can find out if you can use it to drive in Great Britain and how long it is valid for here: <https://www.gov.uk/driving-nongb-licence>. You may be allowed to do so for a limited period of time only.

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.

How do I get around London, if I can't drive?

London has many public transport options, including the Tube (The London Underground), buses, and even boats. You can find more information on the official [Transport for London website](#), including ticket prices, [Oyster cards](#) (a type of pre-paid pass card you can use to pay for your journeys), and route options.

Travel fares

London buses are all cashless, so you need an Oyster card, Travelcard or contactless payment. A bus fare is £1.50 per journey, and you can hop on unlimited buses for free within one hour of touching in for your first journey.

There are plenty of taxis available. In London, you can catch a Black Cab in the street, or book a minicab by going into a booking office (you can find these on high streets), calling a taxi company, or using an app, e.g. [Uber](#). Always book your minicab and do not catch an unbooked cab in the street because these may not be official taxis.



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



Medical treatment

If there is a serious emergency and you need urgent medical help call 999. This is FREE from any telephone, including mobile phones. You will be asked which service you require; Fire, Ambulance or Police. For medical emergencies ask for Ambulance.



If you urgently need help, but it's not a life threatening emergency, you can call 111, or go to the Accident and Emergency Department (A&E) of your nearest hospital. The A&E departments are open 24 hours a day and deal with patients needing emergency hospital treatment.



Emergency treatment in hospitals is FREE for everyone, wherever you come from, but there will be a cost if you need to stay in hospital or need further treatment. That is why we strongly recommend that you take out insurance before you come to the UK.



I am studying in the UK on a Short Term Study Visa. Can I have access to free medical care?

Students who apply for a visa to study for more than 6 months pay the immigration health surcharge. You pay the fee as part of your online visa application. You can then access national health services in the UK during your stay. This includes doctors' appointments and hospital services.

Students studying for 6 months or less should take out travel insurance covering medical costs in case they need to access healthcare in the UK.

What are Reciprocal Health Care Agreements?

The UK has reciprocal health care agreements with several non-EEA countries, which allows nationals from those countries to free or reduced cost NHS treatment even if their course is less than 6 months. 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.

Current non-EEA member countries, which have RHCA with the UK are: Anguilla, Australia, Bosnia and Herzegovina, British Virgin Islands, Falkland Islands, Gibraltar, Isle of Man, Jersey, Kosovo, Macedonia, Montenegro, Montserrat, New Zealand, Romania, Russia, St. Helena, Serbia, Turks and Caicos Islands.



I am a European national. Can I access the NHS for free?

If you have a European Health Insurance Card you can access the UK's public health services for free. This card is available to anyone who is insured by a state security system in any Member State of the European Union, Iceland, Liechtenstein, Norway or Switzerland.

You should apply for the card before you travel to the UK. You may need to show your card if you need treatment at a hospital or doctors surgery.



Do I have to pay if I go to the dentist?

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. 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 find 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
W6 8RF

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

Privacy policy

Speakeasy School is committed to protecting the privacy of the personal data of students. We will respect any personal data you share with us and keep it safe. We aim to be clear when we collect your personal data and not do anything you wouldn't reasonably expect.

If you want to update, amend or correct any of the information we hold about you, you can send an email to the address listed in the Contact details on this website.

Your privacy

Please read this Privacy Policy carefully to understand our practices regarding your personal data and how we will collect, use and store your personal data. We may update this policy from time to time so please check it regularly.

Information collected

Speakeasy School may collect and hold the following information about you:

- your full name and your title or an indication of the gender that you most closely associate with;
- birth date or alternatively a relevant age range;
- postal address;
- telephone number(s);
- email address(es);
- Photographs and digital images of individuals/groups for publicity on website and social media
- emergency contact details;
- any health issues (e.g. disabilities or special needs which we need to be aware of)

Uses of information

- Processing your enrolment and contacting you in relation to your course booking
- Providing you with information you request
- Sending you periodic emails about news and special offers
- Complying with any requirements imposed on us by law

The General Data Protection Regulation (GDPR) establishes 6 legal bases on which we can process your data: these are Consent, Contract, Legal Obligation, Vital Interests, Public Task and Legitimate Interests. For further information about these legal bases and fuller definitions, please refer to the ICO website: <https://ico.org.uk/>

Changes to this policy

We will review this Privacy Policy every 12 months and we encourage you to check back periodically for the latest statement.

Speakeasy School of English

24 Chiswick High Road

W4 1TE

Tel 020 8995 8772

Emergency 24 hour Tel: 07956276858

Email: info@speakeasyschool.co.uk

www.speakeasyschool.co.uk

<http://facebook.com/speakeasyschool/>

<http://twitter.com/SpeakeasyCallan>

Instagram @ speakeasyschoollondon

