

THE LONDON  
SCHOOL OF  
ENGLISH  
SINCE 1912



# LONDON SCHOOL OF ENGLISH

## 2024 STUDENT HANDBOOK

# Welcome to The London School of English student handbook



This document gives you all of the most useful information to help you **make the most of your stay**. But if you prefer, you can just speak to any member of staff who will help you.

## What's inside?

<b>1.</b>	<b>Before you arrive</b> .....	<b>Page 4</b>
1.1	London School Online and your pre-course questionnaire	
1.2	Visa information	
1.3	Cost of living	
1.4	Travel options from London airports	
1.5	Important things to bring with you	
1.6	SIM Cards	
<b>2.</b>	<b>Your first day</b> .....	<b>Page 6</b>
2.1	Getting to the school	
2.2	Arriving at the school	
2.3	Your course colleagues + environment	
2.4	Induction	
2.5	Welcome drinks	
<b>3.</b>	<b>The school and its services</b> .....	<b>Page 7</b>
3.1	Opening hours and floor plans	
3.2	Reception	
3.3	Restaurant	
3.4	Toilets	
3.5	Wi-fi access and computer facilities	
3.6	Security, valuables and lost property	
3.7	Fire drills	
3.8	Do's and don'ts	
3.9	Prayer rooms	
<b>4.</b>	<b>Your course and your progress</b> .....	<b>Page 12</b>
4.1	Putting you in the right group	
4.2	Meeting your needs	
4.3	Your trainer(s)	
4.4	Workshops and visits	
4.5	Making changes to your course	
4.6	Feedback and what to do if you're not happy	
4.7	Attendance and punctuality	
4.8	Outside class	
4.9	Study resources	
4.10	The Learner Portal	
4.11	London School Online	
4.12	Learner plans	
4.13	Tracking your progress	



<b>5.</b>	<b>Your accommodation</b> .....	<b>Page 17</b>
5.1	Information about accommodation options	
5.2	Changes or support with accommodation	
<b>6.</b>	<b>Your welfare</b> .....	<b>Page 17</b>
6.1	Your health	
6.2	Emergencies	
6.3	Your personal safety	
6.4	The law	
6.5	Who to speak to at school	
<b>7.</b>	<b>Living in London</b> .....	<b>Page 20</b>
7.1	Places to go to	
7.2	Travel	
7.3	Social programme/weekend trips	
7.4	Tickets for events	
7.5	Useful Apps	
<b>8.</b>	<b>After your course</b> .....	<b>Page 23</b>
8.1	Your course certificate	
8.2	Your end-of-course report	
8.3	Continuing to learn with us	





# 1. BEFORE YOU ARRIVE

## 1.1 London School Online and your pre-course questionnaire

When you book your course, you will receive a link to your London School Online account. You need to click on this link to activate your account. When you have done this, you will see an online questionnaire on the first page. Please complete it and return it to us as soon as possible. It gives us information on your course needs and aims, and it also helps us to check your level of English and make sure the course is the right one for you.

If, for some reason, you have not received the link, please contact us:

- **In the school:** Please speak to the person at reception.
- **By email:** [reception@londonschool.com](mailto:reception@londonschool.com)

## 1.2 Visa information

It is your responsibility to apply for your visa in good time before your course starts. You can find information about visa requirements here:

- [Visa Information - The London School of English](#)

You can also find more information on visas here: ● [Visa Application Advice - UKCISA](#)

## 1.3 Cost of living

You can find up-to-date information on the cost of living in London by checking this website:

- [Cost of Living in London. Prices in London \(numbeo.com\)](#)



## 1.4 Travel options from London airports

London officially has 5 airports. The largest one, and most convenient for The London School of English, is Heathrow Airport.

You can find information about public transport options from London airports here:

- [Staying in the UK - The London School of English](#)

The cheapest way to get into London is to take public transport. You can also take a traditional London Black Cab.

We can also arrange for you to be collected at your point of arrival (including the Eurostar terminal at St. Pancras) and taken straight to your accommodation. You can find more information here:

- [Airport transfer - The London School of English](#)





## 1.5 Important things to bring with you

- Passport and a national Identification card if available
- Enrolment documents from the school and details of your accommodation
- Credit/debit cards
- Insurance documents
- For European citizens, your EHIC (European Health Insurance Card)
- Mobile phone and charger. We have USB-C and USB-A charging points in most rooms.
- Adapter for electrical appliances. We use three-pin plugs and the power is 240 volts in the UK. You can buy these adapters when you arrive here.
- An internationally recognised student card if you have one
- Your driving licence or an international driving licence in case you wish to hire a car
- Any medication you may be taking
- Any materials you might need for self-study, for instance a bilingual dictionary

You may also bring a laptop or tablet with you, particularly if you are doing a course which might involve giving a presentation. However, this is not essential, and there are computers available in the school if you need one to make your presentation.

## 1.6 SIM Cards

You may be able to get a SIM card to use in the UK in your country before you travel, for example from giffgaff. Otherwise, main mobile phone companies such as EE, Three and Vodafone have shops and vending machines that sell SIM cards at UK airports and in shopping streets. You can buy a top up card, or a monthly contract which costs about £15-£30/month.



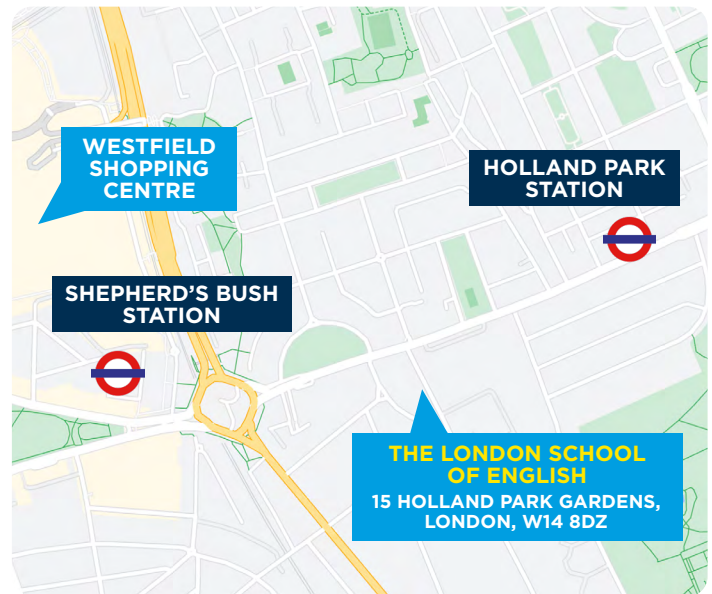
## 2. YOUR FIRST DAY

### 2.1 Getting to the school

The closest Underground stations to the school are Holland Park and Shepherd's Bush stations, both of which are on the Central (red) line, approximately a 7-minute walk from the school. From Shepherd's Bush station you can also use London Overground and National Rail services. In addition, the 31, 94, 148 and 228 buses all pass along Holland Park Avenue, just outside the school. When travelling in or around London, you can use the journey planner on the TFL website ([tfl.gov.uk](https://tfl.gov.uk)) to find the best route.



Download the **CityMapper** app to help you navigate around London.



### 2.2 Arriving at the school

Please check the welcome email you receive before your arrival for the time you need to arrive at school on your first day. When you arrive, you will be greeted by members of our Client Experience team, who will take a scan of your **original passport (no copy)**. They will also give you a form to complete with your personal details and the details of the person who is your emergency contact.

You will be given a lanyard with a badge to wear while you are in the school. **Please make sure that you wear your lanyard at all times while you are in the building and carry it with you when you leave the building. The card in your badge holder is an access card that you need to open the automated door when you enter or leave the building.**

Colour coding of lanyards is as follows: **Green: Clients** - **Blue: Staff** - **Red: Visitors**

### 2.3 Your course colleagues and environment

We are a multi-cultural environment. Typically, we have around 30 nationalities in the school every week, which results in a diverse range of languages, cultural and religious beliefs and life choices. This diversity makes your course experience especially enjoyable as we all learn about each other's cultures through the English language. We respect the diversity and different views of the world this brings, and provide an inclusive environment that is free from verbal abuse, harassment, bullying, extremism and threats of any kind.

### 2.4 Induction

Before starting your class, you will have a short introduction to the school with a screen presentation given by one of our Courses Managers or by the Chief Executive. You will also have a tour of the building and find out about the facilities and services at the school. You will then be taken to your classroom.

### 2.5 Welcome Drinks

On Monday afternoons from 16:00 to 17:30 there are 'Welcome Drinks' in the restaurant for the new students, although everyone in the school is welcome to attend. Both alcoholic and non-alcoholic drinks are available, as well as snacks. This is a good opportunity for you to meet other people in the school apart from your classmates.

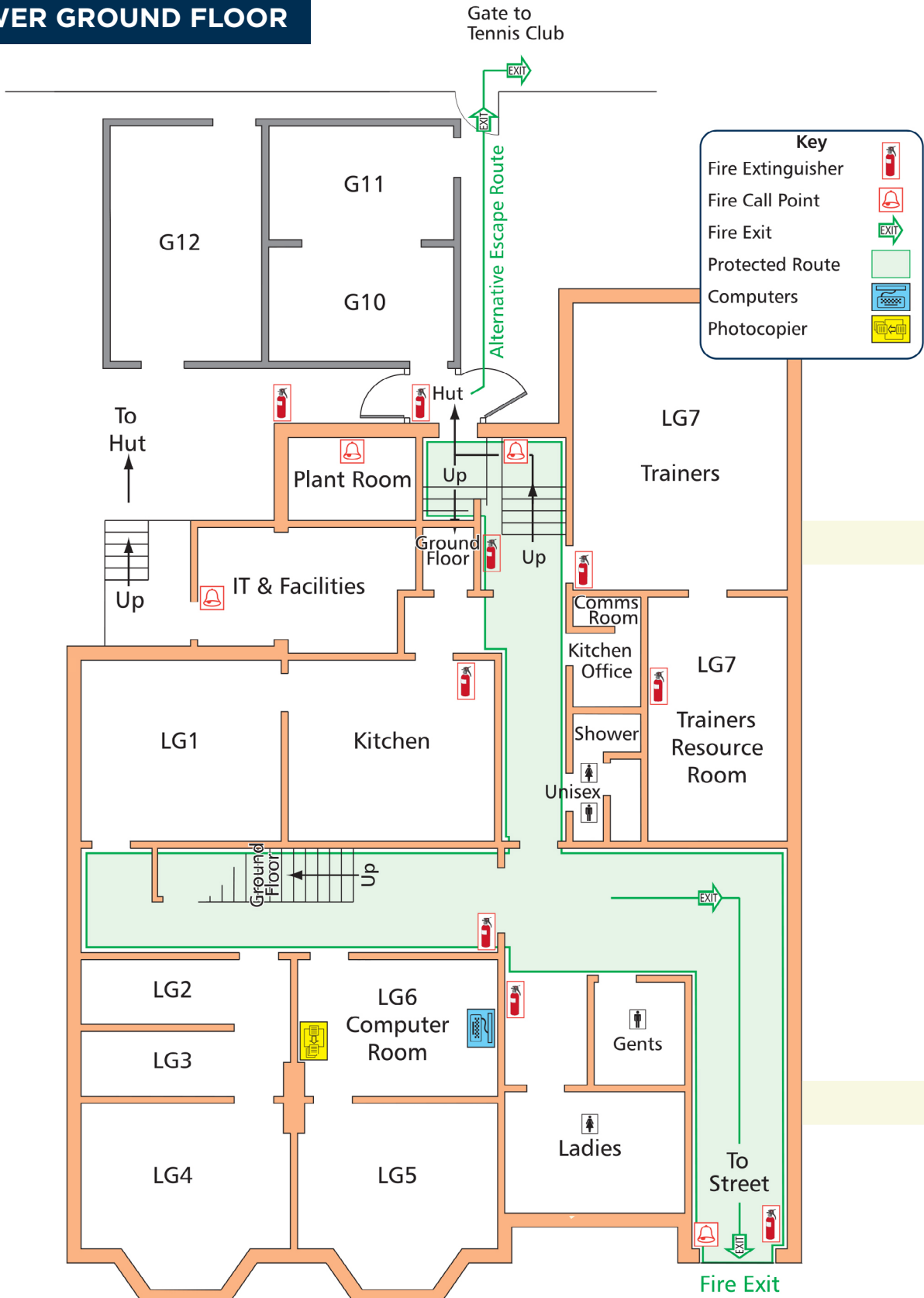


# 3. THE SCHOOL AND ITS SERVICES

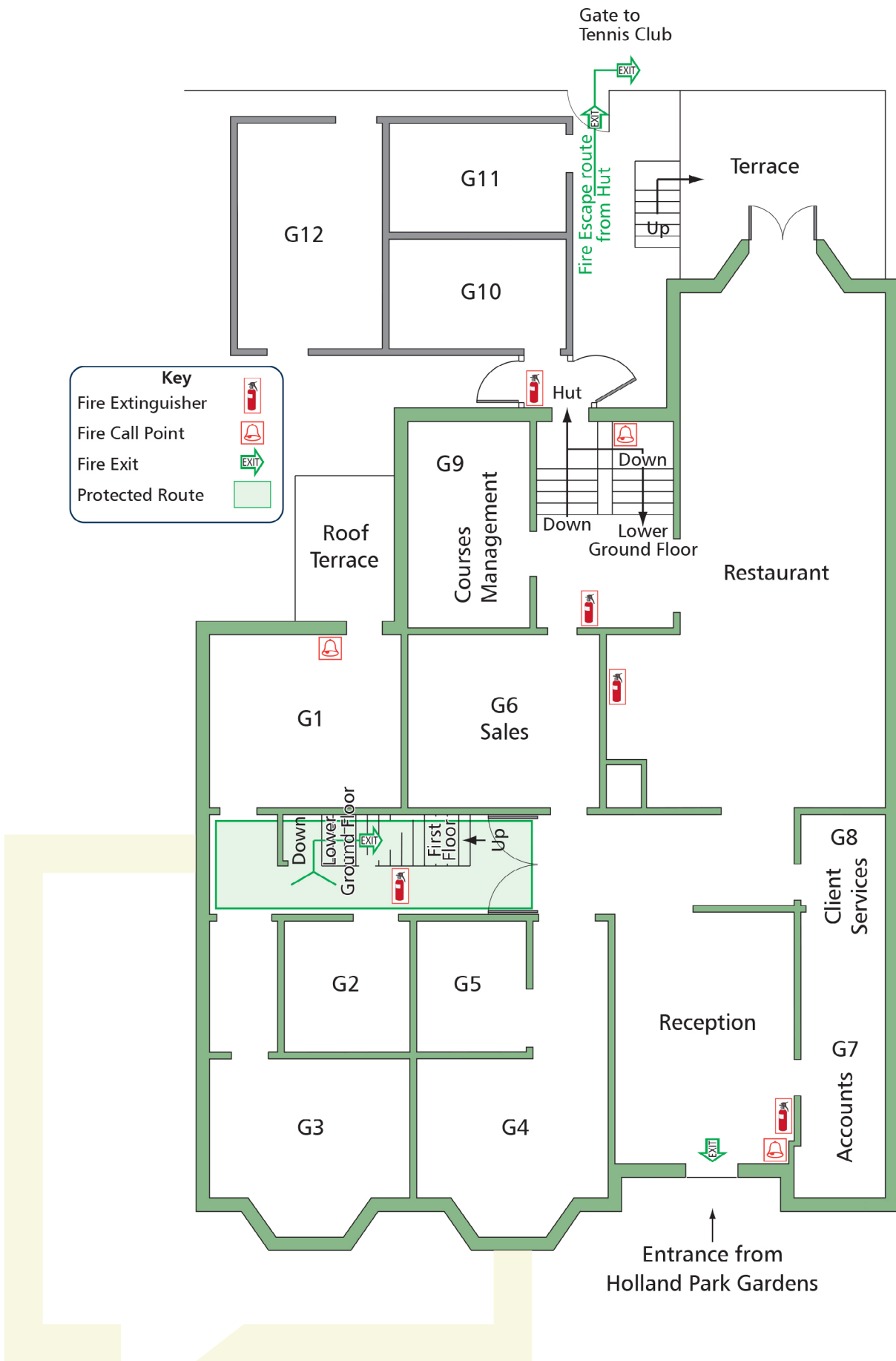
## 3.1 Opening hours and floor plans

The building is open from 08:30 to 18:00, Monday to Friday. You are welcome to stay in the building after your class – you can use the self-study area, or work in your classroom or the restaurant. The offices close and the front door is locked at 17:00. We ask everybody to leave by 18:00.

### LOWER GROUND FLOOR







# GROUND FLOOR

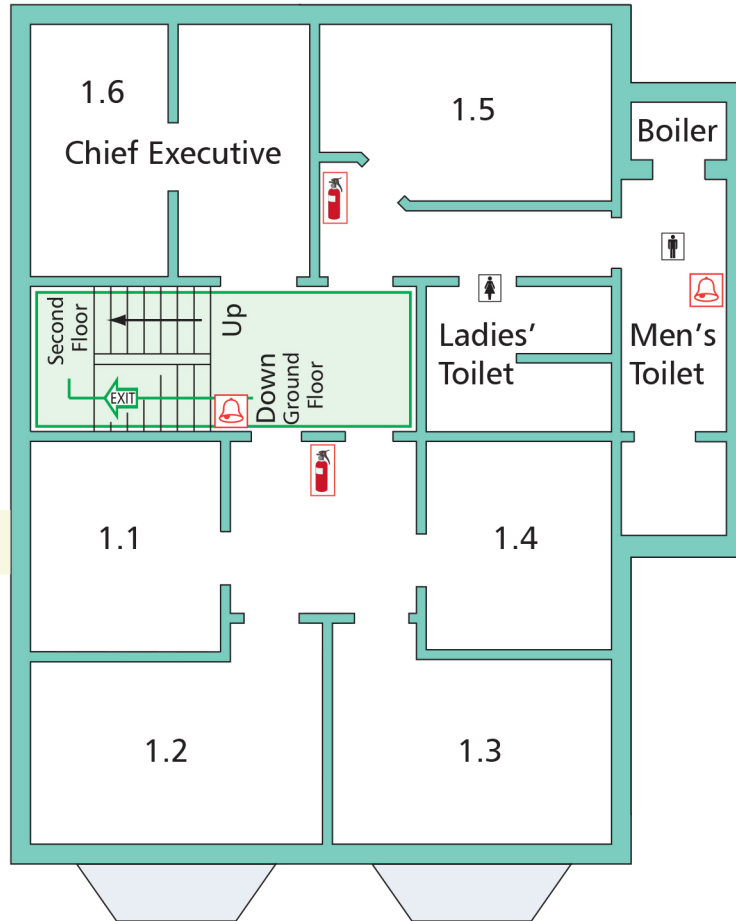




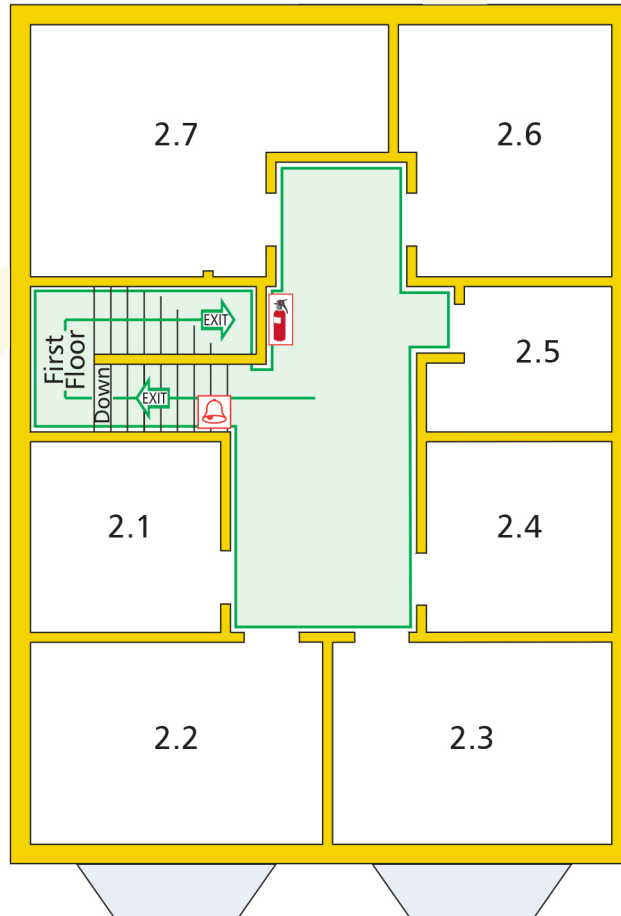
# FIRST FLOOR

**Key**

- Fire Extinguisher 
- Fire Call Point 
- Fire Exit 
- Protected Route 



# SECOND FLOOR



### 3.2 Reception

The reception is open daily from **08:30 to 17:00**. Here are some of the things you can get help with at reception:

- booking taxis
- getting information on public transport
- getting advice about places to visit
- buying coursebooks and dictionaries
- borrowing an adaptor or phone charger
- storing luggage if you're travelling
- information about healthcare

However, there are many other ways in which you can get help at reception, so please come and talk to us at any time and our staff will do their best to help you. You can also call us on this number: **+44 20 7605 4123**, or send us an email to: **reception@londonschool.com**.



### 3.3 Restaurant

The restaurant is open throughout the day, and a selection of teas and coffee is always available for free. There is also a chargeable Nespresso machine, and a water cooler with still and sparkling water.

A freshly prepared **3-course hot lunch** is available every day from **12:00 to 13:00** and they are charged at £50 a week (subject to change). Most of our clients choose to eat lunch in the school.

You need to pre-book the lunch at least one week in advance. You can see a sample lunch menu here:

- <https://www.londonschool.com/information/about-us/services-facilities/restaurant/>

If you prefer to have lunch outside school there is a good selection of restaurants in Westfield shopping centre, which is about a ten-minute walk from the school. There are also a number of cafés and restaurants close to Holland Park station.

### 3.4 Toilets & Shower

There are men's and ladies' toilets on the lower ground floor and the first floor. There is also a unisex toilet and shower room on the lower ground floor.

### 3.5 Wi-Fi access and computer facilities

You can connect to our Wi-Fi network from your device by scanning QR codes which can be found at reception, in the restaurant next to the water cooler and coffee section, or by searching for and connecting to the **Londonschool.com** network (password: londonschool)



If you have not brought your own laptop or tablet, you can use the computers in the self-study area for as long as you like free of charge, but please log out and turn them off when you've finished.

The self-study area is open all day and is situated on the Lower Ground floor (LG6). There are computers and there is also a printer/photocopier available to use, but please limit your printing to a reasonable amount. If you wish to print more than 10 pages, please ask at reception. If you have any problems or questions while using any of these facilities, please contact reception.



### 3.6 Security, valuables and lost property



Although the school is located in an area which is generally very safe, it is a public building and we cannot accept responsibility for any losses. We strongly recommend that you arrange adequate insurance to protect yourself and your property while you are in the UK. Please keep valuable items such as money, credit cards and electronic devices with you at all times.

If you lose anything while you are in the building, or if you find something, please report this to reception.

### 3.7 Fire drills

We sometimes have fire drills to make sure that everyone knows what to do in an emergency. We try to do these in a way that doesn't interfere with your lessons. You will hear a very loud siren, and you should leave the building immediately by the marked route (there are maps and signs throughout the school showing these routes). Your trainer will help you and responsible fire wardens will be on site to secure the building. There are two fire exits and you will be shown where these are on your first day.

### 3.8 Dos and Don'ts

 <b>Dos</b>	 <b>Don'ts</b>
If you change your address, phone number or email, please inform Reception.	Please don't eat in the classrooms. The only place you can eat food is in the restaurant.
If you are unable to come to your class for any reason, please call us on the following number (Monday - Friday 08:30 to 17:00): <b>+44 (0) 20 7605 4123</b> or send us an email to <a href="mailto:reception@londonschool.com">reception@londonschool.com</a> ideally before your class start time. If you know in advance that you will be absent, please inform your trainer or Reception.	If you're a smoker, please don't smoke on the steps at the front of the building. The only place you can smoke is on the terrace at the back of the restaurant. When using the terrace, please make sure that the door to the restaurant is closed and please don't smoke close to people who are eating their lunch.
Please ensure that your mobile phone is on silent when in the classroom. If you need to leave the classroom to answer a call, please make sure that you do so as quietly as possible. You do need to inform your trainer in advance if you are expecting a phone call.	
Please put any rubbish in the correct rubbish bin - 'recycling' and 'general waste'. These are located in different areas around the school. You need to read the instructions on top of the bins carefully to use the correct bin for your rubbish.	
Please return tea or coffee cups to the restaurant at breaktimes or after class once you've finished using them.	

### 3.9 Prayer rooms

We have designated multi-faith prayer rooms available, one for female and one for male students. Please ask at reception for the location of the prayer rooms. We also have prayer mats available at reception.

## 4. YOUR COURSE AND YOUR PROGRESS



### 4.1 Putting you in the right group

You must complete your pre-course questionnaire and an online test before you arrive - this helps us to assess your level correctly. If you are doing a group course, you will be placed in a group based primarily on your speaking level. If we cannot accurately assess your level from the pre-course questionnaire and online test, we may contact you before you arrive to organise a level check by telephone or video call.

If for some reason you feel that the group you are in is not the right level for you, please talk to your trainer or to a Courses Manager as soon as possible.

### 4.2 Meeting your needs

Your trainer will assess your needs on a constant basis and will tailor lessons to address your needs and the needs of your group.

If you are studying on a General or Business & Professional English course, new students may join the class on Mondays. Once your trainer has met any new students, they will create a provisional study plan timetable for each week, which they will present to the class on Tuesday. The weekly timetable is negotiated with all the students, so if you have a particular learning need, please speak to your trainer and they will try to address your needs as much as possible. If you have specific needs which are not suitable for the whole group, your trainer can offer self-study advice or suggest individual tuition to help you achieve your goals.

### 4.3 Your trainer(s)

All our trainers are qualified and experienced in teaching English, both abroad and in the UK. Many specialise in areas such as business and legal English. You can always speak to your trainer about your progress and other courses related questions.

If you stay with us for more than a week, you should expect your trainer to change sometimes. This is positive for your learning, because it is beneficial to experience different styles, focuses and accents.





#### 4.4 Workshops and visits

On our General English 20+ and Business & Professional English 25+ courses, we run regular workshops as part of our course.

For General English, we hold Study Skills workshops at different levels every 5 weeks. These are designed by our trainers to help you use a variety of strategies, techniques and opportunities to maximise your learning.

On our Business & Professional English course we invite business professionals to lead interactive workshops on different business topics. The workshops give you the opportunity to learn from and interact with experts in areas such as business culture, organisational structure, innovation and compliance.

If you're studying on our Legal English courses, there are visits to courts. These visits depend on what's available at the time and you may visit one or more of a Crown Court, a Civil Court, the Supreme Court, or the Houses of Parliament.

#### 4.5 Making changes to your course

If you think you would like to extend your course, add more individual tuition, or if you want to extend your stay in school accommodation, this is usually possible but depends on space and availability. Please send an email to **clients@londonschool.com** if you want to make any changes to your course or accommodation. This will help everyone to keep track of your enquiry.

If you cannot stay for a course which you have booked, make sure that you send an email to **clients@londonschool.com** as soon as possible. If you want to take a break from studying, postpone part of your course or cancel the end of your course, we need 7 working-days' notice. This means we need to know about your plan, 11 full days before the date your course change will start. To make a change to your course, please make the request in writing by emailing **clients@londonschool.com** or speak to a courses manager who will confirm your request via email. Any changes you make to your course can only be for full weeks (Monday-Friday) e.g. you cannot take a holiday for 2 days. If you do need to take a break for a few days this is marked as absence, but we can mark you as excused if you have good reasons for absence and this will not affect your attendance. If you know you need to be absent, please tell someone. After 2 changes to your course, there is an administration fee of £50 for each later change.

More information on making changes to your course see our **Terms and Conditions**, see link below. We do not refund fees if you have to cut short your course without notice. We strongly advise you to take out insurance in case you have to leave the school early for some exceptional reason, such as a family emergency.

See our **Terms and Conditions** here: ● <https://www.londonschool.com/information/about-us/terms/>

## 4.6 Feedback and what to do if you're not happy

We will ask you to complete:

- A very short First Impressions Questionnaire in the first week of the course to check that you're happy with your course, accommodation, administration and the social programme.
- Mid-course feedback which gives you the chance to tell us about any concerns you have.
- A more detailed questionnaire through London School Online at the end of your course.

We are always trying to improve our services and your feedback is important to us. Please complete these questionnaires as they help us to improve our service to you. You can also leave feedback in the Suggestion Box which is located near Reception (on the left as you enter the restaurant). We will do everything we can to make sure that you are happy with your stay with us.

**If you are unhappy about anything at all, please do not hesitate to tell us. You can:**

- Speak to any member of staff.
- If you are not happy with the response, please speak to the Chief Executive. If you would prefer to write, you can contact him at:

**Hauke Tallon (Chief Executive),  
The London School of English  
15 Holland Park Gardens  
London W14 8DZ**

Or email [hauke.tallon@londonschool.com](mailto:hauke.tallon@londonschool.com). If you are still not happy, you can contact our membership body, English UK. The details about how to do this are on the noticeboard or please just ask us.

## 4.7 Attendance and punctuality

It is very important that you attend class every day, unless you have a good reason not to. If you don't attend regularly this will affect your progress. In addition, if your attendance is below 80%, you will not receive a certificate at the end of your course.

Please send us an email if you are unable to attend class (sickness for example) to [reception@londonschool.com](mailto:reception@londonschool.com). Or you can call us on **+44 20 7605 4123** during our working hours.

## 4.8 Outside class

The classroom is not the only place where you can practise your English. Here are some important things you can do to make the best of your time in London:

- **Always speak English while you are here**, even with people who speak your own language.
- Take advantage of the break times and lunch to meet and talk in English with other course participants and members of staff.
- **Get involved in our Social Programme.** The activities will give you the opportunity to meet other participants and enjoy your free time. You can find our social programme [here](#) or at the activities board at the school which will be shown to you on your first day. You can sign up for the activities while you are at school or by sending an email to [reception@londonschool.com](mailto:reception@londonschool.com). You can speak to the Client Experience team about the activities if you have any questions or if you would like us to add an activity that you are interested in.
- Make use of the London School Online platform for extra language practice.

## 4.9 Study resources

There is a selection of coursebooks, graded readers and self-study resources in the self-study area which you are welcome to use. We also have a number of grammar and vocabulary books which are available to buy at Reception.

You can also borrow graded readers at reception for a deposit of £10. The £10 will be given back to you once you have returned the book. Please ask your teacher for your level and we will be able to recommend the most suitable book.

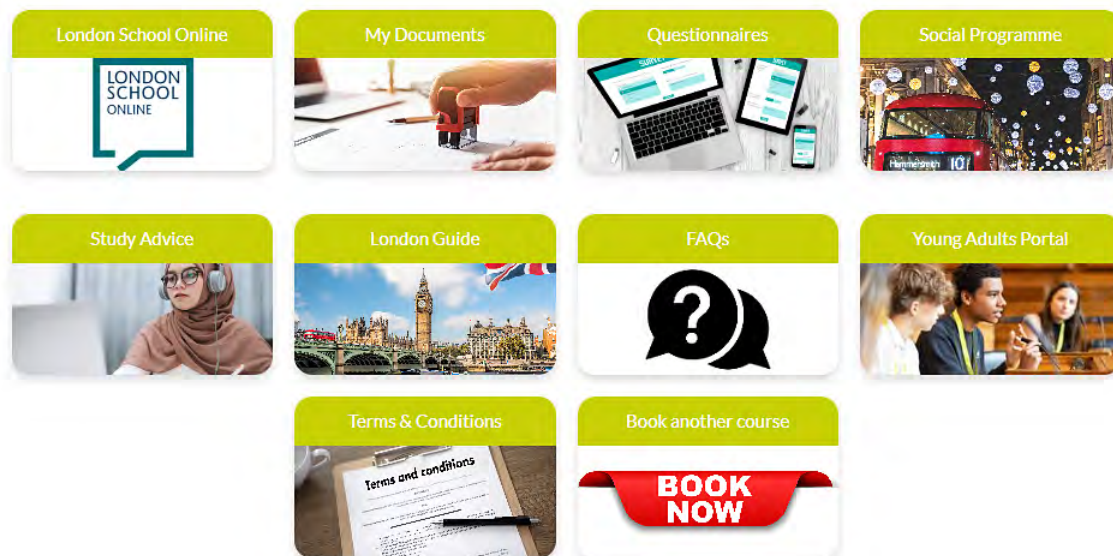


## 4.10 The Learner Portal

# Welcome to your Student Portal

You can find everything you need to help you get the best experience from your course with us. If you have any questions we're here to help, so please ask us at [coursesteam@londonschool.com](mailto:coursesteam@londonschool.com).

We hope you enjoy your experience at the London School of English!



On the Learner Portal, you can find different documents and guides as well as our self-study resource London School Online. The portal is arranged into different tabs which you click on. You should have an email asking you to connect to the platform before you start your course. Sometimes these emails go to people's junk mail, so it's a good idea to check here if you don't have it. You have access to the portal before you arrive at the school and for 3 months after you finish your course.

### The tabs on the Learner Portal are:

- The **My Documents** tab contains the confirmation of your course booking and you can also find your Leaving Report here.
- The **Questionnaires** tab gives you access to your Pre-Course Questionnaire, your Feedback Forms as well as your Learner Plans (See 4.12 below for information on Learner Plans).
- The **Social Programme** tab shows you what activities are taking place on our Social Programme for the week.
- Under **Study Advice** you can find lots of advice about how to study English and links to useful websites, to help you practice and study more efficiently.
- The **London Guide** takes you to visitlondon.com which gives you information about a wide range of activities and events happening in London.
- Our **FAQs** (frequently asked questions) give answers to a lot of common questions we are asked.
- Our **Terms & Conditions** allow you to see the rules around cancelling your booking or taking a holiday.
- **Book another Course** takes you to our booking page and you can book more classes if you want to extend your stay. You can also speak to any member of staff about extending your booking.

## 4.11 London School Online


The first tab on the Learner Portal is London School Online. You get access to this with basic content before your course starts. When your course begins you get access to more content, which continues for 3 months after your course ends. There is over 150 hours of relevant self-study content, which you can use to practice what you have learned in class. There are lots of vocabulary exercises and listening activities, including multimedia and videos.

London School Online can be accessed through mobile phones, PCs and tablets. Your progress is saved on the platform.

## 4.12 Learner plans

Your trainer will write a Learner Plan for you at the end of your first week for face-to-face classes. For online classes your trainer will write a Learner Plan after you have completed 5, 10 or 15 hours depending on your booking. The Learner Plan shows you your trainer's assessment of your level in different areas such as speaking, reading, and vocabulary. The Learner plan also has some comments from your trainer about your progress and some recommendations to help you improve. Your Learner Plans can be found under the 'Questionnaires' tab in your London School Online account.

When you finish your course, you will receive an end-of-course report via your London School Online account. On the General English course, you will also receive it at the end of the course block (every 5 weeks).



Teacher Learner Plan

**Learner Details**

Student ID

Student

**Assessment of Level**

Spoken Fluency

Very Advanced/C2/9 Natural, effortless, unhesitating flow; almost native speaker

Advanced /C2/8 Fluent, spontaneous, almost effortless flow

Pre-Advanced/C1/7 Communicates spontaneously and reasonably fluently even in longer complex speech


Upper-Intermediate/B2/6 Fairly even flow with few noticeably long pauses

Intermediate/B1/5 Relative ease of expression, despite some pauses

Low intermediate/B1/4 Can keep going, though pauses often

Pre-Intermediate/A2/3 Can talk on familiar topics in short exchanges; lots of hesitation and false starts

# TEACHER LEARNER PLAN



Name:

Course: General English 20+ Part-Time Morning Only, Business and Professional 25+ (mornings only)

Dates: 18 Mar 2024 - 10 May 2024

Level: 68 / 68

Attendance: 100.00%

**Course Summary**

The overall aim of the programme is to help clients improve their English language skills in a personalised context. Training is designed to help participants develop communication skills in terms of both fluency and accuracy. This involves work on the areas listed in the chart below and is tailored to each participant's needs.

**Our assessment of your Communicative Level**

The bar chart below shows how you have progressed during your time with us. It is based on your trainer's assessments of your competencies in the key areas covered by your course. The blue bar shows where you were at the start of your course with us; the green bar shows you how much progress you have made.

	1	2	3	4	5	6	7	8	9
Giving Presentations									
Grammatical Accuracy									
Listening Comprehension									
Negotiating Skills									
Participating in Meetings									
Reading Comprehension									
Spoken Fluency									
Pronunciation									
Vocabulary Range									
	CEFR	A1	A2	B1	B2	C1	C2		

■ At the start of your course     
 ■ At the end of your course

Please note that if you have taken a one-week course, your level is only assessed once. On courses of more than one week, you are assessed both at the beginning and the end of your course.

You can find more details on our assessment scale at <http://www.londonschool.com/level-scale/>

**Don't forget that you can still study online with us by logging into London School Online. The lessons are updated regularly and you can extend your access at any time by logging on at [londonschool.com](http://londonschool.com)**

Thank you for studying with The London School of English.

# LEAVING REPORT

## 4.13 Tracking your progress

It is very important to be able to track your progress during your course, especially if you are studying for a long period of time. It helps to make progress at the right speed to hit your goal.

Note: If you are staying for more than 8 weeks, you will have the opportunity to meet our long-stay student advisors on a regular basis to check your development and discuss the rest of your course and welfare. They will introduce themselves to you on your first day.



## 5. YOUR ACCOMMODATION

### 5.1 Information about accommodation options

Most of our students stay in homestay accommodation or in student residences. For more information on accommodation, see our website: ● [Accommodation - The London School of English](#)

### 5.2 Changes or support with accommodation

If you'd like to leave your accommodation, please let the school and your host (if homestay is booked) know as soon as possible. Please tell us and your hosts if you are worried about anything (e.g. food allergies, etc.).

If you have a problem with your accommodation and need help or advice, please speak to our Client Experience team or send an email to [accommodation@londonschool.com](mailto:accommodation@londonschool.com).

Please note that we don't book hotel accommodation, as prices are often cheaper online. However, we are happy to recommend hotels if you'd like us to. Just send us an email.



## 6. YOUR WELFARE

### 6.1 Your health

If you are unwell and cannot come to class, please call us on **+44 (0) 20 7605 4123**. If you feel unwell while you are in school, please tell your trainer. We can arrange for you to rest in a quiet room. If you think you need to see a doctor or dentist, please come to reception.

You can find more detailed information about what to do if you need medical treatment here: ● [Staying in the UK - The London School of English](#). You find more information on local hospitals and doctors in the section “**If you are unwell or have an accident**”. You can also speak to the Client Experience team while you are at school or find all the information on our welfare board, located next to the staircase which leads to the first floor. The welfare board is also shown to you on your first day.

If you are studying in the UK for more than 6 months you can register with a GP. For more information go to the website of the National Health Service (NHS): ● [How to register with a GP surgery - NHS \(www.nhs.uk\)](#). We can help you with this.



## 6.2 Emergencies

In an emergency you should call **999** (you can also use the Europe-wide emergency number, **112**). This number is for ALL emergency services, including the Police, Ambulance Service (for medical emergencies) and Fire Brigade.

If you need to get medical help and it is not an emergency, call **111** (all languages are available). If you need to speak to the police and it is not an emergency, call **101**.

## 6.3 Your personal safety

London is overall a safe place, but it is also a big city, so it's a good idea to take some basic precautions.

- Do not leave your things on the table when you're out in busy public places such as restaurants and pubs. Always keep your bags closed, near you and best in eyesight.
- Avoid carrying large amounts of cash with you. In most places you can use a card to pay even very small amounts.
- You usually don't need to have any identification with you unless you go out in the evenings or if you enter a venue that serves alcohol. If possible, leave your passport in your accommodation or any other safe place. You can carry a national driving licence or national ID card with you, if available.

If you have any problems, you can contact the police (see below), call the school's emergency phone number on **+44 (0) 7949 114795** or if you're at the school, come to Reception to talk to us.

### These are the nearest police stations:

**Kensington Police Station** (72-74 Earls Court Road, W8 6EQ. Phone: 101 or +44 (0) 20 7402 1212; Tube: High Street Kensington or Earls Court; Buses: 328, C1)

**Notting Hill Police Station** (99-101 Ladbroke Rd, London W11 3PL. Phone: +44 (0) 20 7230 1212; Tube: Holland Park or Notting Hill; Buses: 31, 94, 148)



## 6.4 The law

**Smoking:** Smoking is not allowed in public buildings like bars, restaurants, shops, stations, cinemas, and public transport. You can smoke on the street.

**Drugs:** Using illegal drugs in Britain is against the law and can lead to severe penalties. It's strongly advised not to use illegal drugs during your stay.

**Shoplifting:** If caught stealing from shops, you may have to go to court and pay a fine. Visitors on visas might not be allowed back into the UK.

**TV Licence:** Every house or flat with a TV must have a TV licence. If you share a flat or rent a room, make sure to know who's responsible for the licence. If officials visit and you answer the door, you might be held accountable.

**Council Tax:** Council Tax is a local tax charged on properties. It varies across different boroughs in London, with specific rules for student discounts. Check with your local council for details.

**Weapons:** Carrying any weapon, including gas and pepper sprays, for defence is illegal. If police find you with a knife, you'll be arrested.

**Cycling:** Riding a bike on pavements is not allowed, and if you cycle at night, you must have lights. Wearing a helmet isn't required but highly recommended for safety.

**Legal Assistance:** For free legal advice, you can visit the Citizens Advice Bureau located at:  
Chelsea Old Town Hall  
Kings Road, London  
SW3 5EE,

or call **0844 8269708** or **+44 (0) 20 7351 2114**.

### **Police station:**

The nearest police stations to the school are:

Kensington Police Station  
72 Earls Court Road, London, W8 6EQ  
Tel: **+44 (0) 20 7240 1212**  
Open Monday to Friday, 10.00 - 18.00

Notting Hill Police Station  
99-101 Ladbroke Rd, London W11 3PL  
Tel: **+44 (0) 20 7230 1212**  
Open 24-hours

If you are a victim of any crime or are charged with any crime, please come to reception and ask for support.

## 6.5 Who to speak to at school

Your wellbeing is very important to us. If you'd like to talk to someone about any problems you might have, come to reception to speak to our Welfare team. If you prefer, you can send us an email: **reception@londonschool.com**. We will always listen carefully, with discretion and will do our best to support your needs in whatever way we can.





## 7. LIVING IN LONDON

There is an enormous amount to do in London, whatever your interests. For more information, see our website: ● [Staying in the UK - The London School of English](#). The best magazine for helping you choose what to do each week is 'Time Out': ● [Time Out Best Things To Do and Events In London](#). If you need advice about anything (entertainment, shopping, sports etc.), please just come to reception or send us an email to [reception@londonschool.com](mailto:reception@londonschool.com).

### 7.1 Places to go to

#### Pubs

In British pubs, you normally buy a drink at the bar before you sit down. Some pubs close at 11pm and will not serve alcohol after this time though clubs will serve drinks very late – usually until at least 2am. You don't have to drink alcohol in a pub and most pubs serve food as well as tea and coffee. Further information related to serving alcohol can be found at: ● <https://www.gov.uk/alcohol-licensing>.

#### Galleries and museums

Visit some of the best museums and art galleries free of charge: the **National Gallery**, the **British Museum**, **Tate Modern**, the **Natural History Museum**, the **Science Museum** and the **V&A**. There are also many smaller museums and galleries, e.g., the **Design Museum** is near the school (in Holland Park). For more free galleries/museums, see: ● <https://www.visitlondon.com/things-to-do/sightseeing/london-attraction/museum/free-museums-in-london>.

#### Parks

London is well-known for its numerous green spaces which everyone can enjoy. Some of the biggest and most famous ones are **Hyde Park**, **Regent's Park**, **Green Park**, and **Kensington Gardens**. For more information, see <https://www.royalpark.org.uk/parks>. Make sure you also visit your local parks. **Holland Park**, which is a five-minute walk from the school, has beautiful gardens, such as the Kyoto and the Dutch Gardens. The park also hosts the outdoor Holland Park Opera where you can enjoy operas and plays in the spring and summer months.

Parks usually close before it gets dark. There will be a sign near the entrance of the park which tells you when they will close.

#### Bookshops

There are several bookshops in London which have large English language sections: Foyle's, Waterstones (especially the branch in Gower Street). Daunt books is located on Holland Park High Street (a 3-minute walk from the school) and has a great selection of fiction and non-fiction books.

For specialist Law bookshops, go to Butterworths, Hammicks, or Wildy and Sons. If you want advice on where to buy other specialist books, we may be able to help you. Please ask your trainer or at reception. The school provides textbooks to use in class. If you'd like to buy your own copy, speak to your trainer and we can order a copy for you.

#### Street and Outdoor Markets

London boasts many interesting outdoor markets worth visiting. If you're interested in antiques, head to the nearby Portobello Road Market (Notting Hill). Two very famous markets are Camden Market (Camden Town) and Spitalfields Market (Liverpool Street). If you like food, head to Borough Market or find your local farmers' markets. Colombia Road and Brick Lane are also worth a visit. For more information, see <https://www.lfm.org.uk/>.

## 7.2 Travel

### The Underground (the Tube)

This is the fastest way to travel around London. Night tubes run on some lines. For more information, see

- [The Night Tube - Transport for London \(tfl.gov.uk\)](https://tfl.gov.uk)



When travelling around London, we recommend that you download the **CityMapper app** to help.

### Buses

Buses are cheaper than the tube and they are an interesting way to explore London, especially if you're sitting on the top deck! You can use your Oyster Card or your contactless debit/credit card to pay for the fare. There is a network of night buses:

- [Night buses from City of London \(tfl.gov.uk\)](https://tfl.gov.uk)

### Oyster cards

You can buy or top up your **Oyster card** (a pre-paid pass card you can use to pay for your journeys) in every station or you can **pay by a contactless debit/credit card which is the same price** (overseas transaction fees may apply). There is a limit to how much you're charged per day so don't worry if you make many journeys, but always remember to tap your card both in and out at each exit. For more information including ticket prices and route options, see the official [Transport for London website](https://tfl.gov.uk) or [Plan a Journey website](https://tfl.gov.uk). **Cash is not accepted on public transport.**



### Student Discount

If you are staying at our school for 14 weeks or more, you can get a 30% reduction in your fares. The discount only applies to travelcards and bus & tram pass season tickets. Applications need to be submitted online: ● [Transport for London \(tfl.gov.uk\)](https://tfl.gov.uk) and then authorised by our reception. Students need to inform reception once they have submitted their application. We can help you with this process.

### Taxis

In London, you can catch black cabs in the street (by waving at them) if the orange 'Taxi' light is on, the taxi is available, or you can 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 minicab in the street because these may not be official taxis.

Traveling in an unbooked cab is illegal and does not provide insurance coverage in case of an accident and may be dangerous.

If you need a taxi at school, we can call a minicab for you. Alternatively, you can usually get a black cab on Holland Park Avenue (turn right outside the school and walk to the traffic lights). You can find black cabs also in front of the [Hilton Kensington](https://www.hilton.com), just a few minutes' walk from the school. If you need a taxi to take you from your accommodation, or the school to the airport or train station at the end of your course, we can arrange it. If you booked this before you came to London, we will arrange it automatically.

### Bikes

Another way of exploring London is to hire a Santander bike - you can pick them up and drop them off at fixed docking stations, which you can find across Central London. For more information, visit:

<https://tfl.gov.uk/modes/cycling/santander-cycles>.

For other bike companies, see [Bike Hire In London: 6 Services For Part Time Pedallers \(secretldn.com\)](https://secretldn.com)

## Paying for things

The UK is becoming a 'cashless' economy quite quickly. Most places will still accept cash, but some do not. Please ensure that you have the facility to pay using a card or app.

## 7.3 Social programme/weekend trips

We provide a social programme 3-4 times a week in the late afternoon/evening. It includes walking tours led by a professional guide, enjoying meals in restaurants, visiting galleries and museums, etc. For more information, see [our social programme](#). You can also speak to reception, check our activities board or send us an email to [reception@londonschool.com](mailto:reception@londonschool.com) if you have any questions

We provide day trips on weekends to various well-known tourist destinations near London (Oxford, Cambridge, Bath, Stonehenge, etc.) through collaboration with a professional tour company. You can speak to reception if you have any questions or if you would like to book a trip.

## 7.4 Tickets for events

You can buy cheaper tickets for theatre plays and musicals on the same day from the ticket office (booth) in Leicester Square Gardens. You can buy tickets for performances at any box office around Piccadilly Circus. You can also book tickets online: ● [Theatre \(tickets.london\)](#)

Please be cautious of using some online ticket sites. Check with us if you are unsure.

## 7.5 Useful apps

### Transport



#### Citymapper

The best London transport app which helps you plan a journey. It shows you routes, times and costs of the underground, local trains and buses.



#### Uber

Cheap taxis on demand. Prices can be more expensive in busier times and locations, but are a very convenient option if public transport isn't available.



### Other useful apps



#### Visit London - Official Guide

Explore the best of London with the Visit London official guide and offline map. Browse hand-picked lists of the best things to do, and discover great things in London based on where you are and where you're going.



#### WiFi Finder + Map

Find Fast WiFi wherever you go with the SpeedSpot WiFi Finder with Offline Maps. The Offline functionality makes it possible to download places that you are travelling to, so you can find Fast WiFi anywhere.







## 8. AFTER YOUR COURSE

### 8.1 Your course certificate

At the end of the course, you will be given a certificate to show which course(s) you have taken and how long you've been here. You will also receive a digital copy of the certificate by email the next day after you have finished your course. You can share your certificate on your social media channels if you'd like to.

### 8.2 Your end-of-course report

You can access your personalised end-of-course report on your London School Online account. The report explains where you have made progress and identifies the areas you need to focus on next.

### 8.3 Continuing to learn with us

- Use your end-of-course report to set new goals
- Use our platform London School Online for 3 months for free after finishing your course
- Stay in touch with other course participants through our YouTube livestreams at <https://www.youtube.com/@londonschoolofenglish/streams> and our alumni network [Alumni Success Stories - The London School of English](#)
- Continue studying online with us doing individual/group lessons on Zoom. For more information, see <https://www.londonschool.com/courses/learn-english-online/>

## And remember...

If you have any questions at all, please don't hesitate to ask us.  
We are here to help you make the most of your time with us!



THE LONDON  
SCHOOL OF  
ENGLISH  
SINCE 1912