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Student Handbook 2019



Welcome to Frances King

Welcome to Frances King. We hope you enjoy your time with us. This guide contains useful information about the school and life in London. It answers the questions that we are asked most often. If you need any extra information or help, we are always here to talk to you.

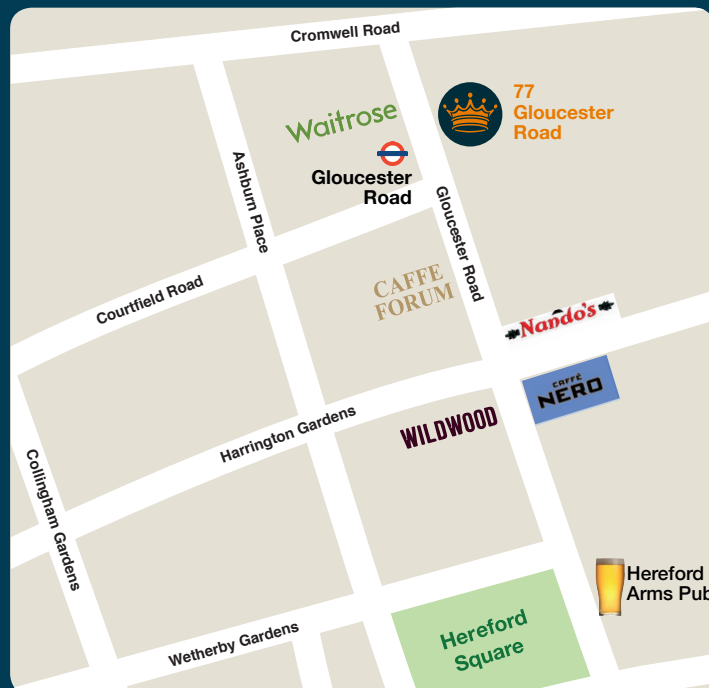
Kelly Harding
Head of Administration

Important Points

1. Please don't smoke on the steps or block the door of any of our buildings
2. Please don't drink or eat inside classrooms or the study centres
3. Please put your mobile on silent in class and in the study centres
4. Please arrive at your class on time. If you know you will be late or miss a class please tell Student Services and your teacher
5. Please attend every day. We do not issue certificates for students that attend less than 80%
6. Please tell us if you change your address, phone number, email or visa status.

USEFUL MAPS

Frances King - Kensington



Frances King - Belgravia





Studying at Frances King

Wi-fi
Username: student
Look for the signs
around the school
for the student wifi
password

Student Services

For general information including exam courses, booking exams and attendance please come to Student Services. **If your personal details change while you are studying please tell Student Services as soon as possible.**

I want to change my class or teacher

If you want to change your level you must speak to your teacher. If you are unhappy with your class / teacher and don't want to talk to your teacher about it, please come to Student Services and we will arrange for you to speak to someone about this.

I am finishing my course this week...

We will give you a Student Feedback Form to complete and give in to reception the Thursday before you leave. You will receive your certificate in your class on your last day. If you are leaving early and need your certificate please go to Student Services at least 2 days before your last day.

I want to extend my course

Just go to Student Services and ask to extend your course. You will get placed in class and have your student card updated. Remember you have 10% re-enrolment discount. If you are from outside the EU, please check that your visa is still valid for study.

Study Areas

There is a study area in the Common Room on the 1st floor, where you can use computers, access study books, DVDs and other resources.

If you would like somewhere more quiet to work, Room 3.5 is a Quiet Study Room, available every day from 12.45.

Environmental Care

Please put any paper, plastic or drinks cans into the green topped recycling bins. If you can, please use reusable cups for the water machines or at the coffee bar.

Teachers' Room

This is on the second floor at 77 Gloucester road. Come here if you want to speak to a teacher or Academic Manager.

I want to change my level

Talk with your teacher, tell them why you want to change. They will discuss with Academic Managers and suggest the best option for you!

Accommodation info

For accommodation enquiries, extensions and problems please speak to Student Services.

Extensions

If you would like to extend your stay at your current accommodation, you will need to tell the school so the Student Services Team can check if it is possible. If we confirm that you can extend, you need to pay everything in advance.

Cancellations

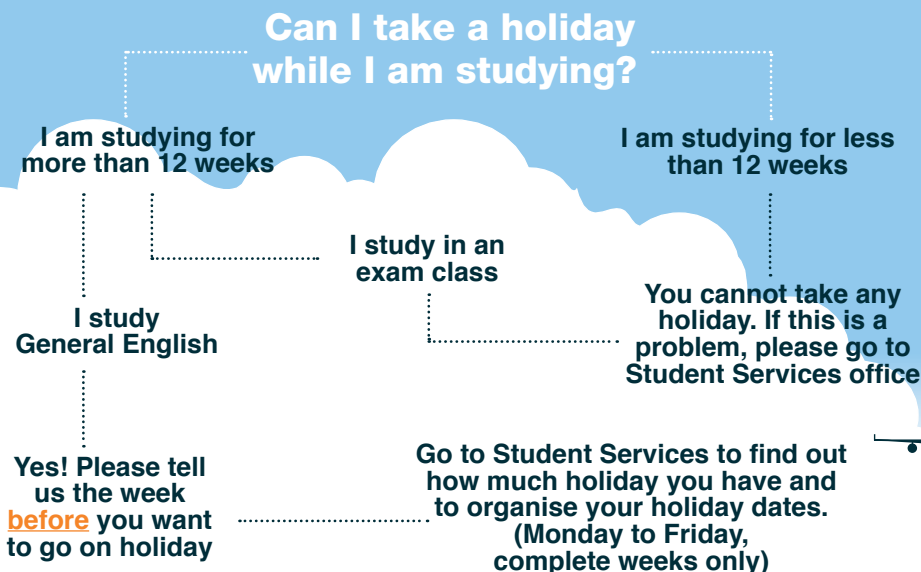
If you want to cancel your accommodation, you must tell us giving enough time (notice period) depending on your accommodation type (e.g. homestay – 1 week). Please speak to a Student Services Adviser as soon as possible for more information on how to proceed with your cancellation. There is a cancellation fee of £75.

Mail / Phone

You can have mail sent to the school. We can accept urgent messages by phone (+44 20 7870 6577) but we cannot interrupt classes for you to take a call.



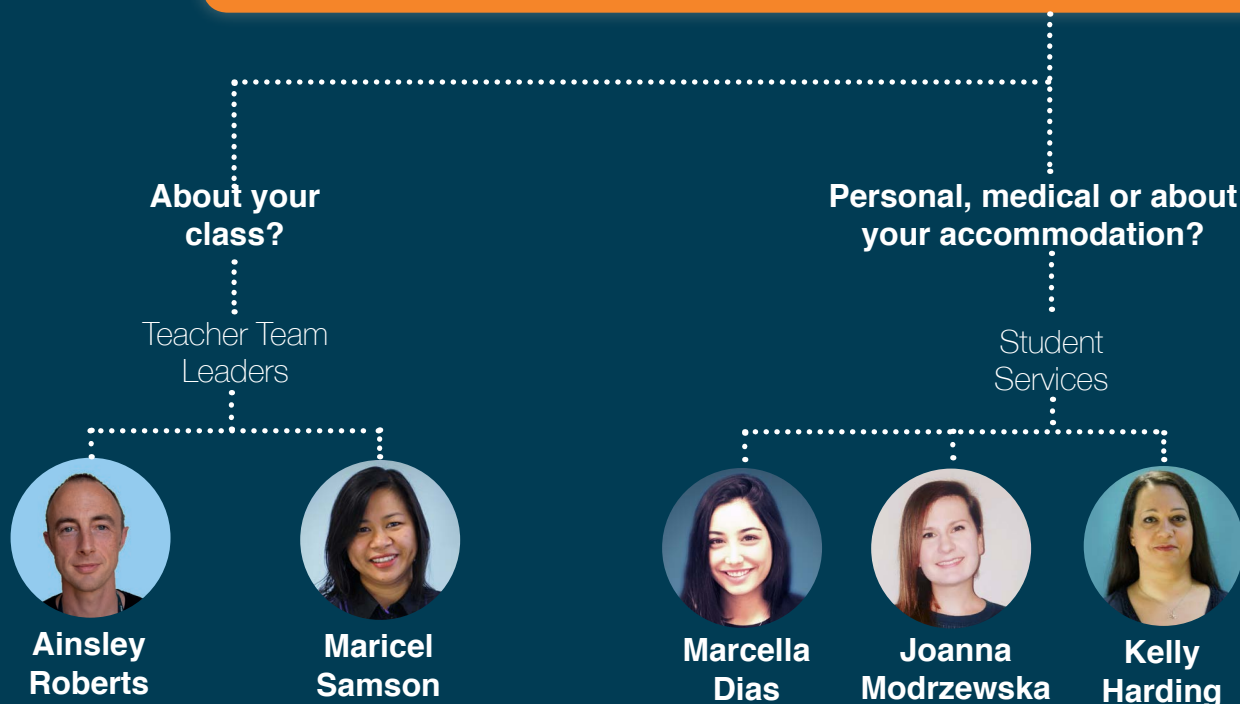
NEED A HOLIDAY?



12 weeks study	= 2 weeks holiday
24 weeks study	= 4 weeks holiday
30 weeks study	= 6 weeks holiday
36 weeks study	= 6 weeks holiday
40 weeks study	= 8 weeks holiday



HAVE A PROBLEM?



If you have a complaint

1. Go to Student Services where we may be able to resolve the problem.
2. If you are not satisfied, you may ask for an appointment with the Academic Manager or the Head of Administration.
3. If you are still not satisfied, we will help you to write down the complaint and we will give it to the Director or you can contact him directly by email Garth.younghausband@francesking.com
4. Frances King is a member of English UK, the Association of Accredited English Language Services. If you are not satisfied with a decision of the school you may write to the association for advice.

Ask in Student Services Office for contact details.

Ask in Student Services Office for more information about:

- our Complaints Procedure
- our Cancellation Policy
- when students might be asked to leave their course.



Visa and Police registration

Your visa may require you to register with the police within 7 days of arriving in the UK. This will be stated on your visa letter.

It is very important you do this.

Below is a map to show you where to go to register.

Before you leave home, make sure you have:

- your completed registration form. You must complete the form online and print it out once finished. Student Services can help you with this.
- one UK passport-sized photo (45mm x 35mm), glued to the form
- your passport (containing your visa vignette)
- your biometric residence permit (BRP) if you have one
- £34 registration fee, you can pay by card or cash



After you have registered with the police, please bring your certificate of registration to Student Services so we can update your records.

The Overseas Visitors Record Office
323 Borough High Street
London
SE1 1JL
020 7230 1208

Opening times:
Mon - Wed: 9am to 4pm
Thursday: closed
Friday: 9am to 4pm
Saturday and Sunday: closed
UK public holidays: closed

Working for Frances King

At Frances King we sometimes have opportunities for students to get work experience as Student Services Student Assistants or in other departments.

To apply for a Student Assistant role you need:

- ✓ To be a Frances King student
- ✓ To have a minimum upper intermediate level of English
- ✓ To be staying in the UK for a minimum of 12 weeks
- ✓ To be legally entitled to work in the UK
- ✓ A knowledge of other Languages (as a bonus).

You will do 3 hours work in exchange for 3 free hours of study per day.



Please bring your CV (in English) to the Student Services Office or send it via email to student.services@francesking.com

Further study in the UK

If you are looking to go to university in the UK you can ask The Student Services team for help.

- ✓ Counselling on how to apply for and study at UK universities;
- ✓ Help with university selection
- ✓ University application;
- ✓ Support: writing of personal statements and CVs.

For more information and to make an appointment go to Student Services.



Ask for an appointment with the University Placement Officer

PLANNING A TRIP ABROAD

Ask in the office for advice if you are planning a trip outside the UK. We can provide letters that you might need at Immigration.



STUDENT CHARTER



Page 5

Students at Frances King can expect...

- honesty and accuracy in all information and publicity about our courses and services
- a warm friendly service from Student Services with information on a range of Frances King services
- to be taught by qualified, experienced, professional teachers who plan and prepare appropriate lessons
- interesting and varied classes that use appropriate and effective teaching methods
- an initial placement test to ensure that they are in the right level classes and later opportunities to change level as they progress
- to study in clean, well-lit, comfortable classrooms
- to have regular opportunities to discuss their progress during progress meetings with their teacher and opportunities to meet a Tutor or Academic Managers for advice about their course.
- a wide choice of accommodation options with clear advice
- an interesting and varied Activity Programme including many free activities
- access to our University Placement Officer who can give advice on all aspects of choosing and applying to university
- advice on which public exams to take, when and how to register
- help 24 hours/day via our emergency phone

The school expects our students...

- to be aware that students under 18 and should be treated appropriately
- to attend classes everyday and on time
- to tell the school if they have to miss any classes due to illness or other reasons
- to watch the school's induction presentation or read the leaflet to hear about school services and health and safety issues
- to inform the Student Services department of any change of address or contact details
- to follow the school's IT policy and to not use the school's computers inappropriately or to download inappropriate material
- to follow health and safety guidelines and to avoid creating dangers in the school
- to avoid behaviour or language that may cause offence
- to be polite and respectful when speaking to other students, our staff and accommodation providers
- to understand that bullying or harassment will not be tolerated online or in person
- to respect the core British Values of: Democracy, Rule of Law, Individual Liberty, and Respect for other people's different faiths and beliefs
- to obey any dress code you are given, which may include wearing a school lanyard while on school premises

Students who repeatedly break school rules, disrupt classes, behave in an aggressive or abusive way will be subject to our disciplinary process:

1. Up to 2 informal warnings from their teacher(s)
2. First official warning from a member of the Welfare Team or Senior Management Team
3. Second official warning from a member of the Welfare Team or Senior Management Team
4. Termination of course and accommodation with immediate effect, decided by members of the Senior Management Team or Directors

In the case of behaviour that is dangerous or seriously offensive to themselves, another student or a member of staff, then a student may be expelled from the school with no warnings issued.

For more information please see our Abusive Behaviour Policy and our Absence & Discipline Policy (available on our website or from Student Services).





Things to do in London

Join our brilliant Activity Programme! But if you want ideas of things you can do in London independently, here are some ideas and information.

Markets

The most famous markets are Camden Market (every day 10am-6pm) Tube: Camden Town, Petticoat Lane (Sunday to Friday 10am -2pm) Tube: Liverpool Street, Aldgate or Aldgate East, and Portobello Market (Saturday 8am-6.30pm) Tube: Notting Hill Gate, Ladbroke Grove. For good quality fresh food try a farmers' market early on a Saturday or Sunday morning (See www.lfm.org.uk to find one).

Eating out

Best value are often Indian or Chinese. Some do 'all-you-can-eat' deals. To try English food, go to a Pub and try some traditional English meals like Shepherd's Pie.

The FK Activity Programme has regular trips to restaurants to help you explore and understand food from different countries.

Parks

47% of London is green space for you to enjoy. Visit a park local to you and for more information on the Royal Parks see www.royalparks.org.uk.

Cinemas

Cinemas in central London tend to be expensive so find one in Zone 2 if you can. the Prince Charles Cinema near Leicester Square shows unusual older films and is cheaper than other local cinemas. The cinema also has some themed evenings and sing alongs.

Theatre and Musicals

Buy half price tickets for shows on the same day from the ticket office in Leicester Square. Queue at the theatre for returned tickets a few hours before the performance. You can buy tickets at any box office around Piccadilly Circus.

Museums and art galleries

There are over 100 museums in London and most of them are free including the British Museum, the National Gallery, the Natural History Museum, the Science Museum and the V&A. You should also visit some of the others: try the Whitechapel Art Gallery, or for more contemporary art, the Design Museum and Dulwich Picture House.

Pubs

You do not have to drink alcohol in a pub but you should always have a drink of some kind. Everyone should have a drink in front of them. When you finish you should buy another or move on to another place.

Supermarkets/Shopping

There is a wide range of supermarkets in the UK. Waitrose (opposite 77 Gloucester Road) is expensive but good quality. Also Wholefoods on Kensington High Street sells very good quality organic food. Sainsbury, Tesco and the Co-operative are cheaper but also have good quality products. Asda and Lidl are the cheapest supermarkets and have the most offers. A good place to get cheap electrical items is Argos.

ASK FOR OUR GUIDES ON:

- Place to eat near the school
- What to do in the afternoons
- Places of worship
- Local libraries



TIPPING CULTURE

In restaurants if a 'service charge' has been added to the bill you don't have to leave a tip. If service is not included it is normal to leave a tip of 10-15%. Do not tip in Pubs. For taxi drivers give up to £1 more or tell them to 'keep the change'.



Getting around

Tube

Gloucester Road, Earls Court and South Kensington are the nearest tube stations. In every station you can buy tickets or top up your Oyster Card. You will have a tube map in your Welcome Pack.

Bus

Buses are a cheaper and more interesting way to travel as you see more of the city. A bus journey is £1.50 whatever the distance. For more information about routes visit www.tfl.gov.uk/maps/bus

Rail travel

For information on times and fares go to www.nationalrail.co.uk This is an expensive way to travel but it is quick. Booking in advance can save you money.

Sightseeing bus

You can also take a bus tour of the City for around £22-25 from just outside Gloucester Road Tube Station.

Santander Bikes

These are bikes provided by London for anyone to use for a small fee. You can pay by credit card or online. Go to the TFL website for more information. There are some other rental bike companies available, but Santander Bikes are the only ones available in every zone of Central London.

Walking

There are lots of places within walking distance of the school. Victoria station is about 30 minutes walk from Gloucester Road; High Street Kensington 15 minutes; South Kensington is about 8 minutes; Knightsbridge 20 minutes; Notting Hill 25 minutes; Southbank 50 minutes; Piccadilly Circus 40 minutes.

Coach travel

This is a slow but cheap way to travel around the country or to get to airports. For information on timetables and fares go to coach.nationalexpress.com or visit Victoria Coach Station, 164 Buckingham Palace Road, SW1W 9TP.

Taxis

Taxis (Black Cabs) have a yellow light on top - switched on when they are available. They can stop to pick you up anywhere and will always use the meter. Drivers have passed a difficult exam, called "The Knowledge", about routes in London.

There are also mini-cabs which look like normal cars. Only get these from a taxi rank or book by phone and if you have booked one make sure the driver says your name to confirm the booking before you get in the car. Kabbee and Swiss Cottage Cars are two companies that operate all over London. Uber is another option, which you can download as an app on your phone.

To help you plan journeys around London, use CityMapper (online or app) or TFL Journey Planner (online). They will tell you different routes you can take, travel times and approximate costs.

Student Oyster Card

An Oyster Card is a travel card which makes travelling around London easier. You can use it on most forms of public transport in London. If you want to take a train outside of London (e.g. to Brighton) you will need to buy a separate ticket.





Can I get a student oyster card?

I am studying at Frances King for less than 14 weeks

NO!

You cannot get a student oyster card, **but** you can get a **normal oyster card**

Top up your card at any tube station, Oyster card shop or online.

I am studying at Frances King for at least 14 weeks, full time

YES!

you will need:

- a credit/debit card
- a digital photo

There is a £20 charge per card

You can:

pay as you go

use a 'contactless' UK debit card

buy a day/week/month/annual travelcard



HERE IS HOW:

- 1 go to photocard.tfl.gov.uk
- 2 In the section labelled *Please select your Oyster card* move over the pictures until you see **18+ Student Oyster Photocard** and click on that picture
- 3 Click on **Create web account** button
- 4 Click on **View list of all available establishments**
- 5 Select **Frances King School of English (Gloucester Road)**
- 6 Click on **Apply Now** button
- 7 Click **Continue**
- 8 Fill in the registration information and then click on **Create Account**
- 9 Follow the instructions to complete the details of your course, upload the photo and make the payment (£20)

It usually takes up to 2 weeks to receive the card. if you make a mistake in your application you may have to submit the application again, which will take more time

Useful Apps

We try to keep this list as up to date as possible, but please be aware that apps may be removed from the App Store / Play Store

TRANSPORT

Citymapper

Best London transport app, has everything, including jetpack, catapult and teleporter

Busmapper

An app to help you work out which buses to get when travelling around London

Tube Exits

Tells you which carriage to get on to get out nearest the stairs / transfer at the other end

Cheap Taxis

- Swiss Cottage
- Uber
- Greentomato

FREE TIME IN LONDON

Cakewalk London

A great app to help explore some of London's many cake shops. Has over 300 listings and directs you there with google maps.

London Map and Walks

This lists Attractions by walking distance and has downloadable maps so it's really handy for seeing what's nearby.

London Plaques

An authoritative guide to nearly 2000 plaques exploring the people and stories behind them. Advance mapping with offline maps and Google Street View to make it useful whether you are in London or not.

Hidden London

This has loads of different types of places, secret bars, parks, oddities etc.

OTHER APPS

Dark Sky

Cool weather app with animated satellite map showing rainfall

WeatherMap+

Another cool weather app, a bit geeky, with air pressure, windspeed etc.

WiFi Cafe Spots

Cafe Spots helps you find a Cafe or Restaurant with a free WiFi hotspot. It lists more than 75,000 Cafes and Restaurants with free WiFi in 115 countries around the World. The locations are stored on your phone, so that you can find them when you are on the road and do not have Internet access.



Health

Health Care in the UK

If you are not entitled to free medical treatment from the National Health Services (NHS) we strongly advise that you buy medical insurance if you have not done so already. Private medical treatment is very expensive.

NHS treatment is free if one of these is true for you:

1. You are from the European Economic Area
2. You are studying in the UK for 6 months or more
3. Your country has a reciprocal health agreement with the UK.

For more information visit

www.nhs.uk or
www.adviceguide.org.uk

Please note that everyone is entitled to free emergency medical treatment in the UK. However, if you are admitted to hospital you may be charged if you are not entitled to free medical care (as described above)

Can I register with a doctor?

I am studying in the UK for more than 6 months

I am studying in the UK for less than 6 months

REGISTERING GUIDELINES:

- 1 Find a doctor in your local area www.nhs.uk
- 2 Contact the practice and ask to register with them. You will need: your name and address, date of birth, id card / passport and proof of address
- 3 Once registered, you will receive an NHS card. Keep it safe and take it with you when you go to the doctor, dentist or hospital.

Dental treatment

There are many private dentists that charge for their services. For free dental treatment by supervised dental students you can try

Guy's Hospital
floors 17-28, Tower Wing
Great Maze Pond
London SE1 9RT
Tel: 020 7188 8006

If you need to see a doctor please go to one of the walk-in medicentres (more information on the next page)



Emergencies and Hospitals

In an emergency call 999. You will be asked which service you require - say "Police", "Fire" or "Ambulance" to get put through to the right people.

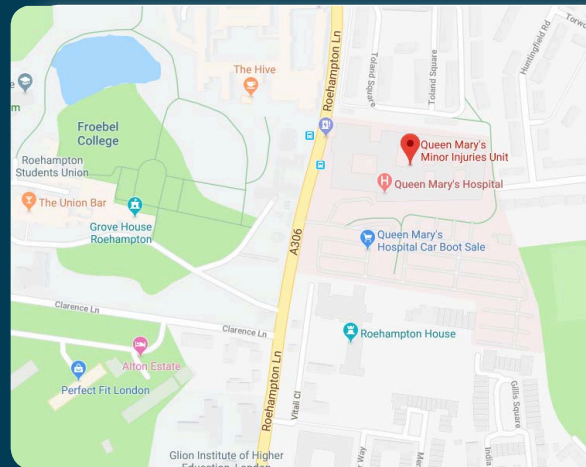
If you need medical help, but it isn't a 999 emergency, you can call 111. NHS 111 will assess you, provide advice and direct you straight away to the local service that can help you best. It is available 24 hours a day 7 days a week and calls are free, including from mobiles.

For more information visit www.nhs.uk/111

NHS 111 can direct you to your nearest medical centre.

The nearest hospital, injuries unit and walk-in centre to the school are:

If you need advice about contraception or pregnancy, please speak to a member of Student Services or visit www.fpa.org.uk



MINOR INJURIES UNIT:

For non-life threatening injuries.

Queen Mary's Hospital Minor Injuries Unit

Ground Floor Lane
London
SW15 5PN
020 8487 6999

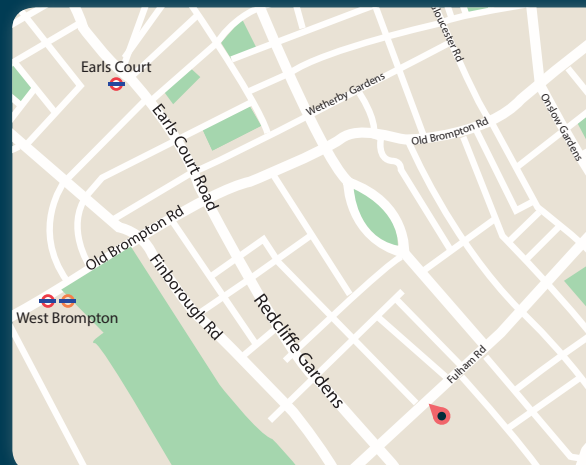


NHS WALK-IN CENTRES:

To get free immediate treatment by nurses for simple problems without an appointment.

Earls Court Health and Wellbeing Centre

2b Hogarth Road
London SW5 0PT
020 7341 0300



ACCIDENT AND EMERGENCY (A&E):

Open 24hrs for SERIOUS illnesses or injuries ONLY.

Chelsea and Westminster Hospital

Fulham Road
London
Postcode: SW10 9NH
020 8746 8000



Personal Safety

London is generally a safe place to be but as with a lot of big cities there are sometimes pick-pockets and thieves. We would like to help you to avoid being a victim of these crimes. Here is some friendly advice to help you have a safe and worry-free time in London.

Most people in London don't use cash very much - we usually only carry £20 - £50 with us on a normal day. Avoid carrying large amounts of cash unless you know you need to pay for something - and don't worry about using a card to pay for something that is only £2, it is quite normal here!



Your personal belongings

- Do not leave your purse, wallet or phone on the table in a restaurant or in a classroom during a break.
- Make sure your wallet, purse or phone is in a pocket or bag and can't be seen by a pick pocket. It is best to have a bag with a zip.
- Watch your bag at all times and keep them close to you (on your knee).
- Be careful of people approaching you in the street or when sitting at a restaurant, they might be trying to distract you so they can take your phone, wallet or purse.
- Sometimes criminals will pretend to be policemen so they can steal your money. Police in the UK will be in uniform or will show you their ID when they start speaking to you.
- Only keep things in your bag that are essential to you. For example, in the UK you do not need to carry your identification card or passport with you at all times, so the safest place for this is at home locked inside your suitcase. Carry a picture of your ID on your phone and a photocopy in your bag or pocket. We can make a photocopy for you in Reception.

Using your credit card

Do not give your pin number to anyone. You should never be asked for it even by your bank, a Police Officer or a shop assistant. When you are getting cash from a cash point check there is no one looking over your shoulder before you start and be aware of people around you while you use the cashpoint.

Most British people cover their hand while they enter their pin number into a machine, so don't worry that this might appear to be rude.



Renting accommodation

If you are planning to rent accommodation outside of Frances King please come and ask the Student Services Office for our advice leaflet.

It is important to understand the dangers of renting accommodation privately before pay any money.

Walking

Do not walk listening to music or looking at your phone as you will not notice who/what is around you.

We hope this helps you feel safer in London. If you have any problems you can contact the police, call the Frances King emergency phone number on the back of your student card or come to the Student Services Office.



The law in the UK

Smoking

Smoking is banned in all public buildings in Britain including bars, restaurants, shops, stations, cinemas and on all public transport. You can smoke on the street.

Drugs

Britain has strict laws against the use of illegal drugs and punishments can be very heavy. You are strongly advised not to use illegal drugs during your stay.

Shoplifting

People who are caught stealing from shops will probably have to go to court and pay a fine. If you are here on a visa you may not be allowed to return to the UK.

TV Licence

Every house/flat that has a TV must have a TV licence. If you rent a room or are in a flat share, find out who is responsible for getting the TV licence. If you answer the door when officials come, you will be the one that goes to court.

Council tax

This is a local tax that is charged on each property. It varies in different boroughs (districts) in London and each has its own rules for discounts for students.

Weapons

It is illegal to carry any weapon for defence including gas and pepper sprays. You will be arrested if the police stop you and you have a knife with you.

Cycling

You cannot ride a bike on a pavement and you must have lights if you cycle at night. A helmet is not obligatory but is strongly recommended.

Legal problems

For free legal advice you can go to the Citizens Advice Bureau (Chelsea Old Town Hall, Kings Road, London, SW3 5EE 0844 8269708 or 020 7351 2114)

POLICE STATION

The nearest police stations to the school are:

Kensington Police Station

72 Earls Court Road, London, W8 6EQ

Tel: 020 7240 1212

Open Monday to Friday, 10.00 - 18.00

Charing Cross Police Station

Agar Street, London, WC2N 4JP

Tel: 020 7240 1212

Open 24-hours

If you are a victim of any crime or are charged with any crime, please tell Student Services who will offer you assistance.

The Frances King Emergency Telephone number is 07768325391. You can also find this on the back of your Student Card.

For emergency services (Police, Fire Brigade, Ambulance) call **999** or **112**. These calls are free and you do not need credit on your phone to call.



Looking After Our Students

We have a team at Frances King who are here to help make sure our students are safe and happy.

Our Safeguarding and Welfare Team are here to help you with any problems or worries you have about yourself or another student.

You can talk to any of us or can email us at safeguarding@francesking.com



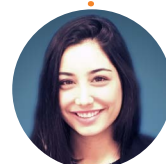
**Kelly
Harding**



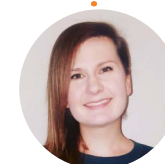
**Ainsley
Roberts**



**Maricel
Samson**



**Marcella
Dias**



**Joanna
Modrzewska**



**Steve
Darwen**



**Jo
Love**

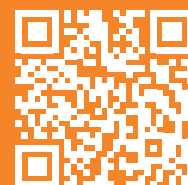
Your wellbeing is our priority.



Lunch Club

If you have booked an intensive course (morning and afternoon classes) then one day a week we take you out for a free lunch with a member of staff and other students. Check the noticeboard each week to see which day you are going.

Feedback



We always welcome any feedback, suggestions or complaints. You can send these at any time using this link:

<https://www.surveymonkey.co.uk/r/FKLondon>



Frances King - **Kensington:** 77 Gloucester Road, London, SW7 4SS.

Belgravia: 5 Grosvenor Gardens, London SW1W 0BD.

www.francesking.com

