



Experience
in Teaching



2023

**Family Programme
Handbook**

London

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WELCOME TO FRANCES KING



Welcome to the London Family Programme.

I hope you will enjoy your programme with us and have an exciting and enriching time at Frances King.

The aim of the Family Programme is to provide a learning experience of lasting personal value in a safe and fun atmosphere, for both parents and children.

Our programme includes visits to famous London sights and museums. We will make every effort to integrate different nationalities, both in class and activities, to help students make friends and practise their English with other children from around the world.

My team of teachers and student services staff are all available to help in any way we can.

Best wishes for a wonderful time in London!

Jo Love

Family Programme Manager
Frances King School of English

MAP OF THE AREA



STUDENT SERVICES

Please come to Student Services in reception on the first floor for information about courses, activities, to book the Trinity GESE examination or to arrange to see the Family Programme Manager.

If your personal details or contact information change while you are studying, please tell Student Services as soon as possible.

I want to change my class or teacher

To change your class, first speak to your teacher. If the teacher is unable to help, please come to Student Services in reception.

I want to extend my course

If you want to extend your course, please go to Student Services and ask if there is availability. There is a 10% re-enrolment discount.

We are finishing this week

At the end of your programme, we will give you a Feedback Form to complete. Please give it to reception on the Thursday before you leave.

Certificates are given out in class on your last day. If you are leaving early and would like your certificate for when you leave, please go to Student Services at least 2 days before your last day.

ACCOMMODATION INFORMATION

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

If you want to cancel or change your accommodation, you must give a minimum of 1 week's notice (depending on your accommodation type). Please speak to a Student Services Adviser for information and help.

TELEPHONE MESSAGES

We can accept urgent messages by telephone but we cannot interrupt classes.

Family Programme number: 07389 793917

ENVIRONMENTAL CARE

For environmental reasons we do not supply plastic cups. All students should bring their own bottle to fill at water dispensers.

Please put any paper, plastic or drinks cans that you bring with you, into the green topped recycling bins.

SCHOOL RULES FOR JUNIORS

Children must be well behaved at all times. Chewing gum, fizzy drinks, running in the building and shouting are not allowed.

Children must never leave the building without their parent / guardian or their teacher. They also must not leave designated areas within the school (their classroom floor or the common room during breaks) without their teacher's permission. Please make this clear to your child.

DISCIPLINE PROCEDURE

Step 1. Warning, Teacher will talk to the student about their behaviour and remind them of the expectations of the school.

Step 2. If the behaviour continues the Family Programme Manager will talk to the student about their behaviour and the possible consequences to follow.

Step 3. If the behaviour continues or escalates the student's parent or guardian will be informed.

Step 4. If the behaviour escalates further or becomes dangerous then the parent will be contacted and they will need to make arrangements to transport the student home. In situations of sufficient gravity (e.g. breaking a law or a behaviour which puts students at risk) steps 1-3 will be skipped.

STUDYING AT FRANCES KING

English levels

All students are tested on arrival and placed in a class at their level.

If you want your child to take the GESE Examination, please speak to the Family Programme Manager. Children will be awarded one of the following Trinity GESE Grades:

CEFR	Trinity (GESE)
-	Grade 1
A1	Grade 2
A2	Grade 3, Grade 4
B1	Grade 5, Grade 6
B2	Grade 7, Grade 8, Grade 9
C1	Grade 10, Grade 11
C2	Grade 12

Private Lessons

We can arrange private lessons for parents and children who wish to focus on a particular skill or language area. Please speak to the Family Programme Manager, Jo Love, to make arrangements.

Day School Students (Summer only)

Children (12-17 years) on the Day School Programme, in summer, must bring a packed lunch and a water bottle which they can fill up at the water dispensers. The lunch will be kept in the common room fridge until lunchtime. Children are not allowed to leave the school unsupervised for their lunch.

Day school students must have an Oyster Card to travel around London on the underground. Day school students should be dropped off at 8.45 and collected at 17.00.

THINGS TO DO IN LONDON

Activity Programme

Class activities

The Junior Programme will include some supervised trips to local museums during class time.

Day School Activity Programme (12-17 years)

There are activities every afternoon for students on the Day School programme. The full programme will be given to you on the first day.

Family Activity Programme

There are activities on 3 afternoons a week for parents and children. Children must be accompanied by a parent or guardian if they attend any of these afternoon events. All events begin at 14.15. The full programme will be given to you on the first day.

London's Top 10 attractions

These are our top 10 recommended attractions for families on a first time visit to London. You will find many of these on the Frances King Activity Programme. Please note that prices and times are subject to change.

1. The Tower of London

The tour of The Tower of London takes about 2 hours. Admission – £29.90 (adult), £24 (16-17), £14.90 (5-15). On-line booking 10% less.

Nearest underground station: Tower Hill.

<https://www.hrp.org.uk/tower-of-london/#gs.ctgf42>

2. London Eye

Half hour flight. Book online. A family booking costs from £26 per person. Discounted price, if you book with some other attractions: The London Dungeon or Shrek's Adventure.

<https://www.londoneye.com/tickets-and-prices/>

3. London Transport Museum

You'll need about 1.5 hours to see the exhibition. Admission - adult £18.50 (online), under 17 free.

Nearest underground station: Covent Garden.

<https://www.ltmuseum.co.uk>

4. Portobello Market

World-famous market with antiques, bric a brac, souvenirs, clothes and food. See the famous blue door and bookstore from the film "Notting Hill". Best on Saturdays.

Nearest underground station: Notting Hill Gate

5. Natural History Museum

Children will love the dinosaurs and whales. Free entry. Explanation in English will help you and your children to use language in real situations. A 3 hour visit is recommended. Free entry.

Nearest underground station: South Kensington

6. Hamleys Toy Store

One of the biggest toy shops in the world, established in 1760.

Nearest underground station: Oxford Circus.

7. Buckingham Palace

The changing of the guard takes place daily (including weekends) at 11.00 in summer. Arrive at least 30 minutes earlier. Free of charge.

Nearest underground station: Hyde Park Corner.

8. Science Museum

Lots of interactive exhibits that children will enjoy. Take a virtual trip through space. You will

need about 3 hours. Free entry.
Nearest underground station: South Kensington.

<https://www.sciencemuseum.org.uk/see-and-do>

9. River trip to Greenwich

You can take a river boat from several different piers. Westminster Pier near Embankment underground Station is easy to find. You can use your Oyster card.

10. See a musical

Aladdin and the Lion King are very popular. Children and adults can both enjoy these musicals inspired by classic Disney films. Tickets are available on this website below. Prices vary from £20.00 to £180.00.

<https://disney.co.uk/shows>

Sightseeing Bus

You can also take a “hop on, hop off” bus tour of the city for around £22-£25, outside the school, on Gloucester Road.

Other attractions and places to visit

Near the school

The following attractions and places of interest are within walking distance of the school:

- Kensington Gardens & Hyde Park
- Kensington Palace
- Natural History Museum
- Science Museum
- Victoria & Albert Museum
- Albert Hall

Other markets

The most famous markets are:

- Camden Market (every day 10.00am-6.00pm). Underground: Camden Town. Best at the weekend.
- Petticoat Lane (Sunday to Friday 10.00am-2.00pm). Underground: Liverpool Street, Aldgate or Aldgate East. Best on Sundays.
- Borough Market (Monday-Thursday 10.00am to 5.00pm, Friday 10.00 to 6.00pm, Saturday 8.00am-5.00pm).

- For good quality fresh food try a farmers’ market early on a Saturday or Sunday morning (See www.lfm.org.uk to find one).

Parks

47% of London is green space for you to enjoy. Visit a park local to you and or for more information on the Royal Parks visit:

www.royalparks.org.uk

Theatres 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 also buy tickets at any box office around Piccadilly Circus.

Harry Potter Studio Tour

Early booking is advised, as it is often sold out in the summer months.

Information about tickets and how to get there on this website:

<https://www.wbstudiotour.co.uk/>

If you can get tickets, get the train from Euston station to : £6.25 - £9.55 (under 15 years); £12.50 - £19.10 (16+ years) or get extension to your Travelcard. In front of the station you’ll see the Harry Potter bus, £2.50 for a return ticket. Admission fee: £49.95 (Adult), £39.95 (5-15). Family (1 adult & 3 children or 2 adults & 2 children) £159.00. It takes around 3.5 hours to look around.

Even if the tickets are all sold out, you can visit the Harry Potter shop at King’s Cross Station and take pictures with a trolley entering platform 9 $\frac{3}{4}$ for free.

Museums and art galleries

The most popular are The British Museum, The National Gallery, The Natural History Museum, The Science Museum, The Victoria & Albert Museum and The Tate Modern. We also recommend the Design Museum.

For a view of London

Already been on the London Eye? Here are some other places for amazing views of London.

Sky Garden. In the City – a garden and café

in the sky. Free, but you need to book in advance. <https://skygarden.london/sky-garden>

One New Change. Shopping centre roof near St Paul's Cathedral. Free, no need to book, just take the lift. <https://onewchange.com>

The Shard. Europe's tallest building. Book here: <https://www.the-shard.com/viewing-gallery/>

Shopping

- Westfield In Shepherd's Bush is now Europe's biggest shopping centre. <https://uk.westfield.com/london/stores/all-stores>
- Harrods and Harvey Nichols in Knightsbridge, Selfridges in Oxford Street and Liberty Regent Street are London's greatest department stores.

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

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.

Oyster Card

An Oyster Card is a travel card which makes travelling around London easy. You can use it on most forms of public transport in London – underground and overground trains and buses.

If you want to take a train outside of London (e.g. to Brighton) you will need to buy a separate ticket.

Underground (known as The Tube)

Gloucester Road station (on the District, Circle and Piccadilly lines) is the nearest underground station. In every station you can buy tickets or top up your Oyster Card.

Bus

Buses are a more interesting way to travel as you see more of the city.

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.

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.

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.

HEALTH AND SAFETY INFORMATION

The emergency number for fire, ambulance and the police in the UK is 999.

The Frances King emergency number is: 07768 325391

1. If your child has a pre-existing illness, allergy or medical condition, or is taking medication, you must inform the school. If your child develops an illness during the stay, please inform the school.

2. Adults will be given a student card – they must carry this card at all times. It is important that children in our care are looked after safely, are collected and get home safely.

- Children aged 13 and under must be taken to school and collected everyday by a parent / guardian.

- Children aged 14 – 16 can travel to and from the classes on their own if we have written permission from a parent / guardian.

- If someone else is going to collect your child you must tell the teacher in the morning

when you take them to school or we will not be able to release them to anyone not already authorised to collect them.

- Our staff will not take children home and children should be told not to go home with anyone other than their parents / guardians.

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.

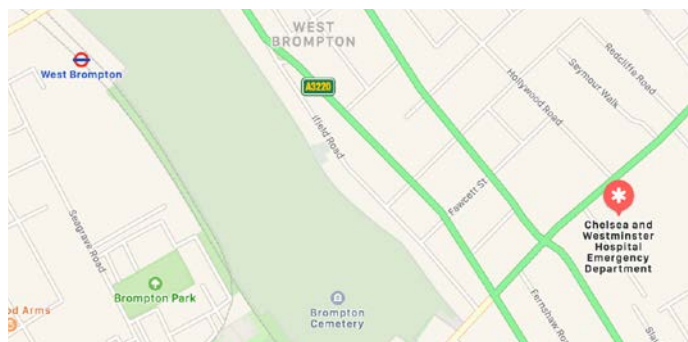
For more information visit www.nhs.uk/111

NHS 111 can direct you to your nearest medical centre.

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



Earls Court Health and Wellbeing Centre
2b Hogarth Road, London SW5 0PT
Telephone: 020 7341 0300



Chelsea & Westminster Hospital
369 Fulham Road, Fulham SW10 9NH
Telephone: 0203 315 8000

PLACES OF WORSHIP

Please ask student services for information about places of worship in London for your faith.

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 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 - £40 with us on a normal day.

Avoid carrying large amounts of cash, unless you know you have to pay for something. 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.

Walking

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

USEFUL APPS

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 lots of different types of places, secret bars, parks, oddities etc.

Other Apps

Dark Sky

Fun weather app with animated satellite map showing rainfall.

WeatherMap+

Another fun weather app, with air pressure and windspeed.

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.



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