



2024

London Student Handbook

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.

Claire Granados
Principal



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ACCREDITATIONS

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

Frances King School
of English - London
is accredited by The
British Council for the
teaching of English as
a Foreign Language.

MEMBERSHIPS



Frances King is a
member of Quality
English, the organisation
of leading independent
English language
schools.



Frances King is also
a member of IALC,
the International
Association of
Language Centres.



Frances King School
of English - London
is a member of
English UK, the
organisation of
accredited teaching
establishments.

Before you travel

Online level test

You will be sent a link to an online test by email immediately after your confirmation is sent. Please complete it at least 3 weeks before your arrival at the school.

Visa information

You can find information about UK visas here:

<https://francesking.com/school-of-english-london/more-information/visa-guidance/>

Insurance

Before you arrive in the UK, you should take out insurance for your own financial and personal security. You can take out your own insurance or the International Student Policy offered by Guard.Me which you can book with the school.

For further details, please visit:

<https://francesking.com/school-of-english-london/more-information/insurance/>

Cost of living

You can find information about the cost of living in London here:

<https://francesking.com/wp-content/uploads/2024/02/Cost-of-Living-for-Students-in-London-2024.pdf>

Travel from airports

You can see information about transfers arranged by the school or get information about public transfers from airports here:

<https://francesking.com/school-of-english-london/more-information/airport-transfer/>

Some things you may need to bring with you

- Passport
- Enrolment documents from the school and details of your accommodation
- Credit cards
- For European citizens your EHIC, European Health Insurance Card

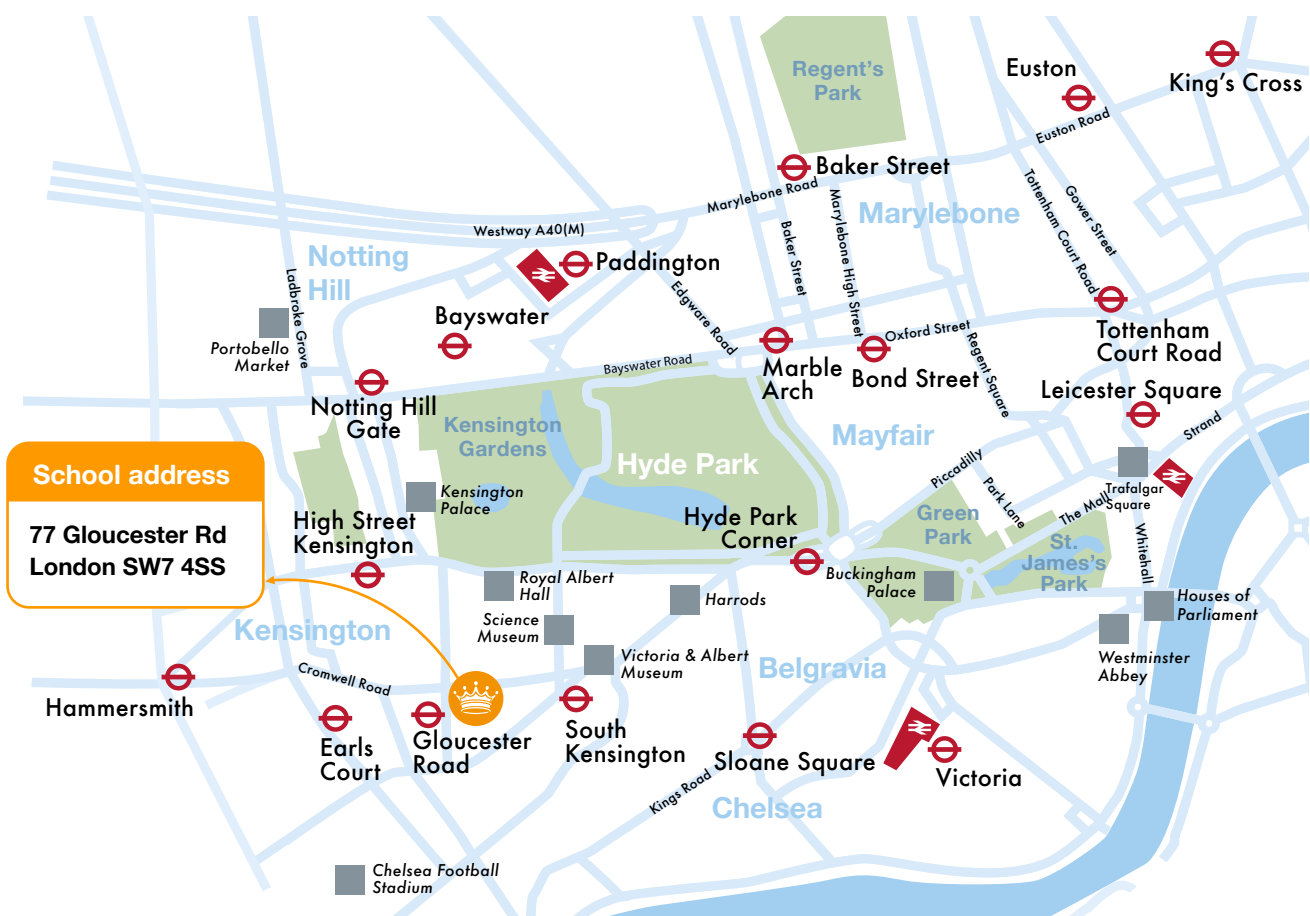
- Insurance documents
- Emergency information
- Mobile phone and charger, laptop or tablet
- An adaptor for electrical appliances
- Prescription medication
- Your driving licence or international licence in case you wish to hire a car

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 and you can buy a plan at the same time. Cost about £25-£30/month. You can also pick up a SIM card at Frances King reception.

School location

The school is opposite Gloucester Road Underground Station, on the Circle, District and Piccadilly Lines, and nearby bus routes are 49 and 74.



Studying at Frances King

Your first week

Please arrive at the school at 8.30 on your first day. We aim for you to join a class at the beginning of the first lesson of the week – at 9.00 for morning classes and 13.45 for afternoon classes.

1

You will first need to show your passport, complete next of kin information for use in any emergency, and also complete a short feedback form about your accommodation (if arranged by Frances King).

2

We will then give you a “welcome pack” and a lanyard to wear while you are in school. You can then go to class, meet your teacher and classmates and start learning.

3

On Monday at 9.00 there is a new student meeting on the first floor.

4

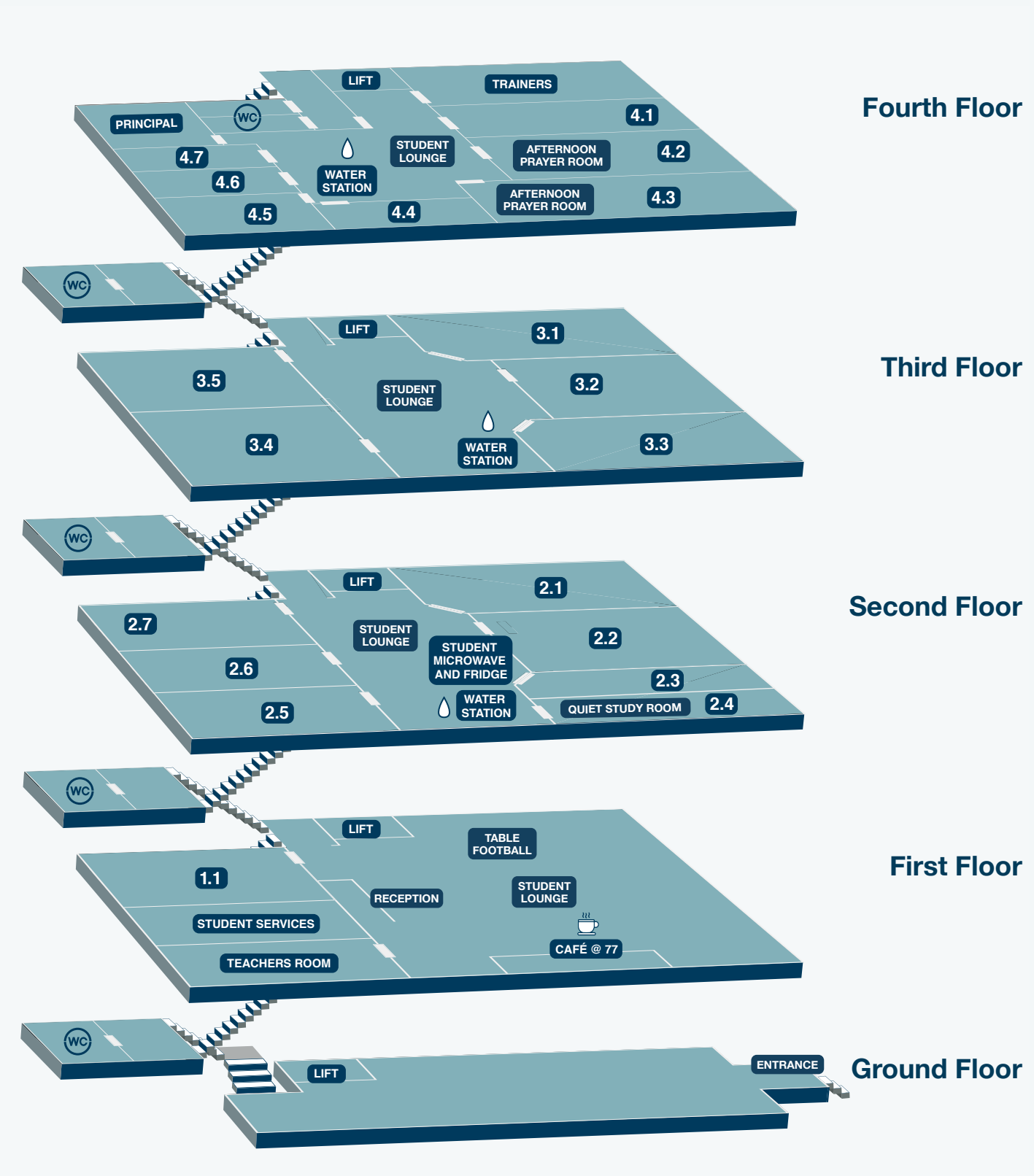
If you want you can join a short local area tour at 13.00, also on Tuesday. Meet on the first floor.

5

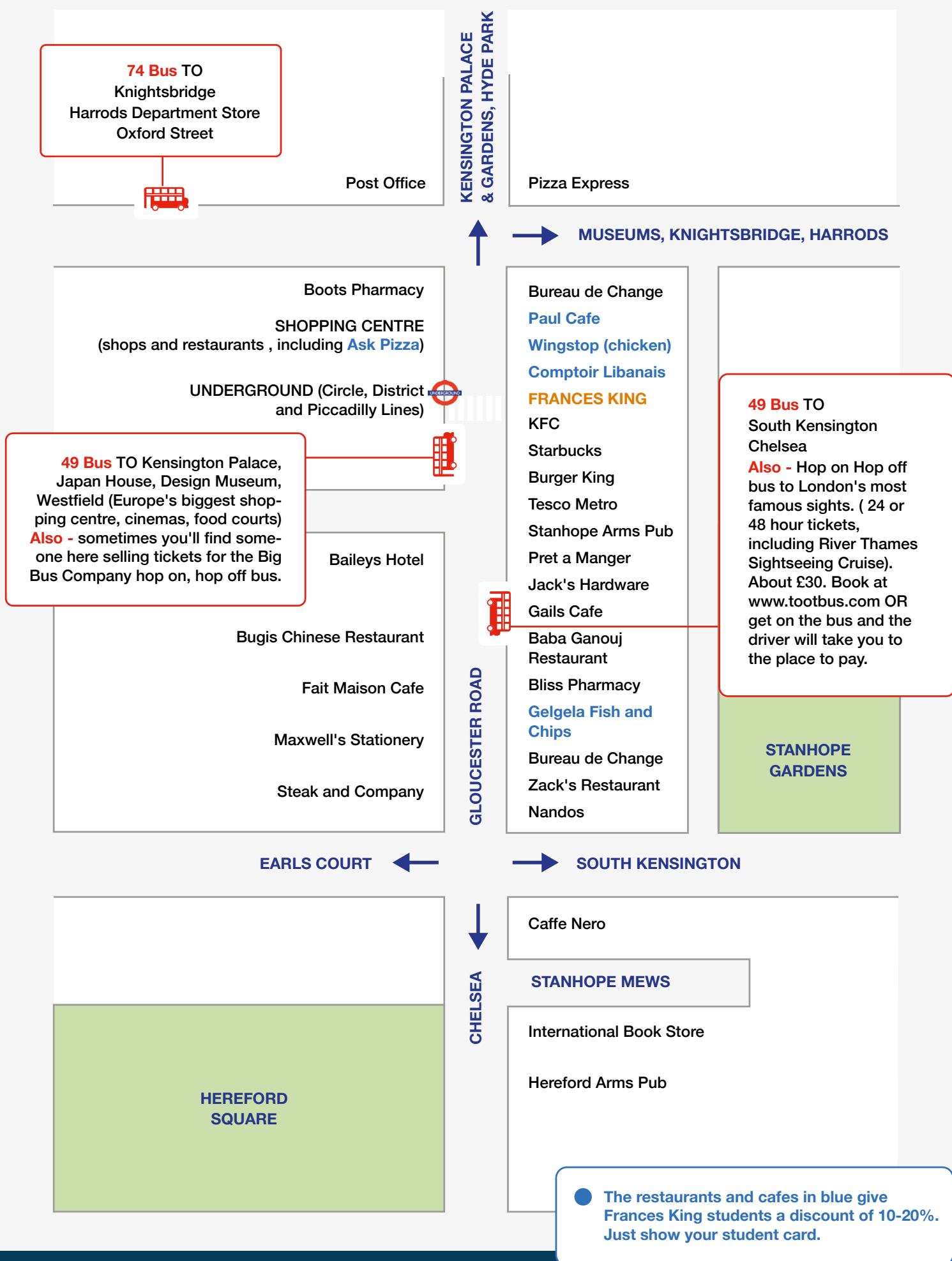
You can see this week’s activities on the first floor notice board.

If you have any questions please come to reception, we are all here to help you.

Your school in Kensington



The Local Area



Student services

Come to reception and the student services office whenever you need help. Here are some of the things we can help you with:

- Course, accommodation and examination information and advice
- Change of class
- Course and accommodation extension or cancellation (you can get a 10% re-enrolment discount on the course)
- Arranging a holiday and documents needed to travel abroad
- Appointments to speak to an Academic Manager
- Problems at the school, with your class or personal and health problems

Student card and lanyard

You should always wear your red ID lanyard inside the school buildings. This is for your safety. If you have forgotten your lanyard, please come to the reception when you arrive at the school to request a temporary one. If you see someone that you do not know in the school not wearing a lanyard, please inform a member of staff immediately and do not speak to this person.

You can recognise the different people in the school by their lanyards:

- **Red:** students
- **Orange:** students under 18
- **Blue/green:** staff members
- **Pink:** visitors who have registered at the reception

Emergency telephone number

The Frances King Emergency Telephone number is **07768 325391**. 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.

Help in your language

We have staff who can help with sensitive matters in many languages, sometimes in person and sometimes remotely by phone, Zoom, Whatsapp or Teams. You will sometimes need to make an appointment in reception. Here are some of the languages which may be available: Arabic, French, Italian, Japanese, Korean,



Timetable

General English Morning Class	9.00 – 9.50 Language Development	10.00 – 10.50 Language Development	11.10 – 11.55 Language Development	12.00 – 12.50 Language Skills
	First Teacher			Second Teacher
IELTS Morning Class	9.00 – 9.50	10.00 – 10.50	11.10 – 11.55	12.00 – 12.50
Lunch 	12.50 – 13.40 (Lunch Club for students on Intensive Courses once every 2 weeks)			
Afternoon Classes	13.40 – 14.30 Language for You / IELTS Skills		14.35 – 15.25 Language for You / IELTS Skills	

Polish, Portuguese & Spanish.

Lunch Club

If you have booked an intensive course (morning and afternoon classes) then one day every 2 weeks we take you out for a light lunch with a member of staff and other students providing an opportunity for conversation and to make friends. The school pays for the lunch, taken in local cafes, restaurants or at the school.

Places to get lunch nearby

You can get quite cheap lunches from local supermarkets - Tesco (look for meal deal) and Waitrose. You can heat food in a microwave at the school, first and second floors.

Here are some other nearby places:

- Ask - Pizza and Pasta, Italian food. Cost: £8 - £10
- Bujis Street Brasserie, Chinese and Singaporean food. They do a fixed menu for lunch. Cost £7 - £15
- Burger King, cheap hamburgers and other fast food. Cost: £5 - £10
- Pret a Manger. Cost £5 - £10
- Caffé Nero - Grilled sandwiches, muffins and cookies. Cost: £5 - £10
- Comptoir Libanais - Lebanese food. Cost: £10 - £15.

Self-study outside class time

There is a quiet study room available on the second floor in the afternoons. Our Study Guide has plenty of ideas for self-study. Scan the QR in your welcome pack to view it.

Places of worship and prayer room

Please ask in reception if you are looking for a place of worship for any religion. There are rooms set aside for prayer 12.50 - 15.30 on the 4th floor.

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, please go to the Student Services office.

Mail / phone

You can have mail sent to the school. We can accept urgent messages by phone (+44 20 7870 6533) but we cannot interrupt classes for you to take a call.

Arranging a holiday

You can take a holiday if your course is longer than 12 weeks and you are not in an exam class. Go to Student Services to find out how much holiday you have and to organise your holiday dates. (Monday to Friday, complete weeks only).

You can't take any holidays if you are studying less than 12 weeks or you are in an exam class. If this is a problem, please go to Student Services office.

Holiday allowance

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

Problems and complaints

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 Director of Studies or Head of Student Engagement.
3. If you are still not satisfied, we will help you to write down the complaint and we will give it to the Principal.
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 the Student Services Office for contact details.

Environmental care

Please put any paper, card, clean plastic, bottles 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.

A few rules

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
3. Please put your mobile on silent in class and in the quiet study room
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

Disciplinary process

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

- Up to 2 informal warnings from their teacher(s)
- First official warning from a member of the Welfare Team or an Academic Manager
- Second official warning from a member of the Welfare Team or an Academic Manager
- Termination of course and accommodation with immediate effect, decided by the Principal 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 without any warnings issued.

Student charter

Students at Frances King can expect...

- honesty and accuracy in all information and publicity
- a warm, friendly, informative service from Student Services
- to be taught by experienced, professional teachers
- interesting and varied classes that use 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
- a wide choice of accommodation options with clear advice
- an interesting and varied Activity Programme including many free activities
- access to 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 should be treated appropriately
- to attend classes everyday and on time
- to tell the school if they have to miss any classes for any reason
- to attend the school's induction presentation
- to inform the Student Services of any change of address or contact details
- to follow the school's IT policy
- to follow health and safety guidelines
- to avoid behaviour or language that may cause offence
- to be polite and respectful when speaking to others
- to understand that bullying or harassment will not be tolerated
- 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, including wearing a school lanyard

Your welfare

Students aged 16 & 17

Students under the age of 18 are considered to be children and there are precautions, measures and rules that apply. Please see the Student Handbook for Students aged 16 & 17.

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 studying in the UK for 6 months or more
2. Your country has a reciprocal health agreement with the UK
3. You are a UK resident

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?

If you are studying in the UK for more than 6 months, please follow the registering guidelines below:

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

If you are studying in the UK for less than 6 months and you need to see a doctor, please go to one of the walk-in medicentres (more information below).

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

Emergencies & 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:



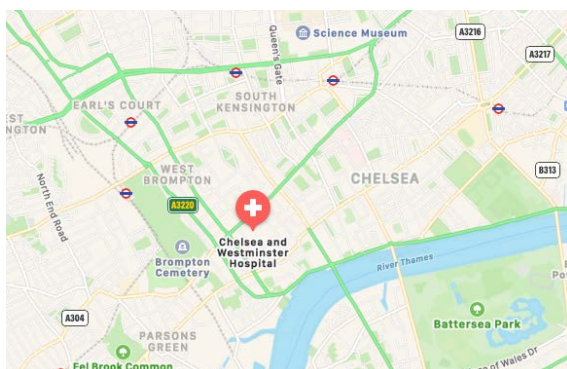
NHS Walk-In Centres:

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

This is the one nearest the school:

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.

This is the one nearest the school:

Chelsea and Westminster Hospital

Fulham Road, London, SW10 9NH
020 8746 8000

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

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 even very small amounts.

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), especially in pubs or crowded places.
- 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. You can ask to look closely at their ID.
- 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. For ID, carry a driving licence if you have one.

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. People usually cover their hand while they enter their PIN number into a machine, so don't worry that this might appear to be rude. If possible, use a cashpoint inside a bank.

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 paying any money.

Walking

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

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.

Ask reception to talk to any of us. Your wellbeing is our priority.

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 or if you watch TV channels on a laptop/phone/iPad etc. you 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, usually you need to study on an intensive course or live in student accommodation. You will need to check with your local council.

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.

Life in London

Our location in central London

Frances King is perfectly located to explore London. World-famous attractions are within easy reach. Whatever it is you love, you'll find something new to do every day.



Distance from Frances King



Walking



By bus



By underground

Things to do in London

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

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.

Pubs

Buy drinks at the bar and pay when you order. 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.

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 singalongs.

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.

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 see www.royalparks.org.uk.

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.

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 or top up your Oyster Card.

Bus

Buses are a cheaper and more interesting way to travel as you see more of the city. For more information about routes visit www.tfl.gov.uk/maps/bus. You cannot pay cash on the 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.

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 and with fixed pick-up/drop-off points.

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.

Walking

There are lots of interesting 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.

Sightseeing bus

You can also take a bus tour of the City for around £30-£40 from just outside Gloucester Road Tube Station.

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 and Kapten are two other options, which you can download as apps 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.

Paying for London transport

- Pay as you go with contactless or oyster is generally the cheapest way to travel. You only pay for the journeys you make.
- If you don't have a contactless card or device, get an Oyster card from a ticket machine and add pay as you go credit. £7 is payable for an Oyster card.
- Always touch in on a yellow card reader at the start of your journey and touch out at the end to pay the right fare. If you don't, you may pay more than you need.
- Always use the same card or device to touch in and out said that you only pay up to the maximum daily or weekly Monday to Sunday cap.

TfL Oyster and Contactless app

Download the app from the apple App Store or Google Play to: top up pay as you go credit and buy season tickets, check your journey and payment history, check your pay as you go balance, get alerts when your balance is low or a season ticket is about to expire.

Student Oyster Card

You can get a student oyster card if you are studying at Frances King for at least 14 weeks, full time. The card will give you a 30% discount on travel cards. There is a £25 charge per card.

You will need:

- a credit/debit card
- a digital photograph

How to get a student Oyster Card

- 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 CREATE WEB ACCOUNT
- 4 Click VIEW LIST OF AVAILABLE ESTABLISHMENTS
- 5 Select FRANCES KING SCHOOL OF ENGLISH (GLOUCESTER ROAD)
- 6 Click APPLY NOW
- 7 Click CONTINUE
- 8 Fill in the registration information, then click CREATE ACCOUNT
- 9 Follow the instructions to complete the details of your course, upload your photo and make the payment of £25

It takes up to two 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

Transport



Citymapper

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



Tube Exits

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



Cheap Taxis

Uber



Greentomato

Free time in london



Visit London - Official Guide

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



London Map and Walks

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



Blue Plaques of London

London's famous blue plaques link the people of the past with the buildings of the present. With this app, you can find plaques near you, learn more about your favourite figures from history and discover the unsung heroes from London's past.

Other apps



Rain Today

Cool weather app with animated satellite map showing rainfall with alerts to let you know when it is going to rain!



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.

End of your course

Certificate

The end of course certificate shows the dates of your study at Frances King at the level of English reached. You need to attend at least 80% of your course to be entitled to a certificate.



Feedback

We will send you a Student Feedback Form to your email address on the Thursday before you leave. Please complete it as soon as possible. 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.

Continue online

You can continue studying online with Private Lessons on Teams, Zoom or Skype. Ask for details in reception or london@francesking.com

Course extension and returner discount

If you extend your course or return to the school within 3 years of completing a course, you will get a 10% discount on tuition fees.



Frances King School of English
77 Gloucester Road, London, SW7 4SS
Email: london@francesking.com
www.francesking.com