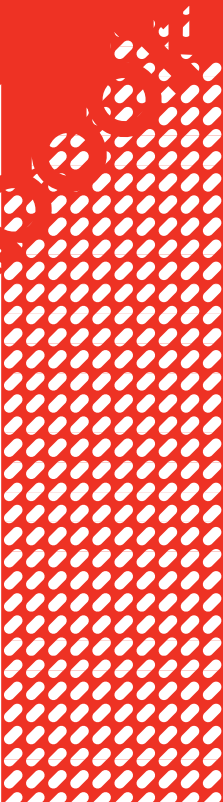




# Student Handbook



## Contents

- 02. **Welcome to The English Studio**
- 03. **Holborn Reception**
- 04. **Shepherd's Bush Reception**
- 05. **Additional Information**
- 06. **Being Absent From Class**
- 07. **Holidays**
- 08. **Refunds and Complaints**
- 09. **How to Get a London Transport Oyster Card**
- 11. **How to get a Student ID Card**
- 12. **How to Get a National Insurance Number**
- 13. **How to Register with the Police.**
- 14. **The Knowledge**
- 15. **Post Office Maps**
- 16 - 17. **Our Centres**

Student ID

## Welcome to The English Studio

Thank you for choosing The English Studio. This Student Handbook is designed to give you an overview of our procedures, all the important information you need to know about studying at our school in London is in here. We hope you enjoy studying at The English Studio!

What we offer;

- **High-speed Net access**  
We have over 40 computers for high-speed internet access completely free.
- **Blog**  
Check out our cool blog. It's like Gumtree & Facebook combined. It's completely exclusive and completely free.  
[www.the-englishstudio.com/news](http://www.the-englishstudio.com/news)
- **Monthly newsletter**  
[www.the-englishstudio.com](http://www.the-englishstudio.com)
- **Social Scene**  
You can contact us by email  
[social@the-englishstudio.com](mailto:social@the-englishstudio.com)

- **Film Club**  
If you want to borrow a DVD or book, you just need to pay a deposit. Of course we will give this back to you at the end of your course.  
  
The Film Club is located in our Holborn student reception.
- **Course Books**  
These can be bought in Holborn Students Reception and Shepherd's Bush Reception. If the duration of your course is four weeks or longer you must buy your course book.

## Holborn Reception

**Reception Opening Hours –**  
Monday to Thursday - 8am to 5pm  
Friday - 8am to 3pm

**Monday:** New Placements Only

**Tuesday:** New Placements Only  
Welcome Presentations

\*As a welcome to The English Studio you are invited to a presentation about the school, its processes and its procedures. Existing students are also welcome to attend. Please ask at reception for times.

**Wednesday, Thursday & Friday:**  
Open For Appointments Only

We have an appointment system for current students at The English Studio. Appointments should be made for the following:

- Holiday Request
- Change Class Level
- Extending Your Visa
- Check Documents for Extension
- General Enquiries

To make an appointment, complete an Appointment Request Form which you can pick up at reception.

Please note: If you are a student at Shepherd's Bush, there is no need to make an appointment.

## Shepherd's Bush Reception

**Reception Opening Hours –**  
Monday to Thursday - 8am to 5pm  
Friday - 8am to 3pm

**Letter to confirm that you are a student:**

Confirmation of Study (if you need your address on the letter, please select UK address in the accommodation field).

• **Letter to open a bank account:**

Bank letter (please enter the name of the bank, your UK and overseas addresses, and select the name of the person at reception).

• **Letter to book a holiday:**  
Holiday Request (enter dates).

• **Council Tax letter**

Print the letter by clicking on the printer icon in the top left hand corner of the screen. Give it to reception and they will sign it for you. Please note you will only be eligible for council tax discount if you are studying for 21 hours per week.

• **How To Get A Certificate**

Take an **Exit Test** on one of the computers at reception. Select the level you are studying. Your certificate will

be ready for you to collect at reception.

You will NOT be allowed a certificate if you do not attend 85% of your classes.

**E-reception computers:**

- Click on the Student System icon on the desktop.
- Enter the username and password on the screen.
- Select Student Personal Information and Letter Printing.
- Enter your username and password (same as your ID number) If your details fields are blank, please fill them in.
- Click on Go To Print Letters Screen (top right hand side).
- Select the letter you need and the person who will sign it.
- Click on View/Print Letter
- Check if the information is correct
- Print the letter by clicking on the printer icon and check posters for the correct printer number.
- Give it to a member of staff to have it signed.

## Additional Information

### Changing your class level or time

Class changes are subject to availability, an administration fee of £35 will be charged along with a further fee for the duration you wish to study that will not be shown on the current price list for the school. This fee may be more than the advertised course price for the duration you wish to study for due to the fee structuring.

Please note there will be no flexibility on any other class changes once you have been placed.

### Pregnancy

Failure to notify The English Studio prior to obtaining Visa.

International students (on a student visa with no other rights of abode in the UK). International students are unlikely to be entitled to maternity benefit and the English Studio recommends that they should return home unless they have sufficient funds to remain in the UK. Those on a student visa would not be permitted to remain in the UK while intermitting their studies.

## Being Absent From Class

The English Studio will enforce a strict policy on low attendance which may result in your withdrawal or suspension from The English Studio.

If your attendance is less than 85% we have to put you on our low attender list. We always give priority in class and centre of choice to high attenders. This may mean you will lose your place in the class and will have to attend another class which could be at a different time or centre. You will also not receive your certificate at the end of your course.

### Sickness

If you are sick or absent you must email [students@the-englishstudio.com](mailto:students@the-englishstudio.com) Please do not phone the reception.

### Sickness and Attendance

You are expected to attend at least 85% of the time. So this allows for 15% of the time when you are occasionally sick. No special allowance will be made for low attendance due to sickness unless accompanied by a doctor's note.

### Attendance Reward

Every month our best attendees will get a reward from The English Studio. You will be notified by email.

### Arriving on time

We are sorry but you can't enter after these times as it disturbs the other students

Last entry time in **Bold**

Morning classes 9.00 to 12 - **9.20**

Noon classes 12 to 3.00 - **12.20**

Afternoon classes 3.00 to 6.00 - **3.20**

### Exam Skills Classes

Students on a 15 hour a week course with a Tier 4 student visa must attend an Exam Skills Class once a week. Attendance at these classes is included in your general attendance rate. This class is compulsory. European students or students on a visitor visa do not need to attend.

## Holidays

The school is closed for 3 weeks over the Christmas period plus public holidays.

### Holiday Allowance

*Including school holiday*

Course length	Number of holidays possible
8 - 12 weeks	1 week
12 - 17 weeks	2 weeks
18 - 23 weeks	3 weeks
24 - 29 weeks	4 weeks
30 - 35 weeks	6 weeks
36 - 39 weeks	8 weeks
40 or more weeks	12 weeks

All students who enrol an Academic Year Course must take 8 weeks of the holiday in July and August. And you can start this course on any Monday in September, January or April.

You must book the holiday at least **1 week** before the start date. We cannot backdate holidays.

### Important

If you take a holiday you will not be able to use the time taken at the end of your course.

## Refunds and Complaints

### Refunds

Please email [refunds@the-englishstudio.com](mailto:refunds@the-englishstudio.com) and follow the refunds procedure. Your refund will not be assessed if you do not follow the correct procedures. Please allow 4 - 8 weeks for refunds.

Please note that all approved refunds are subject to £100 admin fee.

**Please do not go to reception for refunds.**

### Complaints

We do our best to make your experience at The English studio a really happy and positive one, but we really appreciate your feedback.

If you have a complaint email [complaints@the-englishstudio.com](mailto:complaints@the-englishstudio.com)

Or fill in a comments form and hand it in at reception. You will receive a response in 24 hours.

# How To Get A London Transport Student Oyster Card

## Apply by paper

- Complete Part A of the Form.
- Have a passport sized photograph with your name written on the back which must be attached to the completed application before the form can be completed by The English Studio.
- Have a Cheque/Postal Order made payable to 'Transport Trading Limited' for £5.00 – (non-refundable).
- Keep the first page of the application form.
- Submit your form for authorisation where Part B will be completed by The English Studio.
- Incomplete forms will not be authorised.

## Check the Status of Your Application

- By texting the Application Reference No. to 07624 809356.
- By calling the Helpline on 0845 330 9876
- The English Studio is able to check online any application submitted but ALL students are referred to the TfL Helpline in the first instance.

## Important

- If you have a UK debit or credit card you WILL be required to apply online. This is a college requirement.
- You are entitled to the discount for the period you are enrolled for.
- The discount may be withdrawn if you fail to maintain 80% of your attendance or as part of required compliance.
- Further reapplications will need to be discussed by Management

## To qualify you must

- Be fully enrolled on Full Time Course of at least 15 hours a week.
- Be on a course of at least 14 weeks.
- Have paid your course fees in full before being your application is authorised – it may be withheld until fees are paid.
- Be attending your classes regularly and for a minimum of 80%.

## Apply - online

- Have your Student ID number – this can be given by your teacher if you do not know it.
- Enter your course dates if you are following a course of less than one year or finishing before September of the scheme year – these may be changed when being validated if entered incorrectly by you.
- Be able to upload a passport style photo to the Transport for London Website
- [www.tfl.gov.uk/photocard](http://www.tfl.gov.uk/photocard) then 18+ Student
- A UK debit or credit card to pay for the application fee

All Online applications will have to be authorised by The English Studio and will not automatically be approved.



## How To Register With The Police

There will be a stamp on your passport that tells you need to do this.

Go to the police station at the address below with

- Your passport
- Address in the UK
- The English Studio address
- The fee for registration (please check on the Library notice boards for the fee).

### **Metropolitan Police Service Overseas Visitors Records Office**

Ground floor  
Brandon House  
180 Borough High Street  
London SE1 1LH

### **Opening Hours**

9.00-16.00 Monday to Friday  
(Except public and bank holidays)

Tel: 020 7230 1208

### **How To Get There:**

Underground Station - Borough  
(Northern Line)



## The Knowledge

### **Tourist Office**

Britain and London Visitor Centre  
1 Regent Street W1  
Tel: 020 7332 1456  
[www.visitlondon.com](http://www.visitlondon.com)

### **Transport**

Transport for London  
Tel: 020 7222 1234  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

### **Emergency Services**

Emergencies  
999

### **Police - Holborn**

10 Lambs Conduit Street  
Holborn  
London WC1 3NR  
Tel: 03001231212

### **Police - Shepherds Bush**

253-258 Uxbridge Road  
Shepherds Bush  
London W12 7JB  
Tel: 03001231212

### **Postal Services**

Holborn  
181 High Holborn  
London WC1V 7RL

Shepherds Bush  
65-69 The Green  
London W12 8QF

### **Library**

Holborn  
32-38 Theobalds Road  
London WC1X 8PA

Shepherds Bush  
7 Uxbridge Road  
London W12 8LJ

### **Books**

Time Out London  
A - Z London

### **Health Advice**

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

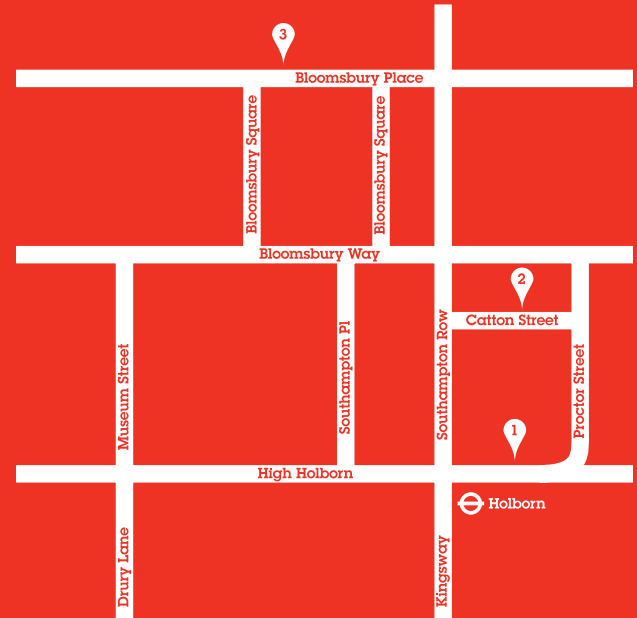
### **Websites**

[www.the-englishstudio.com](http://www.the-englishstudio.com)  
[www.the-englishstudio.com/news](http://www.the-englishstudio.com/news)  
[www.englishuk.com](http://www.englishuk.com)  
[www.teflab.co.uk](http://www.teflab.co.uk)  
[www.britishcouncil.org](http://www.britishcouncil.org)  
[www.oisc.gov.uk](http://www.oisc.gov.uk)  
[www.bbc.co.uk](http://www.bbc.co.uk)  
[www.guardian.co.uk](http://www.guardian.co.uk)  
[www.timeout.com](http://www.timeout.com)

## Post Office Maps



## Our Centres

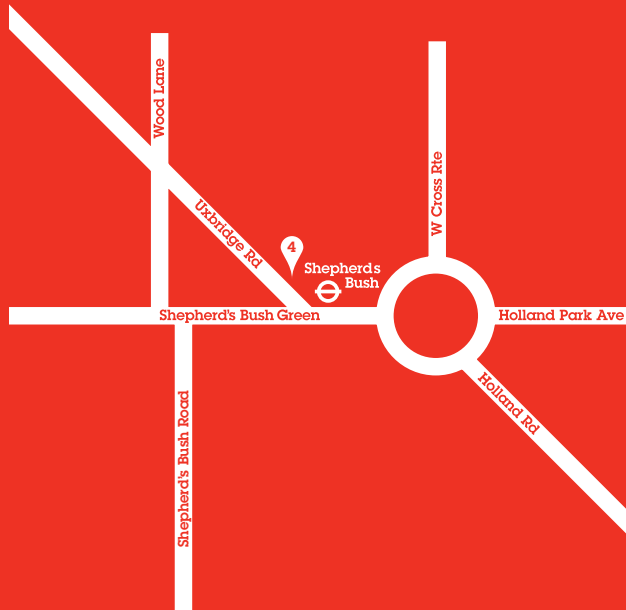


### Our Centres

1. Holborn House  
113 High Holborn  
London WC1V 6JQ  
*Holborn tube*
2. 1 Catton Street  
London WC1R 4AB  
*Holborn Tube*
3. 19 Bloomsbury Square  
London, WC1A 2NS  
*Holborn tube /  
Tottenham Court Road tube*

Tel: +44 (0)20 7637 3813

## Our Centres



4, 54 Uxbridge Road  
2nd Floor  
London W12 8LP  
Shepherd's Bush tube

Tel: +44 (0)20 8735 0565  
Fax: +44(0)20 8740 0699

We are English and we are Green.  
We've made sure this booklet is  
printed on paper certified by the  
Forestry Stewardship Council. That  
means it's sourced from forests that  
are managed to meet the social,  
economic and ecological needs  
of present and future generations.

**Website:**  
[www.the-englishstudio.com](http://www.the-englishstudio.com)

**Tel:**  
+44 (0)20 7404 9759

