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WELCOME TO DELFIN ENGLISH SCHOOL

Living and studying in a foreign country is a great way to improve your English, but also a big challenge! At Delfin, we are here to help you both with your English and with living in a new country, and we want your time in our school to be happy and productive. This guide has some useful information that will help you on your first day and throughout your time at Delfin. Speak to us if you have any questions after reading this guide. And remember to speak English at all times!

School Emergency
Number:

+4407512 021 764

WiFi Code:

Student_Access

Police/Ambulance/
Fire Service:

999

NHS Direct

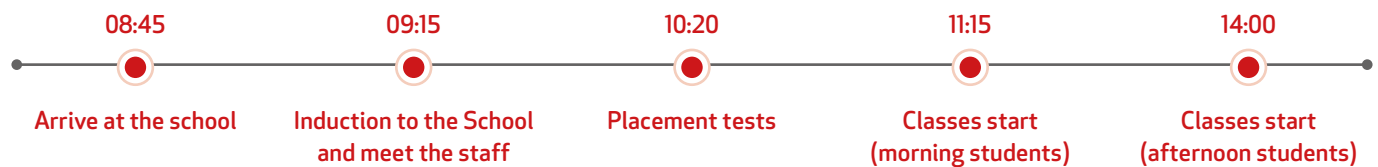
111



WELCOME TO YOUR SCHOOL

What will happen on your first day

Your first day will follow a programme similar to the following:



When you take your placement test, you will be told what level you are going to be studying in and given a timetable for your first week. You will also be given your course books. It is important that you don't write in your books, so that you can exchange them if you move to a different class.

Class times



Who's who in the school

There are lots of staff at your school to help you settle in and answer any questions you have. You can speak to any member of staff whenever you have a question.

If you want to talk about...	Speak to...	Who works...
Your class/level	Your teacher	In class
Your timetable	Director of Studies Academic Coordinator	Make an appointment at reception
Your accommodation	Accommodation Manager	In the Student Services Office
What to do in your free time	Socials Coordinator	In the Student Services Office
Your attendance	Academic Coordinator Director of Studies	Via reception
Your visa	Operations Manager	In the Student Services Office
Taking an exam	Academic Coordinator	Via reception
Getting an official letter/document	Student Services staff	At reception
A personal problem or complaint	Operations Manager Director of Studies	In the Student Services Office In the Academic Office



What you can expect from your school

Delfin aims to provide a fun, lively environment for our students. We want you to really enjoy your course and social activities. We also want to give you the highest possible academic standards and level of service.

Delfin is different. At Delfin, we are proud to have:

- ✓ **Excellent Teachers** – we are committed to having excellent teachers and giving you a high quality of teaching. All of our teachers have an English teaching qualification. We are sure you will really benefit from your course with our talented, enthusiastic, and dynamic teachers.
- ✓ **Great Atmosphere** – we will give you a warm welcome and integrate you into our community from the minute you arrive. At Delfin there is no gap between staff, teachers, and students, and this helps all of our students to learn English even more quickly.
- ✓ **Exciting Social Activities** – we have social, cultural, and sporting activities throughout the year which help you to make friends while you improve your English. We want you to have fun while you study with us!

Delfin London aims to provide a safe and secure environment where all students are kept free from risk or harm.

What we expect of you

We want every student to enjoy and benefit from their course. We ask all students to follow our School Code:

- ✓ Speak English only - in class and outside.
- ✓ Participate in class and complete all homework.
- ✓ Be punctual; attend your classes on time. If you are more than 15 minutes late your teacher will not let you attend the class.
- ✓ You must stay in class for the full duration of the lesson.
- ✓ You must attend your lessons. A minimum of 85% attendance is required.
- ✓ Remember to tell the school if you are sick or cannot attend your class.
- ✓ Please do not take food or drink into classrooms.
- ✓ Take care of your own property and the property of Delfin.
- ✓ Treat other students, staff, and everyone else you meet during your stay with respect.
- ✓ And most importantly, work hard and have fun!

In case of a student's misconduct, or a criminal offence, Delfin reserves the right to cancel their course. Misconduct includes abusive behaviour, bullying, and harassment. Any refund of fees will be at Delfin's discretion.



School facilities

You will find the following in your school:

Floor	Room	Notes
Basement	Student Services Office	The Student Services team work in this office. You can come here to see the Accommodation or Operations Manager or Socials Coordinator.
	Academic Office	The Director of Studies, Academic Coordinator, and teachers work in the Academic Office. Please make an appointment at reception if you'd like to speak to one of them.
Ground Floor	Reception	Come to reception if you need to make an appointment to speak to a member of staff, if you need any official documents, or if you would like to extend your course or book a holiday.
	Classrooms 1a & 1b	
1st Floor	Delfin Lounge	Come to the Delfin Lounge if you want to relax or have your lunch between lessons. Many of our social activities also take place here.
	Classroom 2a & 2b	
2nd Floor	Classrooms 3a - 3d	
3rd Floor	Self-Study Room (4d)	You can work quietly, use a computer, or read a book in this room
	Classrooms 4a, 4b, 4c	
4th Floor	Classrooms 5a & 5b	

Staying safe in your school



First Aid

There is always someone available if you or another student has an accident or needs urgent medical attention. The names and photos of our first aiders are on the noticeboard in your classroom. Please speak directly to a first aider or come to reception as soon as you have or see an accident in the school, even if you think it is only minor.



Fire Safety

If you discover a fire, press the fire alarm button on the nearest alarm unit and leave the building immediately. Make sure you speak to a member of school staff and tell them exactly what happened, so that they can call the Fire Brigade. If you hear the fire alarm, leave the building immediately – but remember to walk, don't run! Do not stop to collect your belongings. Go to the assembly point in Barter Street by the nearest safe exit. Stay with your class and teacher at the assembly point. Your teacher will check that all students in the class are present. Follow any instructions given by a member of Delfin staff, and do not go back into the building until you are told that you can by a member of Delfin staff.

YOUR COURSE

How you will learn at Delfin

- We make learning English as natural and stress-free as possible by creating a fun and lively environment in class where activities mirror real-world tasks.
- Our curriculum is based on the internationally set learning objectives contained in the Common European Framework of Reference (CEFR) so you know that you're learning in a tried and tested way.
- We track your progress carefully throughout your course and let you know how you're doing and what areas you need to develop in at regular Progress Meetings.
- As well as developing your English in class, you will learn about British Culture and have the opportunity to discuss current events with students from all over the world.
- Our school is an **ENGLISH SPEAKING ZONE**. Try not to speak your own language while you are here, as making the effort to speak English will ensure you make more progress.



General English courses & your weekly timetable

- Our General English courses take you from levels A1 to C1 on the CEFR. We have carefully designed our syllabus to help you develop your vocabulary, grammar, and reading, writing, listening and speaking skills in a balanced way at your level.
- Students on a GE15 course will have one 3-hour General English class every day from Monday to Friday, either in the morning or afternoon depending on the course you have booked.
- Students on a GE20 course will have one 3-hour General English class and a 1-hour Elective class every day from Monday to Friday, either in the morning or afternoon.
- Students on an Intensive GE30 course will participate in two 3-hour General English classes every day.
- Your timetable will normally remain the same throughout your course, but your classroom may change each week. Look at the Class List at reception each Monday to see which room you should go to and who your teacher will be.

Exam preparation

- If you are preparing for an international exam such as the FCE, CAE, or IELTS you will join classes specifically for your choice of exam. These classes take place at the same time as our General English classes.
- We can help you with booking the exam of your choice. Please speak to a member of the Academic team or to staff at reception if you would like to book an international exam.

Business English

- If you have selected to study Business English, you will be on a GE20 course where you will study in a 3-hour General English class every day followed by a 1-hour Business English class.
- The Business English class will help you to perform common business tasks in English, such as writing letters and e-mails, participating in meetings, and negotiating.

Tracking your progress at Delfin

- You will have taken your Entry Test before you arrive at the school, and will take a writing and speaking test on your first day. We will use the results from these assessments to put you into a class at the correct level.
- If you think that you are not in the correct level, please talk to your teacher. They will let you know whether you are ready to move to a higher level.
- You will have a weekly review test every Friday. This weekly test reflects the material which has been covered during the week.
- You will also have a more in-depth Progress Test once a month, followed by Progress Meetings, at which you will discuss the progress that you are making with your teacher and put some language learning objectives in place for the following month.
- You will receive a certificate at the end of your course showing your attendance the progress that you have made. You can also request a course report to take home with you.



Learning English outside of class

Living in the UK gives you more opportunities to improve and practice your English language skills, as you will be 'living the language'. To really improve your English you should communicate in English as often as possible, and make friends with students from other countries. Don't be afraid to make mistakes: practice makes perfect!

Your teacher will set you homework every day, which is to be completed by your next class. You will have the chance to ask the teacher and your fellow students about anything you don't understand. If you would like extra homework please ask your teacher.

You need to take responsibility for your own language learning, and to continually look for opportunities to help your English develop. Below are some ideas to help you with your self-study:

- Speak English as much as possible – including at break time, lunch time, in the evening and at weekends!
- Join the social programme activities to practise speaking English.
- Use some of the English language resources available on the internet.
- Revise work done in class every day.
- Watch TV regularly and also listen to the radio or podcasts to improve your listening skills.
- Edit and correct your own homework before handing it back to your teacher.
- Use an English-English dictionary (in class and for self-study).
- Keep a vocabulary notebook and organise it into categories.
- To improve your writing try keeping a diary or writing reviews of films/books.
- Read an English book, newspaper or magazine. Try and read something every day.



Attendance Policy

- You should aim to come to every class. However, you are expected to attend at least 85% of your lessons.
- You must **ALWAYS** call or e-mail us so we know why you are absent if you cannot come to class.
- If your attendance falls below 85% you will be contacted by a member of staff.
- If your attendance does not improve, you will be asked to attend a meeting with the Director of Studies or Operations Manager.
- You must make sure that you attend any meetings organised by the school to discuss your attendance. Following a meeting, you must work hard to improve your attendance so that it returns to above 85%.
- You may be asked to leave the school if you are absent for 10 or more consecutive days or if you do not improve your attendance to a satisfactory level after a meeting at the school.

Course Changes and Refunds

- It may be possible for you to make a change to your course (e.g. change from morning to afternoon classes). Please speak to a member of staff at reception if you would like to make any changes.
- If you are adding classes or moving to a more expensive type of course, you will need to pay the extra amount before the change is confirmed.
- You can also extend your course if you would like to stay for longer. Speak to a member of staff at reception by the Thursday before the week that you are booking for at the latest. You might not be able to continue in the same class if you do not meet this deadline.
- We will not be able to give you a refund for any course changes that you make.

Taking a Holiday during your course

- Please speak to a member of staff at reception if you would like to take a holiday during your course.
- If you book a holiday your course will automatically be extended. You will not be able to receive a refund for the time you have as a holiday.
- We normally require one week's notice if you would like to take a holiday, but there is some flexibility with this. At the minimum you must tell us the week before your holiday. If you tell us once the week has started, you will be marked absent for the week.
- Holidays must be for an entire week. If you are unable to come to class for one or two days then you will be marked absent for the time when you are not in school.

YOUR ACCOMMODATION

At Delfin we offer a wide variety of different accommodation options, and there is an Accommodation Manager in the school to make sure you are happy with your accommodation. Please speak to the Accommodation Manager if you have any questions about your accommodation, or if you would like to change into a different sort of accommodation.

The accommodation options at Delfin are:

- **Host Families** – living with a local family gives many students a chance to have day-to-day conversations with English speakers. Breakfast and dinner are included in the price. Most host families are located further from the centre of the city, and so you will need to take public transport to get to and from the city centre and the school.
- **House Shares** – these are self-catering houses/apartments, living with other students near the City Centre.
- **Residential Accommodation** – living in residential accommodation is like living in a University 'dorm', as you will be in a large building divided into flats. You will have access to facilities in the residence for cooking, washing clothes etc. You can choose to have a room with an en suite bathroom.

Life with a host family

Living with a host family is a great way to get to know the local culture and people who speak English as their first language, as you will really be 'living the language'. Below are some guidelines on living with your host family:

- Your host family will provide you with good accommodation, good food, be friendly and helpful and make you feel comfortable. You will be treated as a member of the family and should treat your hosts with consideration.
- You must follow the household rules, such as being on time for meals, not smoking in the house etc. Each home is different and will have their own routine. Your hosts will be happy to explain things to you and if you are not clear about something please ask for help.
- The food, habits and daily routine in your new family may be very different from life in your country, and it will take time to adapt.
- Your homestay accommodation will normally include breakfast and an evening meal. It is important to try different food, but if there are certain things you really like or dislike, please let your hosts know. They won't be upset or offended! If you like to eat lots of fruit or other snacks you should buy them yourself.
- Most families in the UK don't have a cooked breakfast every day; a typical breakfast will be cereal, toast, and tea or coffee, so you will be offered the same.
- You will be expected to be at home for dinner, and in fact dinner time with your host family is often the best time to practise your English. If you are going to be late or miss a meal you must tell your host.
- Some families allow students to prepare their own food in the kitchen, but you should always check with your hosts before you do so, and of course you must clean up afterwards
- You will be able to use the bath or shower at least once a day, but will need to fit in with the household routine as most houses only have one bathroom. Some hosts ask that you use the bathroom at certain times and not at others (for example not late at night). The host will give you a towel, but you need to provide your own soap, toothpaste, shampoo etc.
- Your host will do your laundry for you, usually once a week. They will tell you where you should leave your laundry and when it will be washed. Towels and bed linen are provided by the host and will be changed every week.
- You must never use the host family's telephone without permission. If you have a phone card or can charge your calls to a credit card, some hosts will allow you to use their phone. Usually it is okay for you to receive calls on the household phone, but please be considerate and don't talk for a long time when they may need to use the phone themselves.
- It is not a good idea to keep large amounts of cash with you or in your room.

- You will not be allowed to smoke in your bedroom and many hosts will ask you to smoke outside the house. In the UK smoking is not permitted in enclosed public places, so if you go to a café, restaurant or pub you will not be able to smoke inside.
- Many hosts will be happy for you to bring your friends to the house, but please ask their permission first. It is polite to introduce your friends to your host and ask if they may go to your room. It is not possible to have friends to stay overnight in your homestay.
- You must come home in the evenings at a reasonable time, according to your age. Remember that your hosts probably have to get up for work in the mornings and will not appreciate being woken up if you come home very late! Please be considerate, let your hosts know if you are going to be home late and then come in quietly. If you are under 18 you must return home in the evenings by 22:30.

Finding your own accommodation

Before you decide to live in your own accommodation, you need to consider carefully whether this is right for you. Living on your own in a new country isn't easy. You will have a lot of responsibilities, like paying tax and bills, and you will also have much less contact with native speakers, and so may feel more homesick and have fewer chances to practice speaking English. When looking for accommodation think about how you will travel to school and how long it will take. It is best to find a place close to public transport, but do remember that anywhere within walking distance of the school is likely to be more expensive. Ask at the school for more information on the best areas to look in.

Websites for looking for accommodation

> www.spareroom.co.uk

> www.airbnb.com

> www.zoopla.com

> www.rightmove.co.uk

Things to think about when looking for a new home:

Before starting your search, think of the type of accommodation you will need, how much you can afford and the area you would like to live in. Make sure you always view the property before you move in. Ask questions and make sure that the property is fit to live in.

Things to think about when you view the property:

- Look at the area for things like public transport and shops. What local services and amenities are there? Is the area safe and well-lit?
- Check for signs of dampness.
- Is there ventilation, heating and lighting?
- Is there hot and cold running water?
- Do the cooker, fridge and other appliances work?

Your contract with the landlord:

- Read your contract with the landlord carefully and make sure you are happy with the terms.
- Don't sign any contract until you have agreed with the landlord any damage to the property as well as all the furniture so that you will not be considered responsible if anything goes wrong.
- The landlord will normally need you to pay a deposit before you move in, which is normally the equivalent of between 1 to 2 months' rent.
- Don't hand over money unless you are happy with the accommodation and always get a receipt.
- When your tenancy ends the landlord must promptly return the deposit. The landlord may only keep some or all of the deposit to cover rent arrears or the costs of repairing any damage above normal wear and tear.



Your rights:

- You have the right to privacy
- Your accommodation must be fit to live in
- Rents can only be increased once a year
- A landlord must give you written notice if they want you to leave your home. The minimum notice period is 1 month, although there are exceptions.
- All of your deposit should be returned within a reasonable time. Your landlord can only withhold money if you owe rent or have caused damage.
- Your accommodation must by law meet basic standards. Notify the landlord immediately in writing if any repairs are needed and allow access for the work to be done. If the landlord fails to fix a serious problem within a reasonable time, you can get the repairs done and your landlord must reimburse you.

Please note that if you decide to rent your own accommodation, the school cannot be held responsible for any issues, and cannot take part in any negotiations between you and your landlord. However, we are happy to direct you towards organisations that can help you with any issues you may have.

YOUR WELFARE

Welfare Officers

The school has two Welfare Officers – the Operations Manager and the Director of Studies. They can help you with any concerns or problems, and will always speak to you in confidence. Please talk to one of the Welfare Officers if you have any concerns. They are also in contact with local organisations who will be able to help you in situations where we cannot.

What to do in an emergency

We have a 24-hour emergency phone which is answered by a member of staff at times when the school is closed. The number is at the front of your Student Guide – please write it down and carry it with you or save it on your mobile phone. If you have a problem and need help urgently, please call this number. Remember, this is only for emergencies, so if your question is not urgent please wait until the school is open.



Abusive behaviour, Bullying and Harassment

We are committed to teaching all of our students in a caring, friendly, and safe environment. Bullying, harassment, or any other sort of abusive behaviour is unacceptable at our school. Abusive behaviour is any behaviour which another person feels is threatening. Abusive behaviour can be in the form of spoken or written communication. It can also be an aggressive manner or threatening physical action towards another person. In schools, abusive behaviour often takes the form of bullying, which is the use of aggression with the aim of hurting another person. Bullying results in pain and distress to the victim, and is never acceptable.

Bullying and Harassment can be:

- ✗ **Emotional:** being unfriendly, excluding, tormenting
- ✗ **Physical:** pushing, kicking, hitting, punching, or any use of violence
- ✗ **Verbal:** name-calling, sarcasm, spreading rumours, teasing
- ✗ **Racist:** racial taunts, graffiti, gestures
- ✗ **Homophobic:** because of, or focussing on the issue of sexuality
- ✗ **Cyber:** all areas of internet, such as email or Facebook misuse. Mobile threats by text messaging and calls.
- ✗ **Sexual harassment:** unwanted physical contact or sexually abusive comments

You must talk to a member of staff immediately if you see or experience any abusive behaviour. The behaviour will be investigated by speaking to everyone involved. If the school decides that the behaviour is abusive, the student responsible for the behaviour will be given an informal warning, and then monitored for the next month. If no further abusive behaviour takes place, no further action will be required. However, if there is any further abusive behaviour, the student will be given a formal written warning about their behaviour. Any further incidents of abusive behaviour will result in the student being expelled from the school.



Students under the age of 18

If you are under 18 years old you are legally still considered a child and we are responsible for you. This means that there are some extra rules that apply to you.

- You should always return home in the evenings by 22.30.
- If you want to have a holiday or to stay away from home overnight we will need to see written permission from your parents.
- Under 18s cannot move into private accommodation or a school residence that is designated for over 18s. Please speak to a member of staff if you have any questions about your accommodation.
- It is illegal for anyone under the age of 18 to drink alcohol.
- It is illegal for anyone under the age of 18 to purchase cigarettes or other tobacco products.

Student insurance

We are able to help you to get insurance to cover medical and any other issues you have during your stay with us. Please ask at reception for more details.

Your feedback to us

It is very important to us that you are happy with your course and all other aspects of your stay, so we make sure that we get as much feedback from you as possible. This includes during your first and last weeks in the school when we will ask you about your entire programme, and other times when we will come to class to ask about your learning, social programme, etc. Please be honest when you are asked for feedback, as this helps us to make sure we're giving all of our students a great experience. You can also speak to a member of staff whenever you want to give individual feedback about a particular aspect of your programme.



Making a complaint if you're not happy

We hope that you will be completely happy during your time with us, but we understand that things do sometimes go wrong. Don't take your problems home with you - we are here to help. Please speak to any member of Delfin staff if you have any questions or queries. We have an established procedure to follow in the event that you would like to make a complaint.

Step 1

Speak to a member of staff. You can speak to:

Your teacher

If you want to discuss your course or learning

Accommodation Manager

If you want to discuss your accommodation

Staff at reception

If you want to discuss anything else

Step 2

If you are not satisfied with the outcome in Step 1 please speak to the Director of Studies or Operations Manager. Every effort will be made to resolve your problem / query within the school. They will confirm receipt of your complaint within two working days, telling you who will be dealing with the complaint. Within seven working days, we will see you and discuss your complaint, and put in place a solution if possible. This will be followed up in writing.

Step 3

If you are still not satisfied, the next step is to write to Delfin's Director, setting out exactly what happened and why you are not satisfied. Staff at your school can help you to do this.

Step 4

If you feel that you have not received a satisfactory response after the steps above, you can refer the matter to the British Council, who have accredited the school. All complaints must be written in English and signed, and you must provide your contact details (an email address is not sufficient). Your complaint should record the steps that you have already been through with the school to resolve your complaint and whether you are happy for the complaint to be sent to the school. The British Council can be contacted at the following address:

Accreditation Unit, British Council, Bridgewater House,
58 Whitworth Street, Manchester, M1 6BB

YOUR FREE TIME

Social Programme

The Social Programme is an extremely important part of life at Delfin. Participating in a variety of recreational and cultural activities is a fun, exciting way to learn English, make new friends and enjoy your time with us. There are plenty of activities running every week, and we make sure there's a good balance of cultural, sporting, and social events on the calendar. Make sure you have a look at the Social Programme Calendar every week, and talk to the Socials Coordinator if you have any suggestion about social activities that you would like to do!

You can buy tickets for weekend trips and to get into some popular London tourist attractions at reception.

Staying safe on Delfin social activities

Please let us know before the activity starts if you have any health problems or allergies that we should be aware of. Please also remember if you are on a trip outside the school that cars drive on the left side of the road in the UK. Be careful to look in both directions before crossing the road. Always wear a seat belt if you are travelling by coach or car.

Things to do in London

No matter how long you stay in London you will never get bored as there are so many things to see and so many places to visit. We cannot possibly tell you about everything here, so here are some ideas to get you started.

Places to visit in Central London

- West End Theatres
 - Buckingham Palace
 - Big Ben and the Houses of Parliament
 - The London Eye
 - The British Museum
 - Tate Modern & Tate Gallery
 - The National Gallery
 - Natural History Museum
 - Victoria & Albert Museum
 - The Tower of London
- and many more!

Day trips outside of London

- Windsor & Windsor Castle
- Cambridge
- Canterbury
- Brighton
- Bath
- Stonehenge
- Oxford



YOUR LIFE IN LONDON

British Culture

The United Kingdom is comprised of four countries: England, Scotland, Wales, and Northern Ireland. The populations of these four nations all consider themselves to be 'British', but also have a strong sense of their own national identity. The terms 'English' and 'British' do not mean the same thing! Since World War II, Britain has become increasingly diverse with a very wide variety of different ethnic groups living in the country. This is particularly true in London. This mix of cultures makes it difficult to define "Britishness". However, all UK residents uphold the same set of values – a belief in democracy, the rule of law, individual liberty, and respectful tolerance of those with different faiths or beliefs.

One stereotype of British people is that they talk about the weather a lot! This is because in Britain the climate is very changeable. It is advisable to have clothes to suit different seasonal weather conditions. An umbrella is essential but can be bought locally.

For more information about the British climate, visit www.metoffice.gov.uk



Visas & Registering with the Police

International students from certain countries who will be living in the UK for six months or more have to report to the police once they have arrived in the UK. If you need to report to the police, your passport will contain a stamp telling you to do so within 7 days of arriving in the UK, in which case you should go to:

**The Overseas Visitors' Records Office,
180 Borough High Street,
London SE1 1LH**

(Nearest tube station is Borough on the Northern Line)

Tel: 020 7230 1208 for recorded information
Mondays – Fridays 9.00 – 16.00

To register you must take with you:

- Your passport
- A fee of £34 in cash, or your credit card or debit card
- A letter from Delfin proving that you are a student – you can get this from reception
- Details of, and a letter confirming, where you live.

When you register you will be given a Police Registration Certificate. You must keep this safe throughout your stay. You will need it if you leave and then re-enter the UK. If you are ever asked to produce it, you will have 48 hours to do so. Every time you change address, please inform your local police station within 7 days of the new address so that they can change your Certificate.

If you would like to travel to other European countries you may need a Schengen visa, depending on your nationality. In order to apply for a visa, you will need a letter from the school that you can get from reception, and then you will have to go to the embassy in person. Please speak to staff for more information.

The Law and You

It is very important that you are careful to obey the law throughout your time in the UK, as there are often severe penalties for breaking the law and these are strictly enforced. In particular, there are severe penalties in the UK for drug use, and any Delfin student caught using drugs of any sort will immediately have their course cancelled. The age at which it is legal to drink alcohol in the UK is 18. However, you may be asked for ID if you look as though you are below 21 years old. Please also be aware that there are some areas where it is illegal to drink in public. Smoking is illegal in public buildings, including in your accommodation and in the school. The legal age of consent in the UK is 16.

It is a good idea to have ID and the Delfin emergency number with you in case you are stopped by the police for any reason. Please call us if you need any help.

Finance & Banking

- **Changing money** – you can exchange foreign currency and travellers cheques in a bureau de change, post office, bank, and in some stores. Unfortunately we cannot take foreign currency in school.
 - **Opening a bank account** – it is normally only possible to open a bank account if you are staying in the country for more than six months and even then it is not guaranteed. Banks are usually open from 9.30am until 5.30pm, Mondays to Fridays, and some on Saturday mornings. Please ask at reception if you have been asked for a letter confirming you are a student at Delfin to open an account.
 - **Sending money** – if you have a bank account, money can be directly transferred from overseas. If not then money can be transferred through Western Union – please contact staff at Reception who will tell you where the nearest office is. When you are arranging to have money sent from your home country, please tell your parents not to send cash, and please note that personal cheques from overseas banks cannot be cashed in this country.
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Medical & emergency support

It's a good idea for any student arriving in the UK to register with a GP (local doctor). NHS treatment is free if you are enrolled on a course of 6 months or more, an EU national or if your country has a full reciprocal health agreement with the UK. You will however need to pay for medicine. The average cost of a prescription is £7.

If you are living in a host family, you can see the family's doctor if you are unwell. If you have your own accommodation and are not registered with a GP, there are many NHS walk-in centres where you do not need an appointment. The closest to the school is the NHS Soho Walk In Centre, and you can get directions from reception. They offer health advice and treatment and are usually open seven days a week from early morning to late evening.

For coughs, colds, sore throats, etc, you can go to the pharmacy for advice on what medicine you need, or you can call **NHS Direct on 111** when the pharmacy is closed. You should only visit the hospital in case of an emergency or accident, or if you are referred by your doctor. If you need to pay for your medical treatment at the doctors or the hospital you will be able to claim this back on your insurance, make sure you keep all receipts.

The European Health Insurance Card (or EHIC) allows anyone who is insured by or covered by a statutory social security scheme of the EEA countries and Switzerland to receive medical treatment in another member state for free or a reduced cost should it be required. It only covers healthcare which is normally covered by a statutory health care system in the visited country, so it does not render travel insurance obsolete.

If you need to see a dentist, you have a choice between seeing one on the NHS or privately. It will be much quicker to make an appointment to see a dentist privately, but may cost considerably more. Ask in your school for more information.

Personal safety & looking after your valuables

Although London is not a dangerous place for foreign visitors, you should always be careful when you are out and about in the city. Follow the guidelines below to stay safe:

- Don't walk alone in the city centre at night
- Don't walk home late at night – take a taxi
- Don't carry all of your money with you
- Don't carry your passport as ID – take a photocopy with you instead
- Keep your host family and the Delfin emergency phone number with you at all times

Working

EU / EEA students have no limit on the number of hours worked, but we expect your course with us to be your main priority while you are here.

Websites for job searches > www.gumtree.com > www.fish4jobs.co.uk > www.upmystreet.com

Please remember if you are not from the EU / EEA or settled in the UK, you will not be allowed to work.

You will need a National Insurance (NI) number, issued through the Department of Social Security, to work. The easiest way to get an NI number is to **call 0845 6000643 to arrange an appointment**. Take your passport, a letter confirming you have been offered work or registered with an agency and a school letter to this appointment.

Transport

London is a very well-connected city, and there are several ways to get around. We would not recommend students to drive in London. However, if you do drive please remember that UK traffic and parking laws may be different to your country, and that you must have a driving licence which is valid for driving in the UK. If you are given a parking penalty, it is very important that you take action quickly.

The main ways to get around London are the Tube (Underground), buses, Docklands Light Railway (DLR) and British Rail. Ticket types vary and single journey tickets are quite expensive. You should buy a weekly or monthly Oyster Card as you will be able to use underground and/or buses as many times as you wish and the cost will be much cheaper. **For further information see www.tfl.gov.uk/tickets**. Some Tube lines run throughout the night every day, some run through the night at the weekend only, and others do not run after 12.30am. Ask at reception or visit the TFL website for more information.

Wherever you want to go in London is easy to find using the Journey Planner on the Transport for London website. All you need to do is type your station or post code in the 'from' box and the station or post code of where you are going in the 'to'.

www.tfl.gov.uk/journeyplanner

To ensure your safety when taking a taxi, make sure that it is licensed. The drivers of licensed taxis have had their criminal record checked by the police (DBS checks). Do not use taxis that you haven't booked and that do not show a valid taxi license.

For more information, please see: www.tfl.gov.uk/tfl/gettingaround/taxisandminicabs/taxis

Lastly, remember that in the UK, traffic may flow in a different direction to your country. London is a very busy city, and you need to always remember to look both ways to make sure that it is clear before you cross the road.

Places of Worship


Baptist

Bloomsbury Central Church,
235 Shaftesbury Avenue,
WC2H 8EP

 **Station:**
Tottenham Court Road

Buddhist

London Diamond Way
Buddhist Meditation Centre
39 Black Prince Rd,
London, SE11 6JJ

 **Station:**
Vauxhall

Church of England

All Saints,
Margaret Street,
W1W 8JG

 **Station:**
Oxford Circus


Hindu

Radha Krishna Temple,
10 Soho St,
London W1D 3DL

 **Station:**
Tottenham Court Road


Jewish

Central Synagogue,
736 Hallam Street,
W1T 6JJ

 **Station:**
Oxford Street
Great Portland Street

Methodist

Chelsea Methodist Church
155a King's Road,
SW3 5TX

 **Station:**
South Kensington
Sloane Square

Muslim

London Central Mosque
(also known as Regents
Park Mosque) Park Road,
Regents Park, NW8 7RG

 **Station:**
Baker Street

Roman Catholic

St Patrick,
Soho Square,
W1D 4NR

 **Station:**
Tottenham Court Road

Please ask at Reception if you need any further advice on places of worship in London.



Delfin English School London

T +44 (0)207 831 3380

E information@delfinschool.com

W www.delfinschool.com/london

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