







STUDENTS HANDBOOK








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TABLE OF CONTENTS



1. Welcome from Influential English
2. About the school
3. How to reach the school
4. Your first day with us
5. Your classes
6. Who can help me at Influential English school
7. Academic support
8. Academic rules and codes of conduct
9. Complaint procedures
10. Useful information



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

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Welcome from Influential English

This guide is designed to help you prepare for a fantastic learning experience and it also contains lots of useful information.



Since 2014, Influential English School has been welcoming students from around the world onto our wide range of English language programmes. We pride ourselves on the quality of course provision and strive to offer only the best to our students. Our stated aim is to help our students improve their English learning skills in a friendly and stimulating atmosphere by providing an extensive educational and cultural programme, and by ensuring that their needs are clearly understood and met at all times. The learner is central to what we do here at Influential English School.



We hope that you have a fantastic experience learning with us at the school.






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About the School

Influential English language school has been established in London since 2014. Our main goal is to provide our students with the highest quality English classes at the lowest cost possible. We offer students a unique opportunity to improve their language skills at our new classrooms located in the London financial district (City of London, Canary Wharf).

At Influential English, we aim:

- To provide good value English courses and an enjoyable learning experience in London.
- To provide high-quality English courses that meet the needs of all students.
- To provide courses which promote communication and understanding between students from all backgrounds and cultures.
- To give our students the skills to continue learning and developing their language and communicative skills outside the classroom.







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How to reach our School

Our School is located in Skyline village in Canary Wharf. Once you arrive, you should ask the reception for the location of building 56. We are on the top floor. We are open from 9.00 am to 8.30 pm (Monday to Friday).

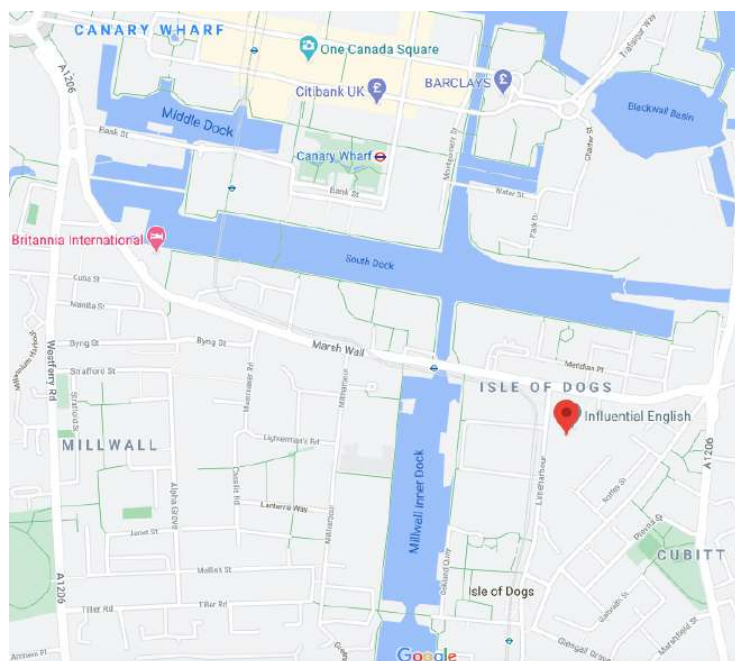


School contact details

Address: 56 Skyline Village, Limeharbour, E14 9TS.

Phone number: +447519361218

Email: info@influentialenglish.com



Nearest stations



CANARY WHARF STATION - (Jubilee line & DLR - 10 minutes walk)



SOUTH QUAY STATION - (DLR - 2 minutes walk)

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Your first day with us

On your first day try to arrive 30 minutes before your lesson start time so we can complete your registration. Here's a step-by-step guide for your first day with us:

Step 1 - Registration at reception

When you arrive in the school, please go to reception and our staff will show you where to go next

Please bring with you a valid form of ID.

Step 2 - English level test

You will be given a placement test, which can be found on our website. This allows us to assess your level of English and place you in the right class with other student with the same level of English. This test should be completed prior to your trial class.

Step 3 - Induction meeting



After you've completed your trial class in the level based on the score you received on the test, you will attend an induction meeting. All new students should attend this meeting, which covers information about school policies, as well as tips about your studies and living in London. Topics include; your learning and progress, study advice, where we are in the syllabus and the courses we offer.



Step 4 - Your first class



Please go to your first class, where your teacher will be expecting you.




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Your classes



TIME	CLASSROOM BASED COURSES IN LONDON (CANARY WHARF)
10.00 - 11.30	ELEMENTARY GENERAL ENGLISH
10.00 - 11.30	IELTS ACADEMIC
12.00 - 13.30	UPPER - INTERMEDIATE GENERAL ENGLISH
14.00 - 15.30	ELEMENTARY GENERAL ENGLISH
16.00 - 17.30	INTERMEDIATE GENERAL ENGLISH



TIME	ONLINE COURSES
10.00 - 11.30	INTERMEDIATE GENERAL ENGLISH
10.00 - 11.30	UPPER - INTERMEDIATE
14.00 - 15.30	IELTS ACADEMIC
19.00 - 20.30	IELTS ACADEMIC
19.00 - 20.30	INTERMEDIATE GENERAL ENGLISH
19.00 - 20.30	ELEMENTARY GENERAL ENGLISH


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Our courses and learning objectives

General English

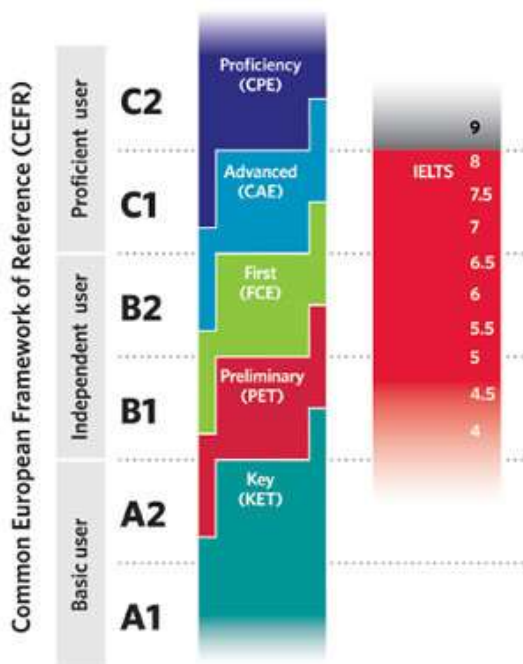
Our general English course is perfect for students who want to improve all aspects of the language. The focus is mainly on speaking and improving fluency through the use of planned discussions, debates and games. Writing, listening and reading techniques will also be taught in this course.



IELTS Academic preparation

The IELTS (International English Language Testing System) is recognised globally as the best way to measure a speaker's level of proficiency. Universities, whereby English is the language of communication, require the Academic IELTS (the course we offer here).

If your goal is to study at an English speaking university, then our IELTS course at Influential English can help you to achieve this. All of the core skills are covered in this course (listening, reading, writing and speaking) and a breakdown of how the exam is conducted will be explained in detail to each student so you know exactly what to expect.



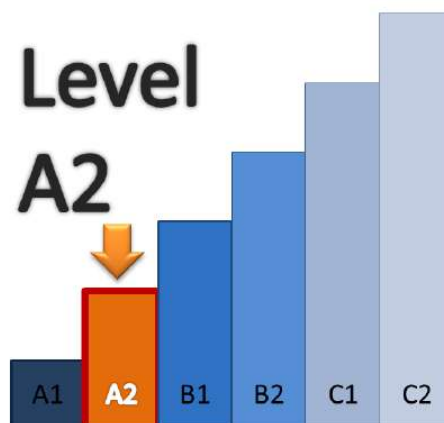
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Our courses and learning objectives

GENERAL ENGLISH PROGRAMME - ELEMENTARY LEVEL

Curriculum:

Students learn basic communication skills, including greetings, introductions and asking people for personal information. Students will talk about daily routines and free time, ordering food in a restaurant, travelling or going shopping.



Grammar

Students learn different tenses including the present simple, past simple, future simple, present continuous and present perfect simple. Students learn comparatives, superlatives, adjectives and nouns. Students also learn to use simple sentences, including positive, negative and question forms.

Skills

Students learn to speak in simple and everyday situations about things they know. They learn to listen and understand common English phrases and expressions when spoken clearly and slowly. Students learn to read short, basic texts on common topics they know, with high frequency vocabulary.

Students learn to write personal information in simple phrases and sentences, and use common conjunctions, such as "and", "but" and "because".



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Our courses and learning objectives

Reading

The student can understand short, simple texts containing familiar vocabulary including international words. They can find important information in adverts, info leaflets, webpages, catalogues, timetables etc.



Writing

The student can write a simple message, for example to make or change an invitation or appointment to meet someone. They can write a short message to friends to give personal information or ask them a question. They can complete a questionnaire with information about themselves.

Listening

The student can understand simple information and questions about the family, people, homes, work and hobbies but clearly connected to them. They can understand what people say in simple everyday conversation if spoken with a careful style- not rapid speech.



Speaking

The student can ask people how they feel in different situations. They can ask and answer simple questions about a past event, they can make and accept invitations or refuse them too. They can make and accept apologies.

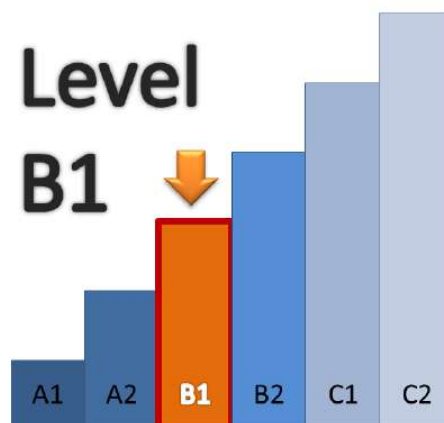
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Our courses and learning objectives

GENERAL ENGLISH PROGRAMME - INTERMEDIATE LEVEL

Curriculum:

Students learn to perform a number of communicative functions, including describing food and people, places and events, asking for and giving information about people, events and procedures, applying for a job, and reviewing a film.



Grammar

Students learn to demonstrate their use of a range of grammatical structures, including past and present tenses, modals, first, second and third conditionals, and reported speech. Students learn to use grammar with fewer mistakes when speaking and writing

Skills

Students learn to speak confidently on familiar topics, and express their thoughts and opinions on more abstract, cultural topics such as films, books and music. Students learn to follow extended speech and lines of argument on a familiar topic. Students learn to read short texts and articles more independently. Students learn to write extended paragraphs linked with a range of common connecting phrases. They learn to write descriptions of their personal life and past experiences. They learn a variety of different types of writing including an informal letter, formal letter and CV, film review and



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Our courses and learning objectives

Reading

The student can understand the main points in straightforward texts on subjects of personal and professional interest. They can find and understand the information needed in brochures, leaflets and other short texts. They can understand the main points in short newspaper and magazine articles and can understand short emails about events, feelings and wishes.



Writing

The student can write short, comprehensible connected texts, can write simple texts about experiences and events and can write a short formal email asking for information or giving simple information.

Listening

The student can understand the main points of standard speech on familiar every day subjects and can follow the main points of a discussion, can understand limited technical information. The student can follow news items on TV with plenty of context provided.



Speaking

The student can give descriptions on a limited variety of topics known to them. They can talk in detail about life experiences and can briefly explain opinions.

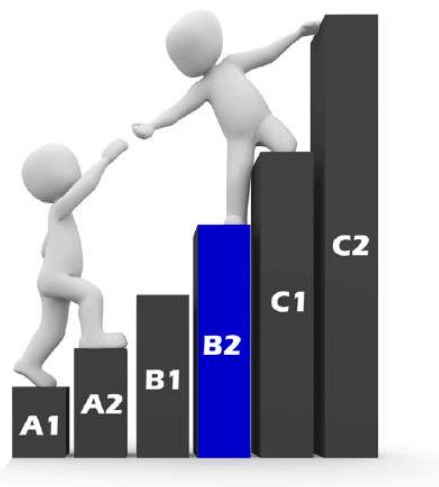
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Our courses and learning objectives

GENERAL ENGLISH PROGRAMME - UPPER INTERMEDIATE LEVEL

Curriculum:

Students learn to perform a number of communicative functions, including reacting and asking for more information, paraphrasing, maintaining a conversation, interacting as an active listener, expressing opinions on various topics, comparing past and present, describing pictures, taking notes, debating topics, making a presentation, and expressing annoyance.



Grammar

Students learn to use a range of grammar structures, including present perfect simple and continuous, narrative tenses, passives, future perfect and future continuous; they also learn to use sentence patterns, including zero, first, second and third conditionals. Students learn to have grammatical control avoiding mistakes. They learn less frequent and more complex grammatical structures.

Skills

Students learn to talk about events and experiences that are important to them, to share their opinions clearly and to give explanations for their opinions. They learn to speak fairly fluently and confidently. Students learn to listen to the main ideas of complex speech at normal speed on a variety of topics. Students learn to read independently, using different reading strategies for a variety of text types and topics. magazine article.



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Our courses and learning objectives

Reading

Can read with a large degree of independence using dictionaries. Can understand articles, reports and reviews in which writers express an opinion. Can rapidly grasp the content and significance of news, articles and reports on topics connected with interests. Can understand the main points in formal and informal letters and emails relating to personal interest.



Writing

Can write at length about topical issues, even though complex concepts may be simplified and can correct many mistakes. Can write clear, detailed descriptions on a variety of subjects and can express news, views and feelings in correspondence. Can write standard formal letters requesting or communicating relevant information.

Listening

Can understand the main ideas of complex speech on concrete and abstract topics delivered in a standard dialect including technical discussions. Can understand in detail is said in standard spoken language. Can with some effort catch much of what is said around me but may find it difficult to understand a discussion between several speakers who do not modify their language.



Speaking

The student can take part in conversation, expressing clearly points of view, ideas or feelings naturally. Student evaluate advantages and disadvantages and participate in reaching a decision in formal and informal discussion.

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Our courses and learning objectives

IELTS ACADEMIC PREPARATION

Curriculum:

The IELTS Exam Preparation Course offers intensive exam preparation and can be taken on its own or in conjunction with a General English Programme or an Intensive English Programme. Students must be B1+ to enter the programme. The programme covers Parts 1-4 of the Academic exam and focuses on exam techniques for each part. All of the core skills are covered in this course (listening, reading, writing and speaking) and a breakdown of how the exam is conducted will be explained in detail to each student.



Grammar

In the IELTS test, Grammar is awarded a separate band score in both the Speaking and Writing modules. You are assessed on your ability to use correct and appropriate grammar and on the range of sentence types that you produce. Even simple sentences need to be written accurately but in order to raise your score above Band 4, you also need to be able to show that you can use some complex sentence types and have an understanding of the relevant tenses and structures.



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Our courses and learning objectives

Reading

A wide range of reading skills are assessed, including:

- Reading for gist
- Reading for main ideas
- Reading for detail
- Understanding inferences and implied meaning
- Recognising writer's opinions, attitudes and purpose.



Writing

You are assessed on your ability to organise, present and possibly compare data; to describe the stages of a process or procedure; to describe an object or event or sequence of events; to explain how something works. You are assessed on your ability to present a solution to a problem; to present and justify an opinion; to compare and contrast evidence, opinions and implications

Listening

A wide range of listening skills are assessed, including:

- Understanding of main ideas
- Understanding of specific factual information
- Recognising opinions, attitudes and purpose of a speaker
- Following the development of an argument.



Speaking

A wide range of speaking skills are assessed, including:

- The ability to communicate opinions and information on everyday topics and common experiences and situations by answering a range of questions
- The ability to speak at length on a given topic using appropriate language and organising ideas coherently
- The ability to express and justify opinions and to analyse, discuss and speculate about issues.

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Our courses and learning objectives

Learning Strategies

We aim to install Learner Autonomy in our students at all levels. However, the learning strategies we employ differ accordingly. We do maintain of course that the idea of autonomous learning is, in fact, 'autonomous' and is not forced on learners but is offered to them as a way of becoming better, long-term learners of English (Holec, 1981). Following our annual British Council inspection, we have decided to focus more on the motivation of students for autonomous learning. With this in mind, we are considering spending some time at the beginning of students' courses to give a short lesson highlighting the importance and benefits of autonomous learning as well as highlighting the different strategies that can be used depending on their level. The hope is that after having this introduction, students will recognise ways in which they develop their language skills without having to be asked to do so as a homework task, for example. The learning strategies we have implemented/are going to implement are as follows:

In the lower levels (Elementary and Pre-intermediate) we focus mostly on strategies to learn new vocabulary and its various parts of speech. To do this, have created vocabulary tables that students will be encouraged to complete each week, bring into class, and share with fellow students in small-group-discussion. The students will be encouraged to notice vocabulary from their everyday lives, for example on food packaging or street signs, then complete a table of information by doing some research in dictionaries on and online forums. The information they need to find is: meaning, pronunciation, part of speech, example sentence from an external source, their own example sentence, the different word forms, and collocations. This should encourage students to notice new vocabulary and to understand that knowing the isolated meanings of words is not sufficient to know a word.

The mid-high levels (intermediate – upper intermediate & IELTS) we introduce additional learning strategies in combination with the vocabulary tables previously mentioned. We will be encouraging these students to focus on speaking and listening by finding authentic material outside, listening to it, and asking them to set themselves task to do (e.g. take notes and summarise, express opinions, give advice, etc.). Examples of authentic materials such as: lectures (particularly useful for IELTS Academic students), the news, anecdotes/gossip, and music. Students will then be encouraged to share what they have found out/learned from their task and to share it in small group/class discussion once per week. However, as it could be demotivating if students find this too difficult, a lot of scaffolding will be given in the first few weeks to ensure returns are maximised.

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Who can help me at Influential English



Craig Miles

Director & Academic Manager
craig@influentialenglish.com

Management - **Welfare Officer** - Visa



Matthew Spencer

Academic Manager

info@influentialenglish.com

Teaching supervision and queries -complaints



Giuseppe Labriola

Sales & Marketing Manager

sales@influentialenglish.com

Enrollment - Fee collections - Online platform support - Accommodation



Lucy Bartle

Reception & Sales assistant

+447519361218

Course information - Trial class booking



Anita Pellizzani

Sales assistant

+447727217526

Student support - Enquires

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Academic support

Learning resources

Students get access to our Online Academy (e-learning platform) where they can find hours of recorded online classes, a grammar video library, grammar written notes, e-books and over 1000 practice exercises.



Exams and Tests

If you want to take an exam or a test we can help you to prepare and book it.

University enrolment help

If you are looking to enrol in any English university, we can help you in the application process




Special educational needs



If you are preparing for an interview or a particular job position we can help you and tailor your course to fit these needs.



Changing your class




You are able to change your class with 1 weeks notice, or if you have passed the final course level test




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Academic rules and codes of conduct

Attendance

Students should attend classes. It is very important that you tell us if you have to miss a class. If you are unable to come to class because you are sick or for any other reason, please let us know. If you are absent because of illness for more than three days, you should provide a doctor's note. Please remember you need more than 80% of attendance to get your certificate.

Holidays

All students are entitled to 1 week of holiday if booking a course between 1 – 6 weeks in duration. For courses which are 6 weeks or more, 2 weeks of holiday are permitted. Any holidays must be disclosed to a member of staff before the start of your course or you will lose these days.

Additional charges

Tuition fees do not cover the cost of other materials and services that you may require, including, for example, examination fees, bank charges, insurances, social activities and travel expenses.

Punctuality


If you are more than 30 minutes late for your lesson, your teacher may not allow you to do the class.





Rules Rules Rules


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
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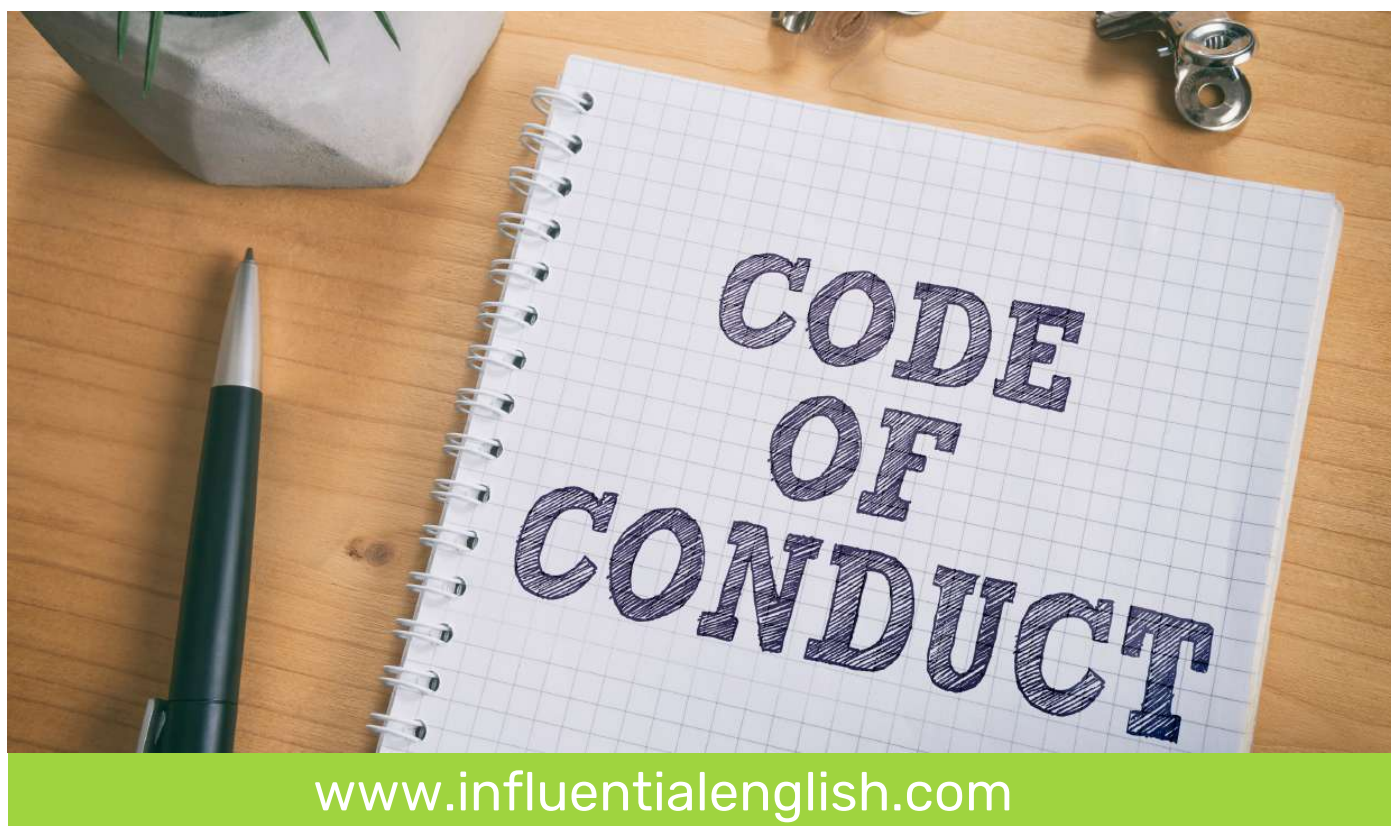
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Code of conduct

- Treat others with respect and kindness
- When you enter and leave the building you should record your attendance.
- You can have soft drinks in class, but food and hot drinks are not allowed.
- If you are going to be late or absent, you should ring or email to inform us.
- Please do not leave any rubbish behind you. Tidy the classroom before you leave.
- Mobile phones must be put on silent in the classroom and not used unless authorised by your teacher.
- You must inform the school if you change your contact details.
- We ask all students to demonstrate respectful behavior towards one another at all times.



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ABUSIVE BEHAVIOUR POLICY

INFLUENTIAL ENGLISH SCHOOL is committed to providing a safe, welcoming environment for all students and staff and will not tolerate any form of harassment or abusive and extremist behaviour. Students are expected to respect the core British values of mutual respect, tolerance of differences, individual liberty, the rule of law and democracy.

The following are not tolerated at Influential English School:

- Bullying of any kind (physical or verbal)
- Racism (of other nationalities, cultures or religions) and / or other forms of intolerance, including but not limited to sexism and homophobia
- Activities which contradict core British values, in accordance with the government's Prevent policy
- Any kind of swearing
- Sexual harassment of any kind
- Aggressive behaviour towards staff, students or visitors (e.g. shouting at other students inappropriately, kicking furniture)
- Theft (stealing other people's property or property belonging to Influential English School.
- Vandalism (e.g.deliberately breaking school furniture, computers, graffiti etc) -
- The viewing or reading of extremist material, either online or in any other form
- Any illegal activity including possession of any recreational drugs covered by the Misuse of Drugs Act (1971).



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ABUSIVE BEHAVIOUR POLICY



If a student experiences or witnesses bullying or abusive behaviour, they should contact a member of staff immediately. Including the teachers, the director of the school or any other member of the staff. Teachers and other staff are aware of the signs of bullying and abusive or extremist behaviour and if they experience or witness any such behaviour, they will contact the Director of Studies. When they have both been notified, an appropriate course of action will be decided. Cases of abusive behaviour may result in disciplinary action in the case of staff or, in the case of students, termination of their course with no refund. Important: It is the school's decision if a student's behaviour is deemed unacceptable. If a student's behaviour is unacceptable and they have not heeded verbal warnings given by Influential English School staff, the school will give them a written warning. If unacceptable behaviour occurs again, the school will prevent the student from taking part in classes and activities and be sent home with no refund of any fees. Please note that the school may expel the student with no refund of fees and no written warning if the behaviour is, in the school's opinion, very serious. In addition, the school reserves the right to involve the police if it believes their assistance is required to maintain the peace or to investigate a suspected criminal incident. Teachers are provided with this document in their induction. Students receive a handbook on arrival containing a link to this document on our website.


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BULLYING & HARASSMENT POLICY


Influential English is committed to providing a safe, welcoming environment for all students and staff and will not tolerate any form of harassment or bullying behaviour. Students are expected to respect our core values, which include mutual respect, tolerance of differences, individual liberty, the rule of law and democracy.


The following are not tolerated at Influential English:


- Bullying of any kind (physical or verbal)
- Racism (of other nationalities, cultures or religions) and / or other forms of intolerance including but not limited to sexism and homophobia;
- Excessive and / or loud swearing;
- Sexual harassment of any kind;
- Aggressive behaviour towards staff, students or visitors (e.g. shouting at other students inappropriately, kicking furniture);
- Theft (stealing other people's property or Wimbledon School of English's property);
- Vandalism (e.g. deliberately breaking school furniture, computers, graffiti etc);
- The viewing or reading of extremist material, either online or in any other form;
- Any illegal activity;
- Activities which contradict core British values, in accordance with the government's Prevent policy.


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
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BULLYING & HARASSMENT POLICY

If a student experiences or witnesses bullying or abusive behavior, they should contact a member of staff immediately. These are primarily:

Any Reception Staff
The Academic Manager
The Director

Teachers and other staff are aware of the signs of bullying and abusive or extremist behaviour and if they experience or witness any such behaviour, they will contact an Academic Manager who will, if necessary, involve the Director of the school. When the Academic Manager and, if necessary, the Director have been notified, an appropriate course of action will be decided.



Cases of abusive behaviour may result in disciplinary action in the case of staff or, in the case of students, termination of their course with no refund.



Please note that the school may order the student to leave the school immediately with no refund of fees and no written warning if the behaviour is very serious in the school's opinion.



In addition, the school reserves the right to involve the police if it believes their assistance is required to maintain the peace or to investigate a suspected criminal incident.


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CRITICAL INCIDENT EMERGENCY PLAN

Planning and preparing for emergencies and critical incidents are crucial to ensure Influential English school does everything in its power to safeguard staff and students when such events occur. It is important that some thought is given to such incidents to manage them effectively:

Incidents most likely to occur are:

- Accidents, which cause physical or psychological harm to those involved
- Fire, whether it occurs in a school or elsewhere, which is possibly threatening or which leads to the disruption of our classes or damage to personal possessions
- Terrorism (bombs) - which might cause damage on a large scale
- Illness, especially where a number of students or members of staff are involved in the same school.



Student and Staff – What to do in an emergency



Those staff or students taking the first message should do the following, using the checklist and proforma:



1. Note the time, date and place where the incident occurred
2. Find out the nature of the indent and what has happened so far
3. Record contact details of the Director and other responsible staff
4. Find out the names of the students and staff, who are most directly involved
5. Contact the named staff, who may be needed in the school


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CRITICAL INCIDENT EMERGENCY PLAN

Contacting the relevant Emergency services and information to supply

-Emergency Services (Fire, Police, Ambulance) – CALL 999 (24 hours)

-Influential English is located in the Tower Hamlets borough of London
Emergency out of hours Tower Hamlets - 02073643727

Staff should ask for the ambulance service (999) if there are casualties. If more than one service is needed the control officer can pass on messages to other services. The control officer will need the following information:

- The school telephone number +447519361218
- or the number being used at the time – All numbers of staff and in emergencies can be found on the wall of each room of the floor

The exact location of the incident e.g. the road name and any important details about approaching and accessing the school site in Skyline Village school address is:

2nd Floor, UNIT 56, SKYLINE VILLAGE, LIMEHARBOUR, E14 9TS

- the type and seriousness of the incident i.e. major fire, severely injured casualty


-Details of any hazards e.g. gas leak or fire


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CRITICAL INCIDENT EMERGENCY PLAN

EMERGENCY STEP BY STEP – WHAT TO DO (ACCIDENT OR FIRE)

During school hours, reception will keep an up to date contacts list this is printed and also kept in the google drive folder of the school. This emergency plan is in every room so staff will know of the plan and its principles. Doing the above and contacting the relevant emergency services and supplying accurate information about the incident as quickly as possible is key to safeguarding life and ensuring damage limitation.

Immediate Actions – During and After the incident

1. Obtain factual Information

What has happened? Who is involved? Where and when has this taken place? If the incident is away from academy, what is the location and what is the name and contact number of an appropriate adult at the site? Any injuries to student or staff?

2. Contact Emergency Services requires

Police / Fire / Ambulance call: 999

3. Evacuate academy, if safe and necessary -


All students and staff should calmly evacuate the building immediately and not spend time retrieving bags or collecting things. - Do not run - Meet in the visitor's car park outside our building. Turn left on exiting the building and follow signage to the visitor's car park located 15 meters from the school.


4. Arrange staff to look after students-


Staff should take a register and ensure that all students have been accounted for- If immediate first aid needs to be administered, contact the designated first aiders Craig Miles or Giuseppe Labriola


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CRITICAL INCIDENT EMERGENCY PLAN

5. Allocate an incident management room with a dedicated phone line if possible

This will be in the reception area which has access to internet, telephone and printing / scanning facilities

6. Contact Tower Hamlets emergency numbers Council Officers (during academy hours)

7. Contact Influential English emergency contact numbers

Craig Miles (Director) – 07756100343


Giuseppe Labriola (Manager) – 07404373877



Lucy Bartle School office 1 (Sales and Administration) – 07519361218



8. Contact the emergency contact numbers for the students or staff involved-



All emergency contact details for all students and staff can be accessed by a member of the Influential English management team


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Complaints procedure

We hope that you will be happy with the school and accommodation. Please tell us immediately if you have a problem of any sort so that we can help you. However, if you wish to make a complaint, we adhere to the following procedure:

A complaint will normally only be accepted for consideration if it is informally raised in accordance with Stage 0 of the procedure.

If a student is not happy with the Stage 0 outcome, or if the student has been told that the problem cannot be solved informally, the student has 5 working days to submit a formal Stage 1 complaint.

Stage 0 - Informal Complaint

The purpose of stage 0 is to solve the complaint quickly and informally. To tell the school informally about an issue, the student should speak the relevant staff member. The student should:

- Be specific about the problem
- Describe the problem clearly
- Provide evidence where possible
- State the outcome requested

Please note that the school may decide that the issue cannot be dealt with informally and the student will be asked to submit a formal Stage 1 complaint within 7 working days.



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Complaints procedure

Stage 1 - Formal Complaint

To submit a formal stage 1 complaint, the student must email the school. A Stage 1 complaint will only be accepted if it is received within 5 working days from the Stage 0 outcome. The Stage 1 complaint will be dealt with by the relevant member of staff (see below) who will speak to the student.

- Teachers & Teaching: Matthew Spencer -Academic Manager
- Accommodation: Giuseppe Labriola - Accommodation Manager
- Refund & Other finance: Giuseppe Labriola - Sales Manager

If none of the listed team members are able to resolve the issue, it will be passed to the school director. If the school director decides that the complaint has already been fairly dealt with at Stage 0 or 1, the student will be given reasons for this decision. If the school director decides to uphold the complaint, an appropriate solution will be applied. The student will be sent an email about the outcome of the investigation.

Stage 2 - Final stage

If the student is not happy with the outcome of Stage 1 review of the complaint, they can take this to English UK.



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Useful information

Health and safety

If you discover a fire:

Set off the fire alarm using the nearest call point - they are at the top and bottom of all the stairs.

If you hear the fire alarm:

Go to the nearest fire exit. If you are in class, go with your teacher.

Do not stop to pick up your belongings, or wait for your friends. Meet at the fire assembly point (opposite the school).

Do not go back into the building until a Fire Marshall tells you it is safe to do so.

First aid:

If you feel ill or get injured at school, please go and see a First Aider (or ask somebody to fetch a First Aider). Please tell the office staff if you have any medical conditions or if you are taking any medication. We need to know this information in case you are ill. Please make sure the school has the details of someone we can contact in an emergency.

Emergencies:

The school has a 24 hour emergency number for all students, please call us if you need help at any time of the day or night:

07519361218 (from UK phones)

+447519361218 (from non-UK phones)

If you need to call an ambulance, the police, or the fire brigade, call 999 from any phone.



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Useful information

Safeguarding and Welfare

We want you to be happy in London and enjoy your time at the school. However, we know that sometimes it can be difficult to be in a new place away from your family and friends. This is why we take your welfare very seriously at the school.

Here are a few tips to help you enjoy your time at Influential English:

- Don't just study - you are in the best city in the world (we think) - go out and enjoy it.
- Make friends - Everybody in the school is like you, and everybody needs friends.
- Keep in touch with your family and friends back home.
- Don't be afraid to ask for help if you need it - ask us at the school, or ask your friends.



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Useful information

Airports transfer

The school can arrange a transfer to or from any London airport to the school or to your accommodation.

It is very important that we receive the following information at least two days before the airport transfer:

- Airport for collection or drop-off
- Terminal number
- Flight number
- Airline
- Arrival or departure day and date
- Arrival or departure time

Fees:

- Heathrow Airport: £105
- City Airport: £105
- Gatwick Airport: £133
- Luton Airport: £133
- Stansted Airport: £133

Rates are subject to a supplement for journeys over the Christmas and New Year periods, and Monday to Friday if travelling through central London. A supplement of £10.00 per car applies to journeys from/to Heathrow to/from East or South East London. Rates are valid from 01 September 2019 – 31 December 2020 but may be subject to change.



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Useful information

Travelling in London

In London, the main ways of travelling are:

- The London Underground (The Tube)
- The London Overground
- Docklands Light Railway (DLR)
- Buses
- Trams
- Local train services
- Taxis
- Cycling
- Riverboats
- Walking



If you are travelling in London, you will probably need an Oyster Card. You can buy an Oyster Card at Tube, Overground and DLR stations and Tram stops, as well as at Oyster Ticket Stops in hundreds of newsagents and other shops in London.

There are 2 ways of paying for your Oyster Card:

Pay as you go

You put money on your card at a machine in the station or in a Ticket Stop, and every time you swipe your card it takes the money off it.

Travelcard

You pay for unlimited travel for 1 day, 1 week or 1 month. London is split into 9 "fare zones" - Zone 1 is Central London, Zone 2 is the area around Central London etc.



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Useful information

Healthcare

Most students will be permitted to use the National Health Service (NHS). The NHS gives free health care.

These NHS treatments are free:

- Some emergency treatment (but not follow-up treatment)
- Family planning services
- Treatment of certain communicable diseases
- Compulsory psychiatric treatment
- If you come from a European Economic Area (EEA) country, you are entitled to full NHS treatment. However, you do need to get a European Health Insurance Card (EHIC) before you come to the UK. The EHIC card may be called something different in your country.
- If you are not from an EEA country and your course lasts 6 months or more, you are eligible for full NHS treatment.
- If you are not from an EEA country and your course is less than 6 months, you should take out medical insurance as you will have to pay NHS charges for all treatment, except the treatment listed at the top of this page. Please note - you should be aware of possible changes to this information as a result of BREXIT (the official withdrawal of the United Kingdom from the European Union)

It is a good idea to register with a doctor as soon as you arrive in the UK (in the UK we call them General Practitioners or GPs). You will need:

- A letter from the school (ask for this in the school office)
- Your passport
- Any other immigration documents you may hold.



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Useful information

What to do in the event of COVID-19 outbreak

If anyone in the school becomes unwell with a new, continuous cough or a high temperature, or has a loss of, or change in, their normal sense of taste or smell (anosmia), they must be sent home and be advised to follow the guidance for households with possible or confirmed coronavirus (COVID-19) infection. This sets out that they must:

- self-isolate for at least 10 days
- arrange to have a test to see if they have coronavirus (COVID-19)

Action list

1. In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care center, or a hospital except in an emergency.
2. Call emergency contact and advise them that all household members will need to isolate and refer them to the guidance for households with possible or confirmed coronavirus (COVID-19) infection.
3. Staff should maintain 2-meter distancing. If not possible, they should wear a suitable PPE kit. If a 2m distance cannot be maintained a face mask should be worn. If contact is necessary Gloves, an apron, and a face mask should be worn. Risk of fluids entering the eye (e.g. from coughing, spitting or vomiting) means eye protection should also be worn
5. If the students need to go to the bathroom, they should use a separate bathroom if possible. The bathroom should be cleaned and disinfected using standard cleaning products before being used by anyone else.
6. Home test kits should only be offered to individuals in the exceptional circumstance that you believe an individual may have barriers to accessing testing elsewhere
7. Once the student has left the premises, thoroughly disinfect/clean all surfaces and contact points they came into contact with (including the bathroom if used).

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Useful information

What to do in the event of COVID-19 outbreak

What to do if a student tests positive for coronavirus (COVID-19)



1. You must take swift action when you become aware that someone who has attended your setting has tested positive for coronavirus (COVID-19).
2. You can contact the dedicated advice service, introduced by Public Health England and delivered by the NHS Business Services Authority. This can be reached by calling the DfE helpline on 0800 046 8687 and selecting option 1 for advice on the action to take in response to a positive case.
3. If, following triage, further expert advice is required the adviser will escalate your call to the PHE local health protection team (HPT)
4. The advice service (or HPT if escalated) will work with you to carry out a rapid risk assessment and identify appropriate next steps.
5. With support from the advice service or HPT, identify close contacts of the symptomatic individual. Contact tracers will inform contacts that they need to self-isolate for 10 days from the day after contact with the individual tested positive, in line with guidance for households with possible or confirmed coronavirus (COVID-19) infection.
6. You should report all confirmed, positive cases, using the online attendance form daily return. You should also inform your local authority of confirmed cases of coronavirus (COVID-19)
7. Schools must not share the names of people with coronavirus (COVID-19) unless essential to protect others.
8. A full deep clean of the school will be conducted following the confirmation of a positive result, with all students in contact with the infected student instructed to get tested and self-isolate. Students self-isolating will continue to learn online.



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Useful information

Registering with the Police

If your student visa is for more than 6 months and you are aged 16 or over, you might need to register with the police in the UK if you are from one of these countries:

- Afghanistan China Kazakhstan Palestine Tunisia
- Algeria Colombia Kuwait Peru Turkey
- Argentina Cuba Kyrgyzstan Qatar Turkmenistan
- Armenia Egypt Lebanon Russia United Arab
- Azerbaijan Georgia Libya Saudi Arabia Emirates
- Bahrain Iran Moldova Sudan Ukraine
- Belarus Iraq Morocco Syria Uzbekistan
- Bolivia Israel North Korea Tajikistan Yemen
- Brazil Jordan Oman

If you have to register with the police, it will tell you on your entry clearance visa (in your passport), your Biometric Residence Permit (BRP), or your Home Office Letter (your decision letter OR the letter accompanying your BRP).

If you need to register, you will need to do it within **7 days** of arriving in the UK.

You will need to go to a Post Office - it will tell you which Post Office on your letter.

After this, you might need to go a **police station** or to the Overseas Visitors Records Office at **Overseas Visitors Records Office (OVRO)** 323 Borough High Street London SE1 1JL.

The closest stations are Borough and London Bridge.



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Useful information

Protecting yourself and your valuables in London

The London Metropolitan Police Service, also known as 'the Met', do an excellent job keeping London among the safest large cities in the world. Below are some tips to ensure you stay safe from petty crime.

Keep your valuables safe

In London, thieves frequently operate at tube stations, at cash machines, in car parks, around bus stations, and in crowded areas, especially during rush hour. When you are out and about, do not leave your bags unattended anywhere in London. As well as attracting pickpockets, you could also create a security alert. In restaurants, bars or theatres, keep your bags where you can see them, not on the floor or over the back of your chair. In crowded areas, such as a bus or Underground train, try wearing them in front of you, not over your shoulder. Do not be distracted by your surroundings and be aware that criminals may try to divert your attention.

Withdrawing cash

Do not keep all your valuables in one place and do not carry large amounts of cash around with you. If you're an international student and need funds for your arrival, you may instead wish to look into obtaining a pre-paid cash card. This allows you to load money on to it and you use it in a similar way to a debit card. When withdrawing cash from an ATM, cover the keyboard to make sure that others do not see your PIN. If possible, try to use cash machines during the daytime. Register your pocket electronics (phone, iPad, etc.) for free on the Immobilise website. This way, when police officers stop and search suspected thieves, they can check the serial number on the Immobilise database and track you as the owner, so that you can be reunited with your property.

Concerns about terrorism



While the threat of terrorism in the UK is real, terror incidents are few and far between, and with a little knowledge, you can increase your safety and help protect yourself against a terrorist attack. The police have created a video on what to do in the rare event of a firearms or weapons attack. Please visit YouTube and watch the 'Run, Hide, Tell' strategy. Overall, be vigilant and aware of your surroundings. If you do see something out of place, for example, an item you feel looks suspicious, please do not be afraid to report it to the police. If you do feel anxious about recent events, remember to keep talking to friends and family, or to seek help from your GP or a mental health professional if you find that you need further help managing your anxiety.



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Useful information

Protecting yourself and your valuables in London

Phone snatchers

A crime that has recently seen an increase in the Bloomsbury area and in London, in general, is phone snatching by individuals on mopeds and bikes. The police have done a lot of work to tackle offenders on mopeds and as a result, reported incidents have dropped. However, this does still occur and there have also been a few incidents of offenders on bikes. To avoid being a victim of phone theft, always be aware of your surroundings when using your phone. Be vigilant, and look out for bikes and mopeds, especially if they are on the pavement. Avoid taking your phone out when you leave big transport hubs, and make sure it is on lock so that no one can access it straight away.

Laptop and valuables

Never leave your personal items unattended in public places. For example, if you are studying in the library and you need to leave your study space, take your laptop with you or if you are with a friend ask them to keep an eye on your things. Laptops, mobile phones, wallets, bags or any other valuable items may attract an opportunistic thief.

Bike security

When parking your bike on the street, it is generally best to use cycle parking stands. Avoid using street furniture, as your bike may then be removed by local authorities.

Criminal offences

To ensure that you are obeying the laws of the United Kingdom, here are a few key points to remember:

- It is a criminal offence to carry weapons in the UK, even if carried for personal protection (this includes knives).
- It is a criminal offence to be in possession of any illegal substance, for example, cannabis.
- Unlike in some other European countries, it is illegal to carry CS or pepper spray (Mace) in the UK.

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Useful information

Accommodation for students


Your accommodation is a really important part of your experience when studying English abroad. There are lots of different options available, depending on what you would like. Students really like our house shares, where they share a house or apartment with other language students. It's a good idea to book at least a few weeks accommodation with the school at the start of your English course, to make sure you have somewhere to stay when you arrive in the country. Speak to the accommodation manager in our schools to arrange accommodation, or if you need a hand with anything – it's our pleasure to help.



Our House Shares



Fancy having your own space, and a bit more independence, while having the opportunity to live with students from all over the world? If yes, then our apartment or house shares are the perfect accommodation type for you. Shared cooking facilities mean that you can enjoy meals together, whilst also having the freedom to explore your new home. With all bills except clothes washing facilities included, this is a highly convenient option. Prices start from £140 per week for a Single Room.






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

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Useful information

Apartment & house shares

Share apartment & house shares will offer you the chance to stay in central London at very reasonable rates. It is lot of fun and a great way to meet new people. We will try our best to place you in multinational apartments; however, you may well find yourself lodged with students of the same nationality.

This may mean a possible loss of contact with speakers of English outside the classroom. We will advise you if this is the case.

The minimum age is 18.

Apartments are decorated in modern style with shared kitchens and bathrooms. Students are entirely independent and have their own keys. Here's some of the features you will benefit:

- Singles, doubles and room-shares
- Bathrooms and kitchen are always shared
- There is good storage space, comfortable beds, desks, chairs, blinds.
- Kitchens are spacious with a dining area and are fully equipped with washing machine and dryer, microwave, kettle, toaster, iron and ironing board. All kitchen utensils, crockery and cutlery are provided.
- There is free WiFi internet available in every apartment.
- Non smoking flats



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Useful information

Accommodation

Where you live is key to your happiness and academic success. Whether you prefer the independence of a student residence or the familiarity of homestay, our accommodation options are chosen to offer you the flexibility of choice and quality you deserve.

Your accommodation is very important to us. To help you make the right choice, we use a range of third party providers who specialise in student accommodation. In this way we can give you the best selection of good quality student residences, houses, apartments and host families in all zones of London to suit every budget and every preference

The following agencies are registered with the British Council for the provision of accommodation services to accredited English language centres.

1)At Home UK (London) -At Home UK (London) provides homestay accommodation for adults and under 18s in London.

2)Britannia Student Services - Britannia Student Services provides homestay, independent self-catering and residential accommodation for adults (18+) and under 18s in London.

3.HFS London- HFS London provides homestay accommodation for adults and under 18s in London.

4.Hosts International - Hosts International Ltd provides homestay and student house accommodation for adults (18+) and under 18s in London, Birmingham, Brighton, Bristol, Cambridge, Cardiff, Edinburgh, Manchester, Oxford and Northampton.

5.London Homestays - London Homestays provides homestay and private home accommodation for adults and under 18s in London.

6.Perfect Host Homestay Ltd - Perfect Host Homestay provides homestay and private home accommodation for adults (18+) and under 18s in the greater London area.


7.UK Guests - UKguests Limited provides homestay accommodation for adults (18+) in London.


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Useful information

Things to Do in London

There are a lot of things to do in London - and not just the famous tourist attractions. While you are here, try and see as much of the city as you can.

Museums

Most of the big museums in London are free to enter, and you can get discounted tickets for some of the others from Reception.

Parks

Although more than 8,000,000 live in London, nearly half the space is green - from the Royal Parks to woods and wildlife sanctuaries, it's easy to get away from the noise and relax.

Shops

From world-famous department stores like Harrods and Fortnum and Mason, to the boutiques and designers of Carnaby Street and Camden, London has shops for everybody.



Cultures from around the world



There are people of over 270 nationalities living in London, so it's a great chance to find out about the different cultures - and to try their food. Try the Arabic food on Edgware Road, curries on Brick Lane, or street food at Borough Market - there is something for every taste.






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Useful information

UK Law and Customs

Coming to a new country is quite strange - there are lots of laws and customs that are different from your country.

Here are a few things you need to know about living in London and the UK:

- You cannot buy alcohol or tobacco until you are 18 years old. Shops and pubs may ask you for ID.
- You cannot smoke in any public buildings, including stations.
- You cannot drink alcohol in most public spaces, including buses and underground trains.
- You cannot have any weapons with you.



London (and all of the UK) has people of many nationalities, cultures and ethnicities.

It is important that we all respect each other, and it is against school rules (and against the law) to discriminate against people because of their:

- Race including colour, nationality, ethnic or national origin
- Religion
- Sex
- Sexual Orientation
- Gender identity
- Marital status
- Age
- Disability

Students who are guilty of any discrimination or any other criminal offence in the UK may be asked to leave the school and/or their accommodation with no refund.

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Useful information

- It is a good idea to keep your passport and visa with you when you go out
- **Do not drop rubbish** in the street (including cigarette ends) - always use a bin. You may be fined if you are caught dropping rubbish.

Some other customs we have in this country include...



- **Stand on the right** On the underground and at stations, stand on the right on escalators. If you want to walk up or down the escalator, walk on the left.
- **Driving on the left** Cars drive on the left in the UK, so make sure you look both ways before you cross the road





It is best to use pedestrian crossings when you cross the road:



- **Zebra Crossings** - pedestrians have right of way, but be careful of traffic driving fast.
- **Pelican Crossings** - push the button and cross the road when you see the green man.
- **Queuing** It is very important to queue in shops, cafes, bus stops and other places - do not push in.
- **Put toilet paper in the toilet** and flush the toilet - do not put toilet paper in the bin.
- **Please and thank you** British people say please, thank you and sorry a lot. It is polite if you do the same.









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
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