



# **Student Handbook 2025-2026**

**Emergency number  
+44 7456 314794  
Also available through WhatsApp**

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**Safeguarding Statement:** TopUp Learning London (Tti) is committed to safeguarding and promoting the welfare of all young people (those aged 16 -17 years old). We are fully committed to ensuring that consistent effective safeguarding procedures are in place both on and off-site to support everyone (including but not limited to staff, students, host families and group leaders) at the school. We expect all TopUp Learning London (Tti) staff to share this commitment. All concerns are passed to our Designated Safeguarding Lead (DS and DSL). Please see our full Safeguarding Policy for further details.

## Preparing for your Stay

### Visas

Visa requirements vary according to nationalities. Unless you have an agent handling your visa application you will need to contact the British Embassy, Consulate, or High Commission in your country to obtain information on how to apply, or visit the UK Government website:

<https://www.gov.uk/government/organisations/uk-visas-and-immigration>.

Once you arrive in the UK and as visa regulations frequently change, we strongly advise you to check the UKVI website on a regular basis in order to keep up to date with the latest information that may affect your status in the UK.

### How much to budget for living expenses

Of course, this depends on your lifestyle preferences, but here is a rough guide to the cost of living in London:

Average weekly rent per person in zone 2-4	£170 - £300
Food, basic laundry and toiletry items for 1 person per week	£40 - £70
Pub meal	£10 - £20
Restaurant meal	£15 - £50
Pint of beer	£4.50 - £10
Weekly Zone 1-3 Oyster card price	£50.20
Cinema ticket	£12 - £20 (£9 - £18 with a student card)
Nightclub	£15- £30
English dictionary or grammar book	£20
West End Theatre	£25+
Haircut	£10 - £40

**Summer Camp and groups:** this will be arranged with Group organisers. Please see what is included in your package. Homestay and residence prices are listed on the website.

### What to bring with you?

There are lots of shops near the school, and Camden is a cosmopolitan place, so you can buy most things you might need. Here are some ideas:

- **Money or Card:** there are banks and cash machines near the school, but it is a good idea to bring some British pounds (GBP) with you or get them at the airport when you arrive. £50 - £100 should be enough until you can get to a bank. We do not advise you to carry large amounts of money in your pockets or bag.
- **Laptop computer:** the school and the accommodation we offer have wireless internet. If you bring your laptop, please insure it before you travel.
- **Notebook, pen, Pencil**
- **Mobile phone:** many students buy a “pay as you talk” SIM card for about £5 at one of the mobile shops near the school.
- **Electrical adapter:** the UK mains electricity is 240V and 50Hz. An adaptor may be useful, but you can buy these near the school too.
- **Hairdryer and towel:** these are not provided at TopUp Learning London (Tti) accommodation, so it is a good idea to bring one with you. However, you can buy one locally for as little as £12 (for example at the shop called Argos).
- **Clothes:** the weather is generally mild in the UK, but it is very changeable, so whatever the season, bring clothes for a range of different weather conditions.

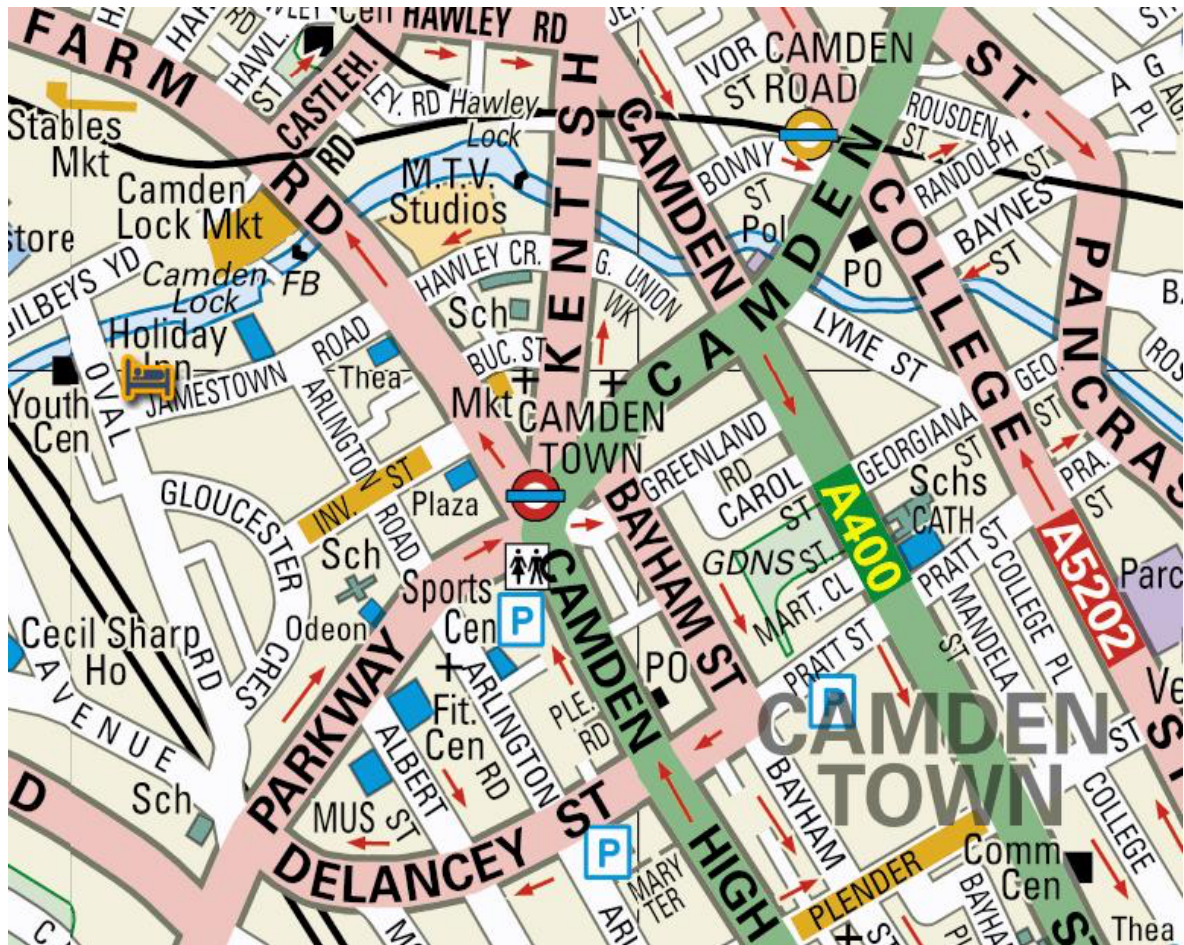
- **Documents:** Print out and bring all the documents the school or your agent gives you, especially accommodation and taxi confirmations.
- **Maps:** It's a good idea to look up a map of the area on <http://www.google.co.uk/maps> before you come. Input the postcode of the school: NW1 ONE.
- **Sport shoes (football boots).**
- **Sunscreen and If necessary: Appropriate level of required medication**
- **Sweater or hoodies, Pyjama, Jacket (warm and waterproof), Trainers, flip-flops, Umbrella, laundry bag**
- **Sunglasses**
- **Swimming suit / Swimming cap if you are going to swim**
- **Refillable water bottle**
- **Download WhatsApp to your phone**
- **For summer camp: please check with your group leader for additional items to bring**

It is your responsibility to insure yourself for health and personal accident for your entire stay in the UK, and **we strongly advise** that you do so. You should find a suitable travel insurance policy from an insurance provider in your country.

Location of Camden Town in London  
148 Camden High Street, London NW1 0NE



### *Location of TopUp Learning London (Tti) in Camden Town*



**Location of Summer Junior in London:** St Pancras Community Association, 67 Plender St, London NW1 0LB  
6 Minutes walk to TopUp Learning London

### **Location of Summer Camp RAAS:**

Royal Alexandra & Albert School  
Gatton Park, Reigate, Surrey, RH2 0TD  
England, United Kingdom

### *From the airports and other terminals by public transport*

TopUp Learning London (Tti) is located in Camden Town, just a one-minute walk from Camden Town Underground Station, on the Northern Line. The first thing you should do in London is get an Oyster Card (see page 7), for the Underground (Tube), buses, and some railway lines in London – it's the cheapest way to travel. It's a good idea to visit [www.tfl.gov.uk](http://www.tfl.gov.uk) for maps and information about London transport.

If you are staying in accommodation arranged by the school, please check the arrival instructions on your Accommodation Confirmation. As most of our accommodation is located near to stations on the Northern Line you will need to check to which branch of the Northern Line (Edgware or High Barnet) you have to take the train to. Please visit [www.tfl.gov.uk](http://www.tfl.gov.uk) for information about how to get to your accommodation.

**See below some instructions on how to get to Camden Town and the school from the main airports in London, then from Camden Town you can easily get to most of the accommodation**

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### *From Heathrow Airport*

Heathrow is the UK's busiest international airport. The airport has 5 terminals, so it is important to check with your airline which terminal you will be arriving at. Find out more at [www.heathrowairport.com](http://www.heathrowairport.com).

### ***By Underground***

The London Underground Piccadilly Line is the cheapest route from Heathrow Airport to central London. You can buy a ticket at any of the three underground stations: Terminals 1/2/3, Terminal 4 and Terminal 5. Take the Piccadilly Line towards Cockfosters, change at Leicester Square Station for the Northern Line (Northbound) and get off at Camden Town Station – the school is just one minute's walk from the station.

Cost:

- £5.30 to £8 with an Oyster Card

### ***By Heathrow Express***

The Heathrow Express is a non-stop train service that offers the fastest journey between Heathrow Airport and central London. The journey time is just less than 25 minutes depending from which Terminal you arrive at. You can buy tickets online from [www.heathrowexpress.com](http://www.heathrowexpress.com) or at the airport. Take the Heathrow Express to Paddington Station. From Paddington it is just a short journey to Camden Town; you can either get a taxi or the bus 27 towards Chalk Farm.

Heathrow Express ticket prices:

Single Ticket: from £25 (Express), £32 (Business First) – discounted tickets are sometimes available

Uber from Paddington to Camden Town: approximately £20 by taximeter

### ***From St Pancras International Eurostar Terminal***

St Pancras International is 30 minutes' walk from TopUp Learning London (Tti). To Camden Town you can get the Tube (Northern line, only 2 stops) or the bus number 214 (towards Highgate Village / North Road).

Cost:

Bus: £1.75 with an Oyster Card/Contactless or credit card

Tube: £2.40 with an Oyster Card or credit card

### ***From London City Airport***

From London City Airport, TopUp Learning London (Tti) is just a short-journey away. Take the Docklands Light Railway (DLR) direct to Bank. At Bank change for the Northern Line, Camden Town Station is just 6 stops away. The journey takes about 40 minutes and you should ask for a ticket to Zone 1 at the London City Airport DLR Station.

Cost:

- £5 to £7 with an Oyster Card or credit card – Tube

### ***From Stansted Airport***

#### ***By Stansted Express***

This is a fast and convenient way to and from Stansted Airport from central London (Liverpool Street Station) with an average journey time of 45 minutes. Buy tickets online at a discount at [www.stanstedexpress.com](http://www.stanstedexpress.com) or at the airport. At Liverpool Street Station you can get a taxi to Camden Town or walk to Moorgate Underground Station and get the Northern Line (Northbound) to Camden Town.

Stansted Express ticket prices:

Single: £24

Plus the tube cost to Camden Town Station

### ***By coach***

National Express connects Stansted Airport direct with London Golders Green. You can buy tickets online at [www.nationalexpress.co.uk](http://www.nationalexpress.co.uk) or at the National Express booth at the airport. You should buy a ticket to Golders Green Underground station, where you can get the Northern Line (Southbound) to Camden Town.

National Express ticket prices:

Single: From £17

### ***From Luton Airport***

#### ***By train***

This is the fastest way from Luton Airport to North London. The journey takes less than 50 minutes with East Midlands Trains company ([www.eastmidlandstrains.co.uk](http://www.eastmidlandstrains.co.uk)) and about 1 hour with Thameslink Railway (<http://www.thameslinkrailway.com>), both companies offer regular services from the airport to Kentish Town and St. Pancras International Stations where you can either get the bus to Camden Town or change for the Northern Line.

Train ticket price:

Single: £17.60

#### ***By coach***

Travelling by bus or coach to and from London Luton Airport could not be easier. There are three companies which run 24-hours a day between the airport and Central London. To get the best fares book your tickets online at easyBus ([www.easybus.co.uk](http://www.easybus.co.uk)), Greenline ([www.greenline.co.uk](http://www.greenline.co.uk)) or National Express ([www.nationalexpress.com](http://www.nationalexpress.com)).

### ***From Gatwick Airport***

#### ***By train***

Southern Railway Company operates a train between Gatwick Airport and London Victoria Station with trains departing every 15 minutes and a journey of only 35 minutes. You can buy tickets online from [www.southernrailway.com](http://www.southernrailway.com) or at the train ticket desk located outside the arrivals area. At Victoria Station you can take the Victoria Line (towards Walthamstow Central) and change at Euston Station for the Northern Line (Northbound). Get off at Camden Town Station.

Train ticket price:

Single: £12/£19

There is also an express train called Gatwick Express ([www.gatwickexpress.com](http://www.gatwickexpress.com)), which is faster:

Single: £20.50

#### ***By coach***

National Express is the largest coach company in Britain. You can buy tickets online at [www.nationalexpress.co.uk](http://www.nationalexpress.co.uk) or at the National Express booth at the airport. You should buy a ticket to Golders Green Underground station, where you can get the Northern Line (Southbound) to Camden Town.

National Express ticket prices:

Single: From £10.50/£14.10

### ***From Victoria Coach Station***



Victoria Coach Station is just a few minutes' walk from Victoria Underground Station, where you can get the Victoria Line towards Walthamstow Central and change at Euston for the Northern Line (Northbound) and Camden Town is the next stop.

Cost:

£3 with Oyster Card/credit card

### **TopUp Learning London (Tti) taxi transfers**

TopUp Learning London (Tti) can book you a taxi transfer if you send your request by the Thursday before your arrival. Please ensure you have received a taxi confirmation document from us before you travel, print it and bring it with you.

The prices for an airport pick up in **2025** are:

<b>Heathrow</b>	<b>£130.00</b>
<b>City</b>	<b>£130.00</b>
<b>Gatwick</b>	<b>£150.00</b>
<b>Luton</b>	<b>£150.00</b>
<b>Stansted</b>	<b>£150.00</b>
<b>Eurostar</b>	<b>£110.00</b>
<b>Victoria Station</b>	<b>£110.00</b>

The school will invoice you, so you do not need to pay the taxi driver.

To book, please send us your flight number, arrival date and time, where the flight is coming from, and which airport it will arrive at. Heathrow Airport has five terminals and Gatwick has two terminals, so please tell us which terminal your flight will arrive at.

**Summer Camp and Groups:** this will be arranged with Group organisers and usually transport is covered in your fees

### **Your expected time of arrival**

If you are not going to take a taxi transfer, please tell us your expected time of arrival (e.t.a.) anyway a few days before you travel. You can e-mail it to us at [info.london@topuplearning.com](mailto:info.london@topuplearning.com). We will tell your host if you are going to stay in a homestay, but it is polite for you to contact the host family directly too. The telephone number of your host family or accommodation manager is on your Accommodation Confirmation. Please read the arrival instructions on your Accommodation Confirmation carefully.

**Summer Camp and Groups:** this will be arranged with Group organisers

### **School emergency contact number**

If you can't get into your accommodation you should try to telephone your host or accommodation provider first. If you can't get through to them, you may use the **school's emergency number: +44 7456 314794**. This number is only for arrival emergencies at weekends.

### **Getting around London**

#### **Oyster Cards**

#### **What is an Oyster Card?**

It's an electronic "smartcard" that can be used on the Tube, trams, buses, DLR, London Overground and some other rail services in London. Using an Oyster Card saves you money and time because it always automatically calculates

the cheapest fare for the journeys you make in a day and you just need to top it up with cash or renew your Travelcard/Bus Pass when needed and in advance!

### **How do I use it?**

On the Underground, Overground and DLR stations there are yellow circular readers on top of each ticket barrier that allows entry into the station. Just touch the Oyster Card on the pad and the barrier will open. Don't forget to touch the yellow reader again on your way out – if you don't you will be charged a higher fare next time you use your card. On buses, the reader is located near to the driver's ticket machine and you only have to touch your card once.

### **How do I get an Oyster Card?**

You can get one from most Tube and Overground stations, at London Travel Information Centres, online, Ticket Stops in London or even in your country. See <https://account.tfl.gov.uk/oyster> for more information.

When you first get your Oyster Card, you will need to pay a £5 deposit.

### **Pay as you go:**

This system allows you to store cash on your card to pay for single journeys as you go. It is the right choice for you if you make a couple of journeys per week. Using this system is always cheaper than buying a "day pass" (paper ticket) for the Underground and buses.

**Summer Camp and groups:** this will be arranged with Group organisers. Please see what is included in your pack

### ***Further sources of information***

**Education UK** ([www.educationuk.org](http://www.educationuk.org)) has lots of documents to help you prepare for your study in the UK, including:

- First steps guidance notes - preparing for entry clearance
- First steps - A pre-departure guide for international students coming to study in the UK
- Studying and Living in the UK Guide
- Sources of funding for international students
- Safety first - A personal safety guide for international students
- 

**The Council for International Education** also has an excellent website giving information about all aspects of life in the UK. The website is [www.ukcisa.org.uk](http://www.ukcisa.org.uk)

## About TopUp Learning London (Tti)

### Letter from the CEO/ Principal

Dear Student,

Welcome to TopUp Learning London (Tti)!

We are celebrating 27 years in Camden Town in 2025 and I am very proud to be part of the TopUp Learning London (Tti) team as we continue to develop! We are a medium sized school here in Camden Town that truly does become “home” for our International students.

Let us tell you a little bit about TopUp Learning London (Tti) and its vision. We want to be your first choice for high quality, affordable language training. We have created a friendly, approachable culture within the school to make it easy for you to settle in quickly and feel at home. We value your custom and we are committed to providing a practical, flexible and reliable service. We believe in continuous improvement: we listen to you and value your feedback, using your comments to help us improve our services at every level.

It is our role to maintain high academic standards and we expect you to progress during your stay with us. Our classes are designed to present and practise language in relevant contexts and to produce good results. Our levels are based on the Common European Framework (CEF) system, which is recognised all over the world.

TopUp Learning London (Tti)’s teaching methodology follows the ‘Communicative Method’. We believe that you should experience every aspect of learning English. During your course you will have a balanced input of the reading, writing, listening and speaking skills as well as grammar, vocabulary and pronunciation. Each week can stand alone because new students can start any Monday, but they build into a coherent progression of topics for long-term students. The teachers are all experienced in teaching this kind of class, and you will find that it keeps lessons fresh and motivating.

Our teachers are qualified and experienced English language teachers, and we support their ongoing professional development. They are always ready to help you with your studies, and you can also always visit me in the main office.

We are sure you will have a wonderful time here with us and that when you return home, not only will your English impress your friends, but you will have made new friends from many different countries and you will have the ability to communicate with them in English!

Enjoy your stay.

Dr Sam Malafeh

Director and Principal

### TopUp Learning London (Tti)’s History

TopUp Learning London (Tti) School of English was founded in 1998 as an offshoot of founders’ teacher training academy in Kensington – hence the old name *Teacher Training International*. This changed to *Tti School of English* when they decided to focus exclusively on English lessons for overseas students. Their vision was to use their long experience in education and their talent for design and creating inviting social spaces to produce a school that combines high quality education with a caring, sociable community where students can feel home from home. In the last 20 years TopUp Learning London (Tti) has become known in the industry for high-quality and innovative courses and it’s friendly, relaxed study environment (home from home). The name was changed to TopUp Learning London following the acquisition by TopUp Learning in late 2020.

In 2021, TopUp Learning London (Tti) School of English renewed its British Council accreditation.

## Quick facts about the school

Address Main campus	148-150 Camden High Street, London, NW1 0NE, UK
Telephone	+44 (0) 207 419 2300
E-mail	info.london@topuplearning.com
Website	www.ttischool.com
Year of foundation	1998
Directors	Dr Sam Malafeh
Number of students	100-300 max 100 max for Summer Junior 450 max for Summer Camp RAAS
Minimum age	16 yrs for majority of courses. 7 yrs for close groups, summer junior and summer camp RAAS Please contact our Reception team (info.london@topuplearning.com) for details regarding Safeguarding young learners.
Average age	25 to 30 yrs around the year and around 21 yrs during July
Number of classrooms	London: 10 Summer Junior: 4 Summer Camp RAAS: 30
Maximum class sizes	15 for all courses

### Location of Summer Junior in London:

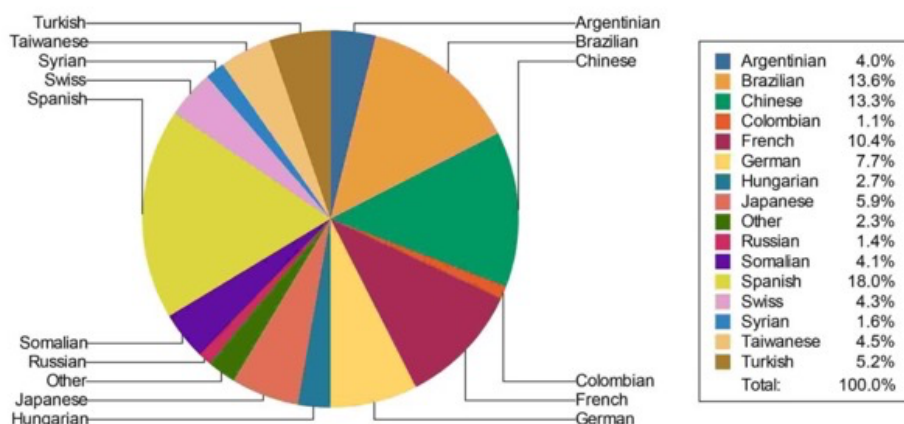
St Pancras Community Association, 67 Plender St, London NW1 0LB (6 Minutes walk to TopUp Learning London)

### Location of Summer Camp RAAS:

Royal Alexandra & Albert School  
Gatton Park, Reigate, Surrey, RH2 0TD  
England, United Kingdom

## Nationality profile for London adult centre

Proportions may fluctuate, but the school generally maintains a healthy balance of nationalities.



The chart shows the average profile for May 2025 London school



### Office hours

#### Main Campus:

Monday to Friday	8.30 a.m. to 5.30 p.m. (school is open from 8am to 6pm)
Saturday, Sunday:	Closed
Bank Holidays	Closed

#### Summer Junior Centre: 23 June to 22 Aug

Monday to Friday	9:15 a.m. to 1:30 p.m. (school is open from 9am to 4:30pm)
Saturday, Sunday:	Closed
Bank Holidays	Closed

#### RAAS Summer Camp: 4 weeks operation – 5 July to 2 Aug

7 days / week	8:30 a.m. to 5:30 p.m. School is open 24 hours <i>There is no school holiday during this period</i>
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### School Holidays (matching UK bank holidays)

Additional lessons will be offered during the weeks with public holiday to cover the missed lessons.

Upcoming bank holidays in England and Wales

<https://www.gov.uk/bank-holidays>

#### 2025:

Date	Day of the week	Bank holiday
18 April	Friday	Good Friday
21 April	Monday	Easter Monday
5 May	Monday	Early May bank holiday
26 May	Monday	Spring bank holiday
25 August	Monday	Summer bank holiday
25 December	Thursday	Christmas Day
26 December	Friday	Boxing Day

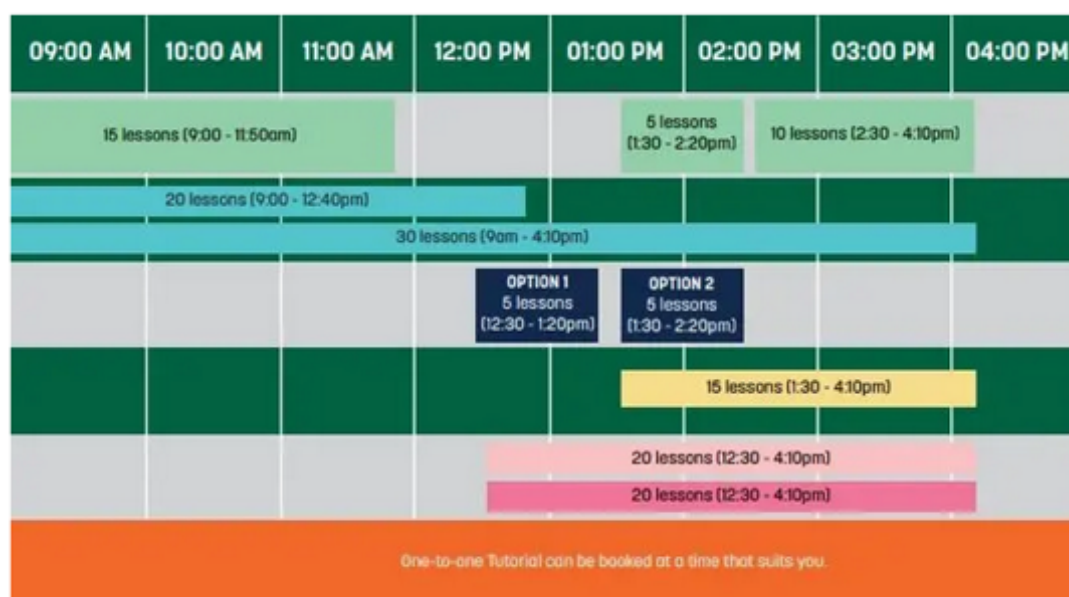
#### 2026:

Date	Day of the week	Bank holiday
1 January	Thursday	New Year's Day
3 April	Friday	Good Friday
6 April	Monday	Easter Monday
4 May	Monday	Early May bank holiday
25 May	Monday	Spring bank holiday
31 August	Monday	Summer bank holiday
25 December	Friday	Christmas Day
28 December	Monday	Boxing Day (substitute day)

#### 2027:

Date	Day of the week	Bank holiday
1 January	Friday	New Year's Day
26 March	Friday	Good Friday
29 March	Monday	Easter Monday
3 May	Monday	Early May bank holiday
31 May	Monday	Spring bank holiday
30 August	Monday	Summer bank holiday
27 December	Monday	Christmas Day (substitute day)
28 December	Tuesday	Boxing Day (substitute day)

**Timetable for Adult centre (please check your programme for juniors and summer camp)**



**\*\*Each lesson is 50 minutes**

**An example of how you can design a 25-lesson study week at TopUp Learning London:**

General English (9:00-11:50am) 15 lessons

+

Option 1 (12:30-1:20pm) 5 lessons

+

Option 2 (1:30-2:20pm) 5 lessons

**30 lessons per week:** 25-lesson timetable + 3 more days of classes from 2:30 to 4:10pm

**35 lessons per week:** 25-lesson timetable + 5 more days of classes from 2:30 to 4:10pm

**Timetable for junior centre**

Time	Lesson/Event
9:30 – 11:00	General English Lessons
11:00 – 11:20	BREAK
11:20 – 12:30	General English Lessons
12:30 – 13:30	LUNCH
13:30 – 16:10	Afternoon activities

**Timetable for RAAS Summer Camp**

Time	Lesson/Event
9:00 – 10:40	General English Lessons
10:40 – 11:00	BREAK
11:00 – 12:00	General English Lessons
12:30 – 13:30	LUNCH
14:00 – 15:00	Speaking class
15:00 – 17:10	Afternoon activities
17:30 – 18:30	Dinner. (18:00 - 18:45 on excursion days)
19:00 – 21:30	Evening activities

### **How to pay**

TopUp Learning London (Tti) School of English has partnered with Flywire to make your international payments to us for your course and accommodation fees safe and easy. Flywire allows you to pay securely from any country and any bank, generally in your home currency. By making your payment with Flywire you can:

- Track your payments from start to finish
- Save on bank fees and exchange rates
- Contact Flywire's multilingual customer support team with any question's day or night.

Click here <https://www.flywire.com/pay/ttischool> to make your payment and learn more.

### **Other payment options**

TopUp Learning London (Tti) School of English is also happy to accept payments by the following methods:

#### **Bank transfer:**

**Teacher Training International Ltd**

**Barclays Bank Islington Branch**

**PO Box 3474**

**London NW1 7NQ**

**Sort code: 20 44 91**

**Account No: 13005305**

**IBAN: GB48BUKB20449113005305**

**SWIFT BIK: BUKBGB22**

Please remember to send us a copy or confirmation of bank transfer to [info.london@topuplearning.com](mailto:info.london@topuplearning.com) once the payment has been made, and add £15.00 to the total amount for bank charges

**Credit or debit card** – by email and through a link generated from our system.

**Cash**

### **TopUp Learning London (Tti) Accommodation**

The accommodation options we can offer our students at TopUp Learning London (Tti) year-round are listed below:

#### **Axo Islington – Hall of Residence-Single Room with private bathroom**

Axo Islington is a university hall of residence located in Holloway Road, north London. A pleasant area with good local facilities such as local shops, cafes and bars. There are regular bus services to Camden Town, and Central London. Please see the website for price. During the summer, there are a small number of rooms available for juniors.

#### **Hawley Crescent – Hall of residence – Studio**

Hawley Crescent is located in Camden town and it takes around 3 minutes to walk to school. A pleasant area with good local facilities such as local shops, cafes and bars. Please see the website for price

### **Homestay**

All our host families have been carefully selected for quality of accommodation and welcoming character. Some are within walking distance of the school and most are situated in Zones 2, 3 and 4. We inspect our families on a regular basis and do our best to match students with just the right family to make their stay in London a happy one! Most of our homestays are allocated through our partner agency and we have a few of our own host families. The agency undertakes the process of selection and reviews.

**RAAS Summer Camp:** Residential accommodation is available with shared rooms inside the boarding school.

**Accommodation is arranged with Sunday arrival and Saturday departure as standard.  
Extra nights, subject to availability and are subject to charges.**

### Curfews (under 18 students)

Your expectations of what is an acceptable time for the student to come home at night should be informed to the Student Services Officer at TopUp Learning London and to the student.

Curfew time, non-summer (September to June): 21:00 to 6am.

Curfew time, Summer (July and August): 22:30 to 6am

Students under the age of 16 are not allowed to go out unsupervised at anytime.

As mentioned above, please be aware that some classes and activities finish at 16.30 or 17.30 so this may also affect the time the student comes home. Students age 12+ can travel to and from the homestay alone. The distance of the homestay to school will be considered when allocating homestays. Students under the age of 16 are not allowed to go out alone during the weekend or non-school days. Hosts are required to inform the school immediately if students are not following their instruction.

If students are not home by the curfew time, host family is required to immediately contact the emergency number: **+44 7456 314794** (available 24/7)

### Full table of age restrictions and curfew:

	Travel alone to school	Curfew time	Staff to Student ratio for activities and accommodation
7-11 years old	No – unless requested by parents/guardian staying in the UK for 8+ years old  Not allowed to leave the house alone at anytime	Around the year: 6pm to 7am July and August: 6pm to 7am  <b>Students must be home by 6pm</b>	1:10
12-15 years old	Yes – route to be guided by host/parents/guardian  Not allowed to leave the house on non-school days	Around the year: 6pm to 7am July and August: 7pm to 7am  <b>Students must be home by 6/7pm</b>	1:15
16, 17 years old	Yes – route to be guided by host/parents/guardian	Around the year: 9pm to 6am <b>Students must be home by 9pm</b>  July and August: 10:30pm to 6am <b>Students must be home by 10:30pm</b>	1:15

**RAAS Summer Camp curfew time is 9:30pm**

**You must be inside your residential unit by the curfew time and are not allowed to leave the property.**

### Introducing the staff

London Student Support and Services Team:

Sam Malafeh – [sam.malafeh@topuplearning.com](mailto:sam.malafeh@topuplearning.com)

Wei Lin - [wei.lin@topuplearning.com](mailto:wei.lin@topuplearning.com)

Chris Scallan - [dos.london@topuplearning.com](mailto:dos.london@topuplearning.com)

They are here to help with any questions you have about your stay!

You can find photos of our support and teachers on the website: [www.ttischool.com](http://www.ttischool.com) and on the noticeboard outside reception.

Summer Junior and Summer Camp: the above staff have the responsibility for both junior centres and can be contacted if required. You will be introduced to other staff when you arrive to the centres.



## *Your first day at TopUp Learning London (Tti) School of English*

### **Arriving at school**

Please arrive at the school at **8:30am** on your first day. In **July and August**, please arrive at **08.00am**. You should have returned your pre- course test to the school already, but if not, you will need an extra 30 minutes to do it at school when you arrive. Please bring your passport or identity card which we will scan on your first day. Please come upstairs to the office on the 1st floor where we will ask you to give us details of your emergency contact (friend or family), we will check your details, and take a digital photo for our files and your student card. (The student card will be ready the next day and you can pick it up from the box labelled 'Student Cards' outside the office). You will then go for a speaking level test, usually with the Director of Studies in the office.

There will be a Welcome Meeting and an Academic Induction for all new students on Monday. This will take place after your speaking test. We will introduce you to the other new students, answer any questions you may have and give you your timetable.

If you are only studying in the afternoon, please arrive at school at least 50 minutes in advance of your class starting time on your first day. If you are only studying in the afternoon, please arrive at school at least 50 minutes in advance of your class starting time on your first day.

**London Junior Centre** classes start from 9:30am. It will be great if you can arrive by 9:15am on your first day. **RAAS Summer Camp**: please see the timetable on the website. Your arrival will depends on the agreed flight time for your group.

### **Around the school – Main campus**

Then, if you have time before your lesson you can explore the school. On the 1st floor you can get a cup of coffee, tea, or squash from the **Coffee Bar**, and sit in the **Study Lounge** or, if the weather is nice, outside on the **roof terrace**. The toilets are on the 2nd floor.

**London Junior Centre**: classes, toilets and break area are located in the first floor. Students are not allowed to leave the first floor during the day unless supervised by group leaders or teachers.

**Summer Camp (RAAS)**: please see the facilities map displayed at the centre

### **Lunch**

For lunch you can use one of the many cafés near the school, or you can get sandwiches from the nearby bakery, or Pret A Manger (opposite the school) or even something from the nearby supermarkets: Aldi, Sainsbury's or Marks & Spencer's. You can heat up food in the microwave in the Coffee Bar and eat meals on the roof terrace.\

**London Junior Centre**: Those enrolled to the full day programme will receive light lunch. Lunch will be served at 12:30 in the larger classroom.

**Summer Camp RAAS**: breakfast, lunch and dinner will be served in Gatton Hall and the tent next to it.

### **After your lesson**

There is always a social activity for you to enjoy after class. Dates and activities are displayed on school noticeboard and are also available on the website. This may be a walking tour of Camden Town, a film in the study lounge, a visit to a Salsa bar, or karaoke night (to take a few recent examples). Join in, meet other students and teachers, practise speaking English in real life, and have fun studying English at TopUp Learning London (Tti) School.

**London Junior Centre**: Activities are arranged for those enrolled for full day

**Summer Camp RAAS**: Activities are arranged for all students

### **Making the most of your course**

Learning English involves much more than just coming to school on time!

Your group classes give you the opportunity to make close friends with people from all over the world, and your teacher will guide your progress. You should always try to do your **homework** and review each lesson afterwards to make sure you fully understand everything that you looked at in class.

Buy a notebook and start **a vocabulary book** of your own. To really *know* a word you have to see, write, hear and speak it several times. There are lots of different ways to store your new vocabulary; you must decide which method works best for you. Look at the ideas below, you may want to use a combination, or make one up of your own. Log in to your account at [www.topuplearning.com](http://www.topuplearning.com) and use your customised study material. There is additional practice material available for each unit you study.

### Techniques for managing your vocabulary notes

#### Using a word in a natural context:

Record new vocabulary in realistic sentences to help you remember the meaning, as in this example with the word **studious** – *The new student impressed her classmates because she was very studious and worked hard every day after class.*

#### Word maps or webs

When you learn new vocabulary, you must decide what it means to **know** that word. Look at the ideas below and put them in order of importance for you. This can also focus your mind and help you think about ways of remembering it.

- to understand it when it is written or spoken
- to recall it when you need it
- to use it with the correct meaning
- to use it in a grammatically correct way
- to know which other words it collocates with
- to spell it correctly
- to use it in the right situation
- to know if it has positive or negative connotations

#### Translation

Be careful with translation, as often individual words do not line up perfectly. Translating phrases in terms of what is natural to say rather than a word for word translation is the best method -

What does \_\_\_\_\_ mean?

Was bedeutet \_\_\_\_\_? / Que significa \_\_\_\_\_?

#### Word building

verb	prefix/suffix	adjective	synonym	antonym	collocation / idiom, phrase
to be happy	unhappy happiness	happy	pleased, glad	unhappy, sad	to be happy as Larry

#### Topic groups

Put all the words from the same topic together, and maybe write a story using as many of the new words as possible.

*to wear to try on, to take off, to match, to fit, to suit*

*a pair of: trousers, gloves, pants, shoes*

*a top, a jacket,*

*wool, leather, trendy, second hand, frayed*

**Story:** *I went to Camden Market the other day and saw **a pair of wool trousers** that were trendy, I wanted to **try them on** but ...*

**Draw a picture to illustrate the story, to help set it in your memory.**

### Novels (upper-intermediate to advanced) and graded readers (all levels)

Take a book home for the weekend. To get the best out of reading:

- Choose a book that you have read in your own language, or if you want to practice listening, chose a book that comes with a CD.

- Try to read (and listen) without using a dictionary; guess the meaning of unknown words from the context.
- At the end of each chapter, go back and note down any new or interesting vocabulary and store the new words in your vocabulary book.
- Once you have finished the book, try to write a short review of the book.

### Talk to people (all levels)

Try to speak English whenever and wherever you can! When you go shopping, try to get the shop assistants to discuss the products with you. Go to social programme activities and make friends with students from other countries to avoid using your mother tongue.

**Remember: 'if you don't use it, you'll lose it!'**

### Monitoring your progress

Students with 8 or more weeks of enrolment will have a monthly meeting with the director of studies or a senior teacher. They will speak to you about how you feel about your course and accommodation and discuss your strengths and weaknesses too. This is a time for you to talk to your teacher about any problems you may be having and to ask any questions. If you are here for a longer course, you will then be given a tutorial every four to six weeks.

### Procedure for moving to a higher level

To move up to a higher level you must pass a level test. When your teacher thinks you are ready, they will suggest that you take the test. These are based on material that is carefully graded and harmonised with the Common European Framework. You can take the test on Wednesday or Thursday after your last lesson, and we will let you know by Friday whether you can move to the higher class. You need to have at least 80% attendance and recommended by your teacher to be able to take the test.

### Weekly course plans

Your teacher will create a plan for the week and will put it on the classroom wall to help you review previous lessons and so that you will know what you are going to study next. Please refer to it. If you have any questions, please ask your teacher to clarify. At the bottom of each plan, there is a box which clearly states your learning outcomes for the week.

MORNING GENERAL ENGLISH						
TEACHER: Lucy Edmiston		LEVEL: Upper Int		CLASS ROOM: 7		WEEK BEGINNING: 12/01/15
TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
9.00 – 10.40	G V S L R W Vocab: people and events Grammar: review future tenses; plans and arrangements, predictions	G V S L R W Review: yesterday's vocab Check H/W Reading & Vocab: summarising, guessing meaning from context	G V S L R W Check H/W Grammar: question forms; compounds, with prepositions, indirect questions	G V S L R W Group activity: planning a fundraiser Writing: a press release for the fundraiser	G V S L R W Review and Test: future tenses, people and events, idioms, question forms	
11.00 – 11.50	G V S L R W Grammar: practise future tenses Speaking: inviting/ suggesting/ accepting/ declining Group activity: making arrangements	G V S L R W Vocab: Idioms for telling stories/ the truth Speaking: Blind Date activity- create profiles and match couples- who will get on with who?- plan their date.	G V S L R W Listening: Take Me Out- making predictions about results, bingo activity Speaking: Reactions to the show, other ways of dating, which are most effective?	G V S L R W Speaking: What are the outcomes of the fundraiser?	G V S L R W Reflections: what have you learned this week? Anything you'd like to go over? What would you like to do next week? What did you enjoy? Not enjoy?	
Materials used (book/ age m/c, internet site etc)	Cutting Edge (3rd Edition) p.46-47, p.143	Cutting Edge p.48-50 - Student generated materials	Cutting Edge p.51 - Teacher-prepared materials - Youtube.com clip	- Teacher-prepared materials	- Teacher-prepared materials	
H/WORK (min 3 times/week)	GEL	Find idioms around the school and report 3 favourites back to the class	GEL	Revise for test	Write on your weekend diary	

#### This week's objectives are:

- Students will have reviewed and practised future tenses for making arrangements and predictions through planning a fundraiser
- Students will have been introduced to some new idioms for telling stories
- Students will have been introduced to specific lexis for peoples' roles i.e. *speaker, relative, guest*, and the events where they can be found
- Students will have collaborated on a project to plan a fundraiser
- Students will have had a test to check their attainment

## Beyond “General English”

Your core General English class improves your overall level of English, but you may want to consider making your studies more intensive or, at higher levels, more specific. The following sections describe the possibilities offered by TopUp Learning London (Tti) School.

### Module Lessons (Not applicable to junior centres)

From 12:30pm to 1:20pm and 1:30pm to 2:20pm each day there are classes with a specific focus. These are designed to be taken in combination with a General English course. You can add option classes at any time for as little as one week, so why not try them?

For lower-level students, we offer modules that aid with conversation, vocabulary, and pronunciation. These modules give you more opportunities to practise your English with a wider range of students and materials.

For higher level students, we offer more specific modules. These are on themes such as conversation and pronunciation, vocabulary and phrasal verbs, business English, and academic English. We change the module themes fairly often, and if you are interested in a particular theme, please ask the Director of Studies.

### Individual lessons

Why not personalise your study programme with some individual tuition? If you want to make your course more personal and focus on areas that you find difficult, then individual lessons are for you. They are especially useful if you want to speak to a native speaker and have spoken error correction. During your first lesson, the teacher will discuss with you, what you would like to study in class and then design a personalised programme based on this. Individual lessons are a great way to make progress quickly.

### Intensive courses (Not applicable to junior centres)

If you want to make your course more intensive, then you can upgrade your course by having extra classes. We offer three **intensive programmes of 25, 30 or 35 lessons**. These courses are perfect for students who are in the UK for a limited period of time but wish to spend as many hours a day studying as possible.

### Exams and Exam preparation courses (Not applicable to junior centres)

**To join an exam preparation course, you must do a test to check you are at the right level. Here is a short explanation of the exams we can help you prepare for at TopUp Learning London (Tti) School. The IELTS course runs on a continuous enrolment basis in the same way as General English, but the rest have fixed course dates – please refer to the calendar.**

#### Cambridge exams (Not applicable to junior centres)

The Cambridge exams are highly respected around the world. They can be taken by anyone whose first language is not English. They are held throughout the year, with paper-based tests in March, June, July, August and December. The examinations cover the four language skills: listening, speaking, writing and reading, the latter integrated with knowledge of vocabulary and English usage. The exams can improve your chances of getting a job, to do further or higher education in English speaking countries (C1 Advanced and CPE), to prepare yourself to travel or live abroad, or just to give you a set of personal goals for improving your English. They are suitable for learners of all nationalities and almost any age. For more information about the exams see [www.cambridge-esol.org](http://www.cambridge-esol.org).

The school can enrol you for the exams at an exam centre in London.

The exam registration fee is not included in the course fees.

Speaking tests are held during a 3-week period, usually before the written exam. Full timetables are issued 3 weeks before the exam. Any applications for “special arrangements” for candidates with special needs must also be received with the registrations by the closing date. (For example, learning or hearing difficulties). An additional fee of £25 applies to late registrations.

### **Details for the B2 First and C1 Advanced preparation courses at TopUp Learning London (Tti) School:**



TopUp Learning London (Tti) offers separate group preparation courses for B2 First and C1 Advanced. (If you wish to prepare for one of the other exams, we can offer you preparation in one-to-one lessons.)

A pre-test and grammar test are sent out prior to starting the course to ensure the student has the appropriate level.

The maximum number of students in the class is 12.

The textbook for the course is included in the course fees.

If a student who enrolls for the C1 Advanced course fails the level test / pre-test on arrival, they will be offered a place on the B2 First course instead. Conversely, a student who enrolls for the B2 First course may be recommended to join the C1 Advanced course based on performance on arrival. If a student who enrolls for the B2 First course fails the level test on arrival or fails to keep up with the course, they will be offered a place on a General English course instead.

### **IELTS – International English Language Testing System (Not applicable to junior centres)**

IELTS is designed to assess the language ability of candidates who need to study or work in English. It is used as an admissions requirement by universities in Australia, New Zealand, Canada, the UK and increasingly in the USA. It is also recognised by a variety of official organisations (including some immigration services) and by institutions offering secondary and vocational training. There are 9 bands from Band 1 (non-user) to Band 9 (expert user). The score is valid for 2 years.

<b>TopUp Learning London (Tti) Level</b>	<b>Band</b>	<b>Academic Courses E.g., Law, Medicine</b>	<b>Academic Courses E.g., Technology,</b>	<b>Training Courses E.g., Air Traffic Control,</b>	<b>Training Courses E.g., Catering,</b>
<b>Int</b>	5.5	English study needed	English study needed	English study needed	Probably acceptable
<b>Upper-Int/ Int</b>	6.0	English study needed	English study needed	Probably acceptable	Acceptable
<b>Upper-Int</b>	6.5	English study needed	Probably acceptable	Acceptable	Acceptable
<b>Advanced/ Upper-Int</b>	7.0	Probably acceptable	Acceptable	Acceptable	Acceptable
<b>Advanced</b>	7.5 - 9.0	Acceptable	Acceptable	Acceptable	Acceptable

For more information about IELTS see [www.ielts.org](http://www.ielts.org). At TopUp Learning London (Tti) we can book the exam for you at an authorised IELTS exam centre. To ensure you get a place we recommend you apply 4-8 weeks in advance, particularly in summer. When booking the exam, you must provide the following documents:

- A completed application form (which can be printed and checked in the office after you have filled it in)
- Evidence of identity (passport or national identity card)
- Exam fee of £190 to £220. (UKVI - £240). Please visit exam centres websites for the exact fee at the time of registration

### **Health and Safety**

#### **In event of a fire**

- Sound the nearest alarm
- Leave the school by the nearest door or fire exit
- Do not stop to collect personal things

- Do not return to the building
- Go the meeting point outside Lloyds Bank on the corner of Camden High Street and Greenland Street.
- **Summer Junior Centre meeting point: corner of Camden ST and Plender St**
- **Summer Camp meeting point: Football pitch/A**

### ***In event of a medical emergency***

There is a first aid box in the office on the 1st floor and in the coffee bar. The school has trained first aiders as required by law. Please report the incident to the office or the Principal. If this is not possible, phone 999 and ask for an ambulance. For details about healthcare in the UK see page 40.

**Junior centre: first aid box is located at the reception.**

**RAAS Summer Camp: first aid box is located at the reception and inside the residential buildings**

### ***Other school facilities & services***

#### **Included in the course fees**

- Tuition
- Use of Study Lounge
- A small library of textbooks, books, audiobooks, magazines & newspapers
- Free WiFi
- Use of kitchen (microwave, fridge)
- Printing (please ask in the office and be aware you cannot save documents such as boarding passes on the school computers, so please bring a USB stick). Printing must be within a reasonable number.
- Paperwork – school letters for council tax, visa, etc.
- Your end of course certificate

#### **Not included in the course fees**

- Examination fees
- External social events e.g. bowling, skating, parties (mostly £8 - £15)
- Weekend trips (about £45 to £60)
- Accommodation
- Meals
- Transport

**Summer camp and Junior centre: please check the website for what is included in your package.**

### **Public library**

There is a public library ten minutes' walk from TopUp Learning London (Tti) School at the Crowndale Centre, near Mornington Crescent Station. To become a member of the public library you will need to take them identification and proof of your address. They may also require you to get an application form stamped by the school. It is free to borrow books from the public library, but there are fines for late return of books. Please be very careful: if you lose a library book you *must* tell the library, or if you accidentally return home with a book you *must* post it back to them, because if you don't, collection officers will come to the accommodation where you stayed and demand a large fine!

### **Wi-Fi**

The school has a wireless Internet connection that you are welcome to use, however the school does not guarantee that this service will always be in operation and cannot provide technical support. You should use appropriate firewall software and virus protection and use of this service is at your own risk.

### **TopUp Learning London (Tti)'s E-learning through OUP book**

Additional E-Learning is provided through OUP book membership that comes with your book. .

## Printing

If you need to print something (e.g. your CV, some homework, an e-ticket, or an application form) please forward it by e-mail to [info.london@t.com](mailto:info.london@t.com) with a request for it to be printed, and then come to the office to pick up your prints. There is no charge for small print jobs.

## TopUp Learning London (Tti) student cards

We will make a student card for you if you request for one. You can ask the reception for it. You can use your student card to get student discounts in some cinemas, shops, and tourist attractions. Unfortunately, it does not give you a discount on London transport. You can apply for a 18+ Students Oyster Photocard if you are enrolled for more than 14 weeks. Please visit tfl website to apply for the card and inform the school reception to approve it:

<https://tfl.gov.uk/fares/free-and-discounted-travel/18-plus-student-oyster-photocard>

## Opening a bank account

If you walk into a bank and ask to open an account, they will ask you for proof of your address – usually a utility bill in your name and UK address. This is not possible for newly arrived students. However, we can help you by providing a bank letter confirming your student status.

It is usually very difficult or almost impossible to open a bank account for those on visitor visa. You can use online banks such as Monzo or Wise.

## Social programme

TopUp Learning London (Tti) School has a packed programme of social activities to help you enjoy your stay in London. Activities are optional but recommended! It provides the opportunity to meet and make friends with other students and teachers whilst practising your English in real situations. As well as our scheduled activities, our Social Programme Organiser(s) can make suggestions for other interesting things to do in London. Activities include museum visits, quiz days, writing workshops, and sightseeing.

On Saturdays and Sundays, you can take daytrips to famous places such as Oxford, Stonehenge & Bath, Brighton and Cambridge with a reputable tour company Lil Adventures. These can be booked in Reception.

As well as the suggested trip on our social programme you can see the other available tours from Universal Students Tours: <https://www.universaltours.co.uk/>. Please get your ticket a few days in advance in case the tour sells out. These tours leave early in the morning and return to London in the evening.

You can pick up a programme for the current month at the school.

## Cost of activities

The organisation of the activities is included in your course fees so in-house activities such as quizzes and museums are free of charge. You will need to pay your own transport and entry or expenses for external activities such as musicals and parties.

## Safety on Social Programme activities

We would like to remind you that you are responsible for your own safety on all activities outside the school. Risk Assessments are in place and the teachers are aware of these and will explain any risks to the group prior to leaving the school. For all trips, please take extra care crossing roads when you are walking with a group of people. On your way to an external activity please take note of how to get back home (the teacher leading the activity can help you). Please see the section on general safety in London on our website.

## Things to do in Camden

### A few suggestions from our social programme organiser:

1. Soak up the multicultural atmosphere in **Camden Lock**, have a walk around the **market** and take some photos of the **punks**!



2. Have a cheap and cheerful meal in one of the great pubs near the market or choose from Italian, Thai, or Indian food inside the market. An average meal is a bargain at £8 - £15!

3. For party animals: go and listen to up-and-coming bands and dance the night away at **The Barfly** on Chalk Farm Road or the **Dublin Castle** on Parkway or **Koko** on Mornington Crescent. There are gigs every night, but Friday and Saturday are the best.

4. Lovers of more mellow music should try the **Jazz Café** just one minute from TopUp Learning London (Tti), where you can hear world-class Jazz, world music, R&B, soul, etc. There is also the **Green Note**, a small live club further up Parkway on the right-hand side.

5. Is your country missing any cultural treasures? Come and see them at the **British Museum**! We're just a 15-minute bus ride (or a 30-minute walk for energetic people) from one of the world's finest collections, and entrance is entirely free. There are lots of interesting special exhibitions throughout the year, such as Tutankhamen and the Terracotta Army, though you have to pay and book in advance for special exhibitions.

6. Go to either **Hampstead** or **Highgate** Villages (either is just a short bus ride away). Lose yourself around the little

cobbled streets that are reminiscent of Victorian London. There are so many great shops and cafes to explore, you can easily spend the whole afternoon just walking around.

7. Take a canal cruise along **Regents Canal**. There are boat trips that travel between Camden Lock and **Little Venice**. It's an original and sedate way to see the waterways that used to be the main transport network of England, and you can admire the beautifully decorated "narrow boats".
8. Get some fresh air! **Regents Park** is just a ten-minute walk away and it is perfect for a bit of football, cricket, Frisbee, or whatever your sport. Alternatively, get the bus to **Hampstead Heath** and walk to the top of **Kite Hill** from which you can see the whole of London – the perfect place for a picnic and a great photo opportunity.

### Restaurant suggestions

We have many cafes, restaurants and takeaways on our doorstep in Camden, to suit almost any budget. Here are some of our favourites:

Asakusa, Japanese restaurant	265, Eversholt St, NW1 1BA Tel: 020 7388 8533	Very authentic and tasty, popular with Japanese residents of London, but economically priced– you'll have to book ahead to be sure of a table!
Jamon Jamon, Spanish tapas bar	38, Parkway NW1 7AH Tel: 020 7284 0606	Great atmosphere, friendly service – we recommend the tortilla



		rellena and the pimientos del piquillo! Mid-priced. Cheaper at lunchtime.
The Edinboro Castle	57 Mornington Terrace, London NW1 7RU	Good British pub meals. Mid-priced. Great garden for summertime!
Wagamama, Japanese noodle bar	11 Jamestown Road, NW1 7BW Tel. 0207 428 0800	Restaurants are modelled on the ramen bars which have been popular in Japan for many years and dishes are delivered to the table as soon as they're cooked.

### Nightlife – Where to party in Camden

All of these clubs are just a short walk from TopUp Learning London (Tti) School:

<b>Camden Jazz Café</b>	5 Parkway, NW1 7PG <a href="http://www.jazzcafe.co.uk">www.jazzcafe.co.uk</a>	Top jazz acts from around the world every night. Upscale restaurant upstairs and standing room on the floor
<b>Electric Ballroom (nightclub)</b>	184, Camden High St, NW1 8QP, <a href="http://www.electricballroom.co.uk/">http://www.electricballroom.co.uk/</a>	In the past decades Sid Vicious, Madness, The Clash, George Thorogood and the Smiths have drawn huge crowds to the venue.
<b>Green Note (live music café)</b>	106 Parkway, NW1 7AN 020 7485 9899	Little club with a mouth-watering list of top-quality acoustic acts, charming atmosphere and good food.
<b>Koko (nightclub) Temporarily Closed</b>	1A Camden High Street, NW1 7JE <a href="http://www.koko.uk.com">www.koko.uk.com</a>	Beautiful Victorian theatre renovated as a nightclub. Madonna, Eurythmics, Boy George, Wham and Prince are a few of the world's best acts to have played here.
<b>The Cuban</b>	Stables Market, NW1 8AH <a href="http://www.thecuban.co.uk">http://www.thecuban.co.uk</a>	Great Latin bar with a good variety of food and cocktails. Salsa lessons on Thursdays.
<b>The Dublin Castle</b>	94 Parkway, NW1 7AN <a href="http://www.thedublincastle.com">www.thedublincastle.com</a>	Trendy pub which attracts celebrities such as Kate Moss and Amy Winehouse - there is a small back room which is great for seeing new bands and dancing.

### At the end of your course

#### Certificates

At the end of your course you will get a certificate that shows details of the course you studied and the level of the class at which you finished your course. (You must spend at least one week in a class in order to get a certificate for that level.) You can collect your certificate from the office after your last lesson.

Please note, students must have a minimum of 80% attendance overall to receive a certificate.

If you want your name to appear with any special characters that are not part of the usual English alphabet, please explain this to the registrars **before** your last day.

#### End of course feedback

Together with your certificate we will ask you to fill in a feedback questionnaire. You can access this through your e-learning account. Please take a little time to give us useful feedback that will help us to continuously improve the school. We are also grateful for any positive comments about the school that we could put on our website.

#### Ways to keep up your English after your course + E-learning

There are plenty of ways that you can use the English you have learned. Here are some ideas for how you keep your English skills fresh:

1. Use OUP e-learning programme. This service is a way of ensuring you can keep on improving all your skills.
2. Join our partner's online classes at: [www.topupenglish.com](http://www.topupenglish.com)
3. Listen to English language learning programmes online, such as [www.bbc.co.uk/worldservice/learningenglish](http://www.bbc.co.uk/worldservice/learningenglish). You can set yourself tasks to do while listening:
  - i. Think about how many stories there are, and what type of stories they are e.g. political, financial, sport etc.
  - ii. What key words can you hear? What word partnerships are in the story? E.g. *elect* a president / a price *rise*.
  - iii. Can you find the same story in a newspaper and is it reported differently?
4. Read English news and stories on the BBC website.
5. [www.bbc.co.uk/worldservice](http://www.bbc.co.uk/worldservice). You can set yourself tasks to do while reading:
  - i. Write down all the new vocabulary you meet and check the meaning from your English to English dictionary (there are also plenty of online dictionaries, go to Google and put in 'English dictionary' – Macmillan and Oxford are very student-friendly)
  - ii. Take notes as you read, trying NOT to use the same vocabulary as in the story, and then re-write the story
  - iii. Record yourself reading the story out loud and see how it sounds
  - iv. Do a language exchange – visit your local British Council or library to see if you can join or form a conversation group with other speakers of English.
  - v. Subscribe to an English language newspaper or magazine.
  - vi. Visit the TopUp Learning London (Tti) website. The news page will tell you what is happening at TopUp Learning London (Tti).
6. Keep in touch through Facebook, Instagram, TopUp Learning London (Tti)'s blog and Twitter.
7. Send e-mails in English to the new friends you have met at TopUp Learning London (Tti) School. We love to hear news from former students too – keep in touch via [info.london@topuplearning.com](mailto:info.london@topuplearning.com).

### British Council accreditation

TopUp Learning London (Tti) School is fully accredited under the British Council's English in Britain accreditation scheme.

### What does British Council accreditation mean?

The British Council's English in Britain Accreditation Scheme confers a visible and explicit commitment to meeting and maintaining quality standards of English language provision. There are regular opportunities for improvement in services through frequent inspections and through sharing of best practice. It benefits the students primarily by assuring them that the level of service meets the standards set by the British Council. In particular:

- Appropriately qualified teachers
- Teaching which meets the required standards
- Accommodation, including homestays, which are regularly inspected and meets the standards
- Safe premises, with properly equipped classrooms and areas for relaxation
- Brochures and publicity materials which accurately reflect what is provided
- Proper emergency procedures, known to staff and students.

Students can get redress through an established complaints procedure if these standards are not met. For more details about British Council accreditation please see [www.britishcouncil.org/accreditation-what-we-check.pdf](http://www.britishcouncil.org/accreditation-what-we-check.pdf)



### **Life in London**

*Useful telephone numbers and addresses*

### **General**

Please tell us if you find out that any of these details are inaccurate or have changed. Thank you!

Service	Contact Number	Address
Emergency (Ambulance, Fire, Police)	999	N/A
TopUp Learning London (Tti) School of English	020 7419 2300	148-150 Camden High Street, NW1 0NE
TopUp Learning London (Tti) Weekend Emergency number	07456 314794	N/A
NHS Camden (Call to register with a doctor more permanently)	020 3317 3500	St Pancras Hospital, 4 St Pancras Way, NW1 0NE
NHS Camden (Call if you need to see a nurse soon)	020 3317 3737	59 Crowndale Road, NW1 1TN
Gatwick Airport	0844 892 0322	N/A
Heathrow Airport	0844 335 1801	N/A
Job Centre	0845 6060 234	N/A
Library	020 7974 4001	Camden Town Library, Crowndale Centre, 218 Eversholt Street, NW1 1BD
London Borough of Camden (Local Council)	020 7974 4444	Camden Town Hall, Judd Street, WC1 H9JE
London Tourist Information	020 7932 2000	N/A
London Transport	0343 222 1234	N/A
Luton Airport	01582 405 100	N/A
National Express (Coaches)	0871 781 8181	N/A
National Rail Enquiries (Trains)	0845 748 4950	N/A
Overseas Visitors Records Office (Police registration)	020 7230 1208	Ground Floor, Brandon House, 180 Borough High Street, SE1 1LH
Police Station, Camden and Kentish Town	101	12a Holmes Road, Kentish Town, NW5 3AE
Royal Free Hospital	020 7794 0500	Entrances on Pond Street and Haverstock Hill, NW3 2QG
Stansted Airport	0844 335 1803	22 Camden High Street, NW1 0JH
The Dental Practice (Dentists)	020 7388 6108	Immigration and Nationality Directorate, Lunar House, 40 Wellesley Road, Croydon, Surrey CR9 2BY
The Home Office (Visa application enquiries)	0870 606 7766	Scotia House, 33 Finsbury Square, EC2A 1PL
Camden Victim Support	0845 30 30 900	
National Victim Support line	08 08 16 89 111	

### Sports centres, leisure centres, and gyms

Cally Swimming Pool	020 7278 4676	2 2 9	Caledonian Road, Islington N1 0NH
Fitness First Camden	0844 5712833	1 2 8	Albert Street, NW1 7NE
Soho Gyms	020 7482 4524		193 Camden High Street, NW1 7JY

Islington Boat Club	020 7253 0778	16-34 Graham street, N1 8JX
Islington Tennis Centre	020 7700 1370	Market Road, N7 9LP
Kentish Town Sports Centre	020 7974 7000	Grafton Road NW5 3DU
Skateboarding and Rollerblading	020 7974 1693	2 Camden Rd, London NW1 1 9HG 2
Sobell Leisure Centre	020 7609 2166	Hornsey Road, N7 7NY
The Circus Space	020 7613 4141	Coronet Street, Old Street, N1 6HD
Pure Gym	<a href="tel:03444770005">0344 477 0005</a>	193-199 Camden High St, London NW1 7BT

### Places of worship

#### Mosque

London Central Mosque/ The Islamic Cultural Centre,  
Regents Park, 146 Park Road, London. Tel: 020 7724 3363, [www.iccuk.org](http://www.iccuk.org)

#### Synagogue

- South Hampstead Synagogue: <http://www.southhampstead.org/>
- Central Synagogue, 36-40 Hallam Street, W1W 6NW, phone: 020 7580 1355

#### Buddhist Temple

Heruka Centre, 13 Woodstock Road, Golders Green NW11 8ES

#### Hindu Temple

Hindu Centre London, 39 Grafton Terrace, NW5 4JA. Tel. 020 7485 8200

#### Roman Catholic Church

Our Lady of Hal, 165 Arlington Road, NW1 7EX. Tel: 020 7485 2727

#### Anglican Church

St Michael's, Camden Road, NW1 9LQ, T 020 7485 5791

#### Greek Orthodox Church

All Saints Greek Orthodox Church, Camden Street, NW1 0JA. Tel: 020 7485 2149

### Foreign embassies in the UK

Country:	Telephone:	Address:
Algeria	020 7299 7077	1, 3 Riding House Street, London W1W 7DR
Angola	020 7291 8700	4 Bedford Square, London WC1B 3DP 6
Argentina	020 7318 1300	6 Brook Street, London, W1K 4AH 5
Austria	020 7344 3250	18 Belgrave Mews West, London, SW1X 8HU
Bolivia	020 7235 4248	106 Eaton Square, London, SW1W 9AD
Brazil	020 7747 4500	1 Cockspur St, London SW1Y 5BL 6

<b>Bulgaria</b>	020 7581 3144	186-188 Queens Gate, London, SW7 5HL
<b>Chile</b>	020 7222 2361	37-41 Old Queen Street, London SW1H 9JA
<b>China (P.R.)</b>	020 7299 4049	49-51 Portland Place, London, W1B 1JL
<b>Colombia</b>	020 7589 5037	3 Hans Crescent, London, SW1X 0LN
<b>Czech Republic</b>	020 72437908	26-30 Kensington Palace Gardens, London, W8 4QY
<b>France</b>	020 7073 1000	58 Knightsbridge, London, SW1X 7JT
<b>Gabon</b>	020 7823 9986	27 Elvaston Place, London, SW7 5NL
<b>Germany</b>	020 7824 1300	23 Belgrave Square, 1-6 Chesham Place, London, SW1X 8PZ
<b>Hungary</b>	020 7201 3440	35 Eaton Place, London, SW1X 8BY
<b>Ireland</b>	020 7235 2171	17 Grosvenor Place, London, SW1X 7HR
<b>Italy</b>	020 7312 2200	14 Three Kings Yard, Davies St, London, W1K 4EH
<b>Japan</b>	020 7465 6500	101-104 Piccadilly, London, W1J 7JT
<b>Korea (South)</b>	020 7227 5500	60 Buckingham Gate, London, SW1E 6AJ
<b>Libya</b>	020 7201 8280	15 Knightsbridge, London, SW1X 7LY
<b>Malaysia</b>	020 7242 4308	45 Belgrave Square, London, SW1X 8QT
<b>Mexico</b>	020 7499 8586	16 St George Street, London, W1S 1FD
<b>Peru</b>	020 7235 3802	52 Sloane Street, London, SW1X 9SP
<b>Poland</b>	020 72913520	47 Portland Place, London, W1B 1JH
<b>Portugal</b>	020 7235 5331	11 Belgrave Square, London, SW1X 8PP
<b>Russia</b>	020 7229 6412	6/7 Kensington Palace Gardens, London, W8 4QP
<b>Slovak</b>	020 7313 6470	25 Kensington Palace Gardens, London, W8 4QY
<b>Spain</b>	020 7235 5555	39 Chesham Pl, London SW1X 8SB
<b>Sweden</b>	020 7917 6400	11 Montagu Place, London, W1H 2AL
<b>Switzerland</b>	020 7616 6000	16/18 Montague Place, London, W1H 2BQ
<b>Thailand</b>	020 7589 2944	29-30 Queen's Gate, London, SW7 5JA
<b>Turkey</b>	020 7393 0202	43 Belgrave Square, London, SW1X 8PA
<b>Venezuela</b>	020 7584 4206	1 Cromwell Road, South Kensington, London SW7 2HW



## Healthcare in the UK

### Can I get free healthcare in the UK?

You can find full details about who can get NHS (National Health Service) treatment at [www.nhs.uk](http://www.nhs.uk) (search on the web site for 'overseas visitors'). You should check the details for your situation as the following information is only a guideline.

In general, you should be able to get some free healthcare if you are:

- on a full-time course in the UK for 6 months or more
- from a country with a healthcare agreement with the UK.

### Registering with a doctor (GP) – Do this before you get ill!

In the UK, in all cases except emergencies, you will first see a type of doctor called a "GP" (which is short for "General Practitioner"). These highly qualified non-specialist doctors do not usually work in hospitals: the place where they see patients is called a "doctor's surgery". If you need specialist treatment the GP will then refer you to a "specialist", who will probably work at a hospital. You have to register with a GP in the area where you live. You can search for local doctors using your postcode at [www.nhs.co.uk](http://www.nhs.co.uk) or you can get a list from the post office or your Local Health Authority. For those living in the Camden area, the office has a list of doctors in postal area NW1.

- You should telephone and ask to register.
- If you find that the GPs in your area are not registering new patients, you should call your Local Health Authority (see list of numbers below).
- When you go to register, take your passport and proof of your TopUp Learning London (Tti) enrolment. If you have it, a proof of your address would be very helpful.
- Ask to be registered as an NHS patient if possible (it will be more expensive to register as a "private patient").
- Once you are registered, you will be sent a medical card with an NHS number.
- Visits to the doctor for NHS patients are free but you will have to pay for any medicine the doctor prescribes.

If you have any questions or if you need help registering with a doctor, please come and speak to the registrars in the office. Stay well!

### What shall I do if I need to see a doctor urgently?

If you need to see a doctor and can't get an appointment to register with a GP soon enough, you can go to an **NHS walk-in health centre**. You don't need to make an appointment, but you will probably have to wait a long time to be seen.

You can find a list of walk-in centres at [www.nhs.uk](http://www.nhs.uk) (click "more services" and then in "Most popular services" select "A&E minor injury units walk-in centres").

The nearest centre to TopUp Learning London (Tti) School is:

- **Soho NHS Walk-in Centre**, 1 Frith Street, London, W1D 3HZ. Tel. 020 7534 6500. Opening hours: Monday to Friday 8.00 a.m. to 8.00 p.m.  
Weekends and Bank Holidays (excluding Christmas Day) 10.00 a.m. to 8.00 p.m.

In an emergency you should go to 'Accident and Emergency' ('A&E') or 'Casualty' at any hospital without an appointment. The nearest hospital to TopUp Learning London (Tti) School is the University College Hospital, 235 Euston Road, NW1 2BU. You can take the Northern Line from Camden Town station to Euston. The telephone number is 020 3456 7890

### For those in Summer Camp RAAS:

**East Surrey Hospital**

**Address:** Canada Ave, Redhill RH1 5RH

**Phone:** [01737 768511](tel:01737768511)

## Some Local Health Authorities in North and Central London and their telephone numbers

NHS Camden: 020 3317 3500

NHS Islington: 020 7527 1000

NHS North Central London: 020 3317 2564

NHS City & Hackney: 020 7739 8455

NHS Enfield: 020 8238 3900

NHS Barnet: 020 8952 2381

## Registering with a dentist

- You are advised to register with a doctor before registering with a dentist.
- A list of dentists who give NHS treatment can be found at [www.nhs.uk](http://www.nhs.uk), or at main post offices.
- Make an appointment. Make sure you ask to register as an NHS patient.
- You should take your NHS number and ID.
- As an NHS patient you pay less, but there is a charge for all dental treatment.

There are few dentists in Camden: 22 Camden High Street ([www.camdenhighstreetpractice.co.uk](http://www.camdenhighstreetpractice.co.uk)), 22 Camden High Street NW1 0JH ([www.camdendentalcare.co.uk](http://www.camdendentalcare.co.uk)) and 86 Parkway are NHS dentists, there is another private practice ([www.nw1dentalcare.co.uk](http://www.nw1dentalcare.co.uk)) which is located at 92 Camden Road. For more NHS dentists in other areas please visit at [www.nhs.co.uk](http://www.nhs.co.uk).

## Registering with the police

Citizens of the following countries are required to register with the police. You should have had your passport stamped at 'port of entry' saying if you are required to register with the police, but please check this list anyway.

There is a charge of £34 for registration but no charge for renewal. You will need to inform the police within 7 days of arrival. A police registration certificate is valid for the duration of your visa validity and should be renewed every time you extend your visa. To register please follow this link: <https://met.overseasregistrations.uk/Login?ReturnUrl=%2F>

**Where to register:**

Office (OVRO)

323 Borough High Street, Borough, London SE1 1LH

Nearest tube: Borough (Northern Line, Bank branch)

Tel: 020 7230 1208

Open 9.00 a.m. to 4.00 p.m., Monday to Friday



## Accommodation

### TopUp Learning London (Tti) accommodation

TopUp Learning London (Tti) accommodation is very popular and sometimes gets fully booked many weeks in advance, but it is also worth asking at the office for last-minute vacancies. For If you ask TopUp Learning London (Tti) to arrange your accommodation booking you will be charged a £70 booking fee.

### Finding your own accommodation

If you decide to rent a flat or a room in a shared flat on the open market, please check whether the following are included in your rent:

- Gas and electricity bills (as a rough guideline, about £50 per month each)
- TV licence (£150+ per year)
- Council Tax (please note that if you are a full-time student you **may** be entitled to a council tax exemption)
- One month's rent as a damage deposit is normal, sometimes it is 6 weeks
- Agency fee of 0.5- or 1-month's rent

A popular place to look for accommodation is [www.gumtree.com](http://www.gumtree.com), however if you don't use an agency you must be **very careful**. Confidence tricksters have been known to take large deposits for accommodation in advance from several people, then disappear, so don't hand over money until you are sure that the person really is the landlord. It is quite reasonable to ask for proof of the landlord's identity and address. Use a bit of healthy suspicion: if the price seems too good to be true then it probably is! A good way to rent a flat in confidence is to be introduced to a reputable landlord by TopUp Learning London (Tti) students who are already their tenants. Please contact our staff at the school if you have questions or difficulties. You can contact Student Support and Services officers, DoS, or Principal.

### Hostels

An alternative to renting is a long-term hostel. For females, a convenient year-round hostel with good long-term rates (self-catering rooms from £131 per week for bookings of 5 weeks or more) is Goldsmiths House, Park Village East, Regents Park, London NW1 3SU, tel. 0207 387 4501 ([www.viridianhousing.org.uk](http://www.viridianhousing.org.uk)). You can also try Belsize Park Hostel, 40 Belsize Park Gardens, London NW3 4NA, tel. 0207 722 8131 ([www.lhalondon.com](http://www.lhalondon.com)). They have accommodation from £109.50 per week for a dormitory bed with dinner and breakfast.

### Finding work in London

#### Working on a student visa

Under the current regulations if you have a Short-Term Student Visa (STSV) or Visitor Visa and you are enrolled to a General English course you are **not allowed** to work in UK but just entitled to study. As visa regulations frequently change, we strongly advise you to check the UKVI website on a regular basis in order to keep up to date with the latest information that may affect your status in the UK. ([www.ukvi.homeoffice.gov.uk](http://www.ukvi.homeoffice.gov.uk))

## National Insurance number

If you want to work in the UK, you need to have a National Insurance number (National Insurance is the tax that pays for health services and pensions). You can apply for a National Insurance number if you:

- Currently looking for a job
- have started work
- have been offered a job
- are self-employed

To make an appointment to get your National Insurance number, you should call Jobcentre Plus on telephone 0845 600 0643 (Monday to Friday, 8:00am to 6:00pm) and give your name, date of birth, passport number, address and employer's details (if you have found a job already). When you go for your appointment you will need to show a valid passport or national identity card and a proof of address; they may ask you to bring other documents. You will receive your number in the post six to eight weeks after your appointment. Do not share your National Insurance number with anyone who does not need it as this might help someone to steal your identity. For further information about NI numbers and tax in the UK see: <http://www.hmrc.gov.uk/ni/intro/number.htm>. The nearest Jobcentre Plus is at: 97-99 Camden High Street, London, NW1 7JN.

## Sources of information for job searches

**You can check on Indeed website.**

**Camden New Journal** free newspaper: You can find this in the dispensers in the same place as TNT.

**Metro** free newspaper: You can get this free newspaper in the mornings from the dispensers in tube stations.

## Safety in London

For many students, this will be the first time you are away from home and in an unfamiliar country. This information is to help you during your stay here and give you practical advice. By international standards the UK is a safe country, with low levels of violence and street crime. Much of the advice is common sense, but it can make a real difference

## Arriving in the UK

In the excitement of arriving in a new country it can be easy to become distracted and lose things – especially as you get on and off planes, trains and buses. Here is some practical advice to help you when you first arrive.

- Take special care of your passport, travel documents and tickets and keep them with you in a safe place.
- Don't text while walking in London.
- Before you travel, take a photocopy of all the pages of your passport that show your details (name, photo, number and date and place of issue) and any pages with entry stamps and visas.
- Don't keep large amounts of cash on you – only enough for your immediate needs, and make sure that you have some small notes and coins.
- Bring a credit card and keep it separate from your cash and passport.
- Keep the phone number of TopUp Learning London (Tti) Emergency Phone close, put it into your mobile +44 (0)20 7419 2300.
- Label your bags clearly with both the school's and your home address.
- Always use a licensed taxi: you can check this by looking at the back of the cab to make sure there is an official licence plate. You can also text CAB to 60835 (CABWISE service from Transport for London) and they will text you the taxi number or 2 local licensed minicab places near your location).
- Never agree to travel with someone who approaches you inside the terminal building unless you have made a booking for an airport transfer through TopUp Learning London (Tti) School.

## About the police



The police in the UK are generally friendly and helpful. They have a duty to protect everyone and can always be safely approached. Some international students have to register their stay. Please ask Reception for guidance.

If you have anything stolen, or if you are attacked, followed or threatened, you can contact the police who will always encourage you to report the incident. Don't worry about language difficulties as the police will find someone, free of charge, who speaks your language. They can also provide a certificate if you need to make an insurance claim for a theft.

In an emergency you can contact the police by calling **999** free. **The call is free, can be dialled from landline or mobile, but must ONLY be used in an emergency.**

If you want to report a crime, phone or visit your local police station – the nearest police station to TopUp Learning London (Tti) is at **12a Holmes Road, Kentish Town, NW5 3AE, Tel. 020 7388 1212.**

Alternatively, call 101 - This is the number for the police for non-urgent calls.

## Looking after your personal belongings

Look out for thieves! It is **very** important that you keep your belongings with you at all times. When you travel, always carry your bag on your lap. Also, when in a public place, **never** leave your bag unattended. London is a big city and has some very skilful pickpockets. They can see you are a tourist, relaxed on holiday, and this can make you a target.

- Do not keep your wallet or passport in the back pocket of your trousers!
- Make sure your bag is always **zipped up** when you are out and about.

When moving into new accommodation, don't leave your stuff outside or in the open boot of the car or taxi. Use an ultraviolet pen to mark your valuables with your name and student ID number. This will help the police return them to you. Make sure that nothing valuable can be seen from the window and don't leave credit cards or cash lying about. Try not to use a computer case when carrying a laptop – use an ordinary bag and think twice before using it in public.

**Mobiles phones:** Insure your mobile phones! Register it at [www.immobilise.com](http://www.immobilise.com). If it is stolen, call **999 immediately**. You will need to have your IMEI number (15 numbers) when reporting a stolen mobile phone – this can be found by dialling **\*#06#** on most mobiles or by looking behind the phone battery. You should keep a note of your IMEI number in a safe place. Never leave your mobile unattended.

## Taking out insurance

It is very important that you take out insurance in case of theft and accidental damage. For general advice on insurance and a full list of providers, contact The British Insurance Broker's Association at [www.biba.org.uk](http://www.biba.org.uk).

## Safety at home

Please take on these basic tips for staying safe while at home.

- When possible, lock all outside doors and windows when you are at home
- If you are female and live in a flat with a door entry system, do not put 'Miss / Ms' in front of your name, just use your family name
- If you have a telephone answering machine, don't say 'I am not available...'; say 'No one is available...'
- If you are going away, tell someone you trust where you are going and when you will be back.

- Leave keys in a safe place where you can find them easily in case you need to leave in a hurry, but don't keep them near doors or windows.

Take **fire safety** seriously. Your rented accommodation should have fire extinguishers and fire exits. Make sure you know how to use them and where to find them. If you are renting a flat, also ensure that it has smoke alarms and that they are in working order. If the flat has gas heating or appliances, ask the landlord to see the safety certificate and ask the landlord for a **carbon monoxide detector**. Instructions for carbon monoxide safety can be found at <http://www.carbonmonoxidekills.com/27/carbon-monoxide-advice>.

### Safety on the streets

It is usually safe to walk on the streets in the UK, although you should avoid walking alone at night and use your common sense wherever you are.

**When you first move into your accommodation find suitable and safe routes to shops, the Underground and TopUp Learning London (Tti).**

Try to find routes that are busy and have lots of light. In particular bus routes where there are most people.

If you are returning home late at night, walk in a group or use public transport. Don't take shortcuts through parks or dark streets. If you feel safer doing so, carry a personal attack alarm in your hand when walking at night in case you need it quickly.

Avoid confrontation, it's better and safer to walk away if you are being hassled. If you feel you are being followed, cross the street (more than once if necessary) and if you are still unhappy, move quickly into a public area such as a restaurant or bar and phone for help. It is not necessarily the best idea to use the first phone you see if it is in an isolated place.

Carry your bag close to you with the clasp facing inwards or strap it over your shoulder. If someone tries to take your bag, let them – your safety is more important. Have your keys ready well before you reach the door of your car or house. If you live in a shared house, be careful who you let in don't let any strangers follow you inside.

Take care on the roads. Walk on the pavement. If there isn't a pavement walk on the right-hand side of the road, facing oncoming traffic. When you cross the road, remember that cars drive on the left in the UK – your habit may be to look in the wrong direction.

Don't carry large amounts of cash with you when you go out. Always carry enough change to make a phone call (20p) or to get a taxi. Be careful when using ATMs and try not to use them at night or in dark places. If possible, go with a friend and leave as soon as you have your money.

When you use your mobile phone in public keep the conversation short, and especially if you have an expensive-looking phone be aware that thieves may be watching. When you use a public phone box, face outwards so you can see what's going on around you.

**Don't accept drinks or drugs from strangers** or leave your drink unattended in a public place – cases of drinks being 'spiked' (drugs added) have been known. Remember that the use of drugs in the UK is **illegal**, and if you are caught using drugs you can be arrested and fined or imprisoned.

### Using public transport

Public transport in the UK is relatively reliable and convenient. If travelling by bus try not to wait alone at bus stops. When on the bus, sit downstairs where the driver and other passengers can see you. Arrange for others to meet you at the bus stop if you are returning late and have a long way to walk home. If you travel by train or tube, don't sit in an empty carriage. Try to sit near groups of people, in a bright area. Store your luggage as close to your seat as possible, or where you can easily see it. Check the time of the last train, bus, or tube home. **If you are lost, or in need of help when travelling by train, find a member of staff or telephone the British Transport Police on free phone 0800 40 50 40.**

To remain safe and alert don't listen to personal stereos or have long conversations on mobiles while you are travelling. If you are using a smartphone, here is some Apps that we recommend you the best to get any place in London and how long is going to take you to do it:

- CITYMAPPER



- GOOGLE MAPS

## Using taxis



There will probably be times when you need to take a taxi during our stay in the UK, for instance when you first arrive here or after a night out. If you don't feel safe walking home or travelling on a night bus, use a taxi. You do need to be careful when using cabs late at night. **Only use licensed taxis!** Some minicabs that stop in the street may be cheaper but are not licensed and are therefore not as safe as taxis or minicabs you arrange by phone. If you are offered a taxi by a man standing on the street it is probably unlicensed.

There is a taxi company in Camden, Spottycars. It is located just around the corner of Sports Direct shop, contact details: 1A Delancey Street

London, NW1 7NL, Tel. 0207383 3333. It is reliable and cheap.

Alternatively, download the UBER App!

## Driving in the UK

For international students in London, a car is almost certainly more trouble than it is worth. However, you may decide to travel around the country in a rental car, in which case you must familiarise yourself with the rules of the road. Visit [www.direct.gov.uk](http://www.direct.gov.uk) and search for the **Highway Code**.

## Laws in the UK

The laws in the UK may be different from those in your home country. This especially applies to the use of tobacco, alcohol and weapons. You must not carry drugs with you (unless prescribed by a doctor) or use any illegal drugs, including cannabis, ecstasy, LSD or amphetamines. It is illegal to carry any sort of weapon, including knives, self-defence chemical sprays, guns or stun guns. You must be 18 and over to buy tobacco. You must be 18 and over to buy alcohol. Never buy things that you think may have been stolen. If a stranger on the street offers to sell you a laptop computer then it's definitely trouble!

If you need legal assistance, there are a number of organisations that can help you, for information about how to get free, confidential and independent legal advice visit the **Direct.gov** website. Also, the Citizens Advice Bureau ([www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)) provides free, confidential and independent advice on a wide range of issues.

Britain is a tolerant society that believes in respecting the rights of minority groups. This belief is supported by law: if you are the victim of any racial abuse, report it to us at TopUp Learning London (Tti). We have a formal procedure which will help you. You can also report it to our local branch of the Equality and Human Rights Commission. You can contact them on 0845 604 6610 or find out more from their website

[www.equalityhumanrights.com](http://www.equalityhumanrights.com).

## General Terms & Conditions

### Payment

Please send either the total fees for the course, or a minimum 20% deposit to book your course. Full course fee need to be paid 4 weeks prior to the start of the course.

- Payment can be made by: - International Bank Transfer - you are responsible for all bank charges. - Sterling cheque drawn on an English bank in the UK – Debit card - Credit card -
- The payment of the balance of the course fees must be paid on the dates agreed when you register (normally 2 weeks before your course starts).
- A registration fee of £65 is charged on all courses.
- Afternoon Social Programme is offered for free (some activities are free)

## Age

- Minimum age: 16 for General English Courses.
- Minimum age: 30 for our 30+ General English Programme
- Minimum age: 8 for summer junior, close groups, and summer camp

## Accommodation

- All accommodation is subject to availability, and early booking is advisable.
- If you require accommodation, one week's rent plus a £70 finding fee is payable at the time of booking.
- Full payment for the accommodation must be received at the time of booking. TopUp reserves the right to cancel the booking if payment is received late.
- **Homestay:** For full or partial cancellations before arrival, two weeks' notice must be given during normal office hours (Monday to Friday). Notice given outside these hours will not be accepted. If less than two weeks' notice is given, two weeks' accommodation will be charged, plus the standard finding fee.
- **Student residence or house:** For full or partial cancellations before arrival, four weeks' notice must be given during normal office hours (Monday to Friday). If less than four weeks' notice is given, four weeks' accommodation will be charged, plus the standard finding fee.
- **After arrival – Homestay:** If cancelled after arrival, two weeks' payment will be charged, plus the finding fee.
- Smoking is strictly forbidden in any accommodation provided. In some cases, outdoor smoking areas may be available—please request this at the time of booking. Students found smoking indoors will be asked to vacate the accommodation without refund. No refund will be issued for the remaining booking duration.
- Bookings are from Sunday to Saturday. In cases of late arrival or early departure, a full week's charge applies.
- All refunds may take up to 90 days to process.
- In exceptional circumstances, if the booked accommodation becomes unavailable for reasons beyond our control, an alternative will be arranged. However, details may differ.
- Students under 18 without a guardian in the UK must book half-board homestay accommodation. This can only be arranged with written consent from a parent or legal guardian. Alternatively, they may be placed in junior summer residence or as part of a pre-arranged group.
- TopUp Learning London (Tti) uses reputable agencies to assist with accommodation.
- We try not to place students of the same native language together to encourage English usage. Please inform us of any strong preferences at the time of booking.

## Admission

- TopUp Learning London (Tti) reserves the right to refuse admission or dismiss any student, without refund, for misconduct, non-attendance, or repeated lateness.
- We also reserve the right to withhold tuition, accommodation, or other services if payment is not received on time—whether by the student or their agent.

## Cancellation Policy

- Deposits, registration fees, and courier fees are non-refundable and non-transferable.
- A minimum of £500 is non-refundable at any stage of cancellation.
- **Homestay cancellations (before arrival):** Require two weeks' notice during office hours. If not, two weeks' accommodation plus the finding fee will be charged.

- **Student residence or house (before arrival):** Require four weeks' notice during office hours. Otherwise, four weeks' accommodation plus the finding fee will be charged.
- **Homestay (after arrival):** Two weeks' payment plus the finding fee will be charged.
- **Residence (after arrival):** Four weeks' payment plus the finding fee will be charged
- Accommodation finding fees are non-refundable.
- **Course Changes:**
  - **Changes made 14 or more days prior to the course start date** are permitted. If a change results in a course of lesser duration and/or intensity (with the same start date), and full fees have been paid, a refund of the difference will be processed within 90 days of the request.
  - **Changes made within 14 days of the course start date** are permitted. However, no partial refunds will be issued for changes to a course of lesser duration and/or intensity.
  - **Changes made on or after the course start date** are permitted. No partial refunds will be issued for course changes to a course of lesser duration and/or intensity.
  - **Upgrades to longer or more intensive courses or course extensions** are permitted once additional fees are paid. No change fee applies.
  - **Once a course has started**, it can only be exchanged for one-to-one lessons with the purchase of an additional 4 hours of 1:1 tuition.
- **Postponements:**
  - **Postponements made 28 or more days prior to the course start date** are permitted without penalty.
  - **Postponements made within 28 days of the course start date** are permitted with a charge equivalent to one week of tuition fees. To retain the original booking duration, students may purchase an additional week of tuition; otherwise, one week of the originally booked course will be forfeited. No additional change fee applies.
  - **Postponements on or after the course start date** are not permitted.
- **Cancellations:**
  - **Cancellations made 28 or more days before the course start date:** Full refund minus a £500 non-refundable fee and the registration fee. If total course fees are £500 or less, no refund will be issued.
  - **Cancellations made 14–28 days before the course start date:** 75% refund minus a £500 non-refundable fee and the registration fee. If total course fees are £500 or less, no refund will be issued.
  - **Cancellations made 7–13 days before the course start date:** 50% refund minus a £500 non-refundable fee and the registration fee. If total course fees are £500 or less, no refund will be issued.
  - **Cancellations made fewer than 7 days before the course start date:** No refund will be issued.
- Once a course has started, it is **non-transferable** and **cannot be exchanged for credit under any circumstances**.
- There is **no refund** of tuition fees after arrival in the UK, after a visa has been granted, or after the course start date—**whichever comes first**.
- Refunds may take up to **90 days** to process and will be issued using the original payment method.
- **TopUp Learning reserves the right** to cancel a student's enrolment for breaches of the Code of Conduct. In such cases, both tuition and accommodation will be cancelled **without refund**.

### *Complaints Procedure:*

*We aim to provide a service that meets the expectations of all students. If we fail to do so, we want to hear from you so we can resolve the issue and prevent it from recurring.*

*If you are dissatisfied:*

1. Speak to us immediately so we can try to resolve the issue informally.
2. If unresolved, raise the complaint with the Chief Operating Officer (COO), Wei Lin, orally or in writing. A record will be kept, and the COO will respond within 5 working days. You can use this email: [wei.lin@topuplearning.com](mailto:wei.lin@topuplearning.com)
3. If the issue persists, write to the **Director** of TopUp Learning London (Tti), marking the letter '**private and confidential**'. You can use this email: [sam.malafeh@topuplearning.com](mailto:sam.malafeh@topuplearning.com).
4. The Director will respond in writing within 5 working days, summarising the investigation and proposed resolution.
5. If you are still not happy, you or your parents can write to our professional association, English UK:
  1. **English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH**
  2. **Tel: +44 20 7608 7960. - Email: [complaints@englishuk.com](mailto:complaints@englishuk.com)**

### *Data Protection*

*To provide education and safeguard student welfare, we collect and process personal and sensitive data in accordance with the Data Protection Act 1998 and GDPR.*

*For full details, see our Privacy Policy: <https://www.ttischool.com/privacy-policy/>*

### *Exam Preparation Courses*

Exam preparation courses will run as advertised if a minimum of four students are enrolled.

### *Free Wireless Internet Access*

TopUp Learning and its accommodation providers offer free Wi-Fi but do not guarantee connectivity or provide technical support. You are responsible for using appropriate malware and virus protection.

### *Insurance*

We recommend all students take out comprehensive health and travel insurance. The school cannot accept responsibility for loss or damage to personal property.

### *Lesson Recordings*

- All online lessons are recorded for Safeguarding and Quality Assurance.
- These recordings are kept for 15 days and after that are deleted.
- The IT, Academic, and Management teams have access to these recordings.

### *Payment*

- Please send the **total fees** for your course.
- Payment methods:
  - International payment system (Flywire): <https://www.flywire.com/pay/ttischool>
  - International Bank Transfer (you are responsible for all bank charges)
  - Debit/Credit card
- Balance of course fees must be paid by the date agreed during registration (normally four weeks before the course start date).

### *Public Holidays*

*There is no reduction in course fees for public holidays included in your course dates.*

*TopUp Learning London (Tti) reserves the right to cancel or change a course if necessary. An alternative will be offered in such cases.*

### *Promotional Photography*

- Classes cannot be filmed or recorded in any way without the written permission of the Principal or school Directors.
- TopUp may use film or still photographs of students for promotional purposes.
- You (or your parents if you are under 18 years of age) must inform the school before your course starts if you will not allow us to use such images. Parents of under 18s will receive a Parental Consent form which must be completed and returned to us.

### *Student holidays*

You can take holiday during your course at TopUp Learning London (Tti) without losing any of the weeks of study that you have paid for! To take a holiday please follow the procedure carefully:

- Holiday must be from a Monday to a Friday (full week)
- You must send a request to [info.london@topuplearning.com](mailto:info.london@topuplearning.com) two weeks in advance.
- The amount of holiday you can take depends on the length of your course. If you would like to take extra holiday, please come and discuss this in the office. If you have a student visa, taking more than the recommended amount of holiday may affect your visa application.

Length of course	Holiday Allowance
1 month	None
2 months	1 week
3-4 months	2 weeks
5-6 months	4 weeks
Academic year	6 weeks

***TopUp Learning London (Tti) reserves the right to change these terms and conditions, which were correct at the time of publication.***

### *TopUp Learning London (Tti) School Policies & Rules*

#### *Attendance and Absence from School*

At TopUp Learning London (Tti) our students' progress and achievement in their studies is important to us and for this reason we ask you to attend class every day. If you have a student visa, you will also be aware that you should be attending minimum of 15 lessons per week. Your teacher will mark your attendance as absent or present each day. If you attend only before the break or after the break you will receive a half attendance. If you are not feeling well, please call the school to tell us you will not be coming to your class. The office number is 020 7419 2300 or WhatsApp the emergency number +44 7456 314794. You must attend a minimum of 80% of your course to receive a Leaving Certificate.

#### *Students who are absent for two days or more without telling the office*

We will try to contact you, and you will be sent a letter/email which reminds you that you risk losing your place on a course at TopUp Learning London (Tti) if you do not contact us before the date mentioned in the letter (usually one week later). If you have been absent for over a week without telling us, please speak to the Student Services & Support

in the office or to the Director of Studies, before going back to your class. This is just so that we can keep our records up to date.

### ***Students who continue to be absent for one week or more***

If you continue to be absent for one week or more and we still haven't heard from you, your name will be taken off the register. If you hold a student visa, we will notify the UKVI immediately after ten consecutive absences. If you are in this situation, please speak to the Registrars in the office or to the Director of Studies, instead of going back to your class. We will decide what to do on a case-by-case basis.

### ***Students who have consistently bad attendance***

If you are absent from school for more than two days in week over a number of weeks, we will try to contact you. Please remember that if you have a student visa low attendance can affect your application to extend your visa.

### ***Course Changes***

The school makes long-term plans to provide requested courses, so in general we expect you to complete the course you booked. There are some circumstances in which we are willing to allow students to change their courses. For example, if you get a job which clashes with your course time, your employer may write a letter asking for your course time to be changed, and if there is a space available in a class at your level we will do our best to offer you an alternative. If you move to a course that is more expensive you will have to pay the difference in price between the two courses on a pro-rata basis. There is no refund for changes to cheaper courses. We cannot convert group classes into one-to-one lessons.

### ***Behaviour***

#### ***Lateness Policy***

To ensure that all students get the most out of their lessons and to be considerate to the teacher's preparation of each lesson, all students are required to be punctual to all their lessons throughout the day. Any lateness will affect other student's learning and disrupt the teacher's delivery of the lesson.

Any student who is late in the first 20 minutes of the lesson may be asked, at the teacher's discretion, to join the class at the beginning of the following activity.

Any student who is more than 20 minutes late, without a genuine reason, will not be allowed in and marked absent. For the morning general English lesson, students who are late for the lesson before the break will be allowed to join the lesson after the break. Should any student have a genuine reason for being late, they must contact the school immediately (0207 419 2300) or [info@TopUpLearning.com](mailto:info@TopUpLearning.com) so that their teacher is aware before they get to the classroom.

The school opens half an hour before the first lesson starts so that you can arrive in good time. When students are late it is difficult for the teacher to start the lesson properly, which affects the quality of the lesson for other students, so please do your best to come to your lesson on time. If you are slightly late please go directly to class and be prepared for your teacher to ask you to join the lesson at the beginning of the next activity. Please do not make yourself even later by stopping at the coffee bar, as that would be extremely discourteous to your classmates and your teacher! If you are more than 20 minutes late please wait until after the break to join the lesson.

#### ***Conduct***

Please remember that your wholehearted participation in lessons is necessary for them to be as enjoyable and effective as possible. Please respect other students and listen to them when they speak. Please remember that TopUp Learning London (Tti) School, like the UK in general, advocates tolerance and respect for all people, whatever their gender, age, religious affiliation, or sexuality. If a student's behaviour is inappropriate the teacher may refer them to the Principal to discuss the problem. In the rare case where the problem behaviour is persistently repeated, the school reserves the right to cancel a student's course without refund.

#### ***Mobile phones***

Please turn off your phone during lessons or put them in silence mode.

#### ***Smoking***



TopUp Learning London (Tti) School, like every other public indoor space in England, is smoke-free. You may smoke outside on the roof terrace. Please dispose of your cigarette butts in the ashtrays provided.

### **Under 18 students are not allowed to smoke at anytime**

#### ***Littering (dropping Rubbish):***

Littering, including the disposal of cigarette butts, is prohibited anywhere in London. Council officers may issue a substantial penalty notice if you are found littering in public spaces.

#### ***The coffee bar (Main campus)***

Sometimes, free tea, coffee, and water are provided. In return we ask that you make it easy for the coffee bar monitors by bringing your cup back to the coffee bars after use. If you are going to have more than one, please reuse your cup. There are no suitable spaces in the classrooms to put coffee cups, so to avoid spillages please do not take your cup into your class.

#### **In Junior Centre:**

- fruit, water and juice are provided all the time
- Light lunch is provided for those enrolled for the full day programme
- Please keep the place tidy

#### ***Food & drink***

Drinks may be taken in the study lounge and you can eat there. There is a microwave oven in the coffee bar which students are welcome to use. Please cover your food with a plate so that it does not make the microwave dirty. Please refer to our Policy Handbook or our website for a full list of our school policies: [www.ttischool.com](http://www.ttischool.com)

#### **In RAAS Summer Camp:**

- Water fountains are available around the campus
- Tap water is drinkable
- Breakfast, lunch and dinner are provided
- Please keep the place tidy and return the trays back when you finish your lunch

### **Learning in London**

During your stay in London, you will see and hear much more English than you do in your home countries. Your teachers are usually very happy to answer questions on the strange or interesting things you see or hear around London. Also, **every Friday**, between **12.00 and 12.30 in the student lounge (after certificate ceremony)**, the Director of Studies will be there to answer any questions you have about language around the city. No question is stupid, and no question is too small! Bring your lunch and ask questions about words and phrases you have seen or heard in your everyday lives or on the social programme activities.