



**Student Handbook  
2025-2026  
RAAS Summer Camp  
London Summer Junior**

**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

You need to only bring enough money for any shopping you want to do.

**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 0NE.
- **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**

### Insurance

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.

### ***Getting to TopUp Learning London (Tti)***

This will be arranged by TopUp Learning

**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

### **Local transport:**

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

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

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

### ***School emergency contact number***

**school's emergency number:** +44 7456 314794.

### ***Getting around London***

**Summer Camp and groups:** This will be arranged by TopUp Learning

### ***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 ONE, 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 Summer Camp

*This varies year by year*

#### 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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#### 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: BUKGB22**

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. Summer camp residentials are arranged from Saturday to Saturday.



**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	Responsible adults 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  Students must be home by 6pm	1:10 (1:12 for accommodation)
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 Students must be home by 6pm  July and August: 7pm to 7am Students must be home by 7pm	1:15
16, 17 years old	Yes – route to be guided by host/parents/guardian	Around the year: 9pm to 6am Students must be home by 9pm  July and August: 10:30pm to 6am Students must be home by 10:30pm	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 Scallon - [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**

**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 depend on the agreed flight time for your group.

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

**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**

**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**

**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.

### ***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**

<b>TEACHER:</b>	Lucy Edmiston	<b>LEVEL:</b>	Upper Int	<b>CLASS ROOM:</b>	7	<b>WEEK BEGINNING:</b>	12/01/15
<b>TIME</b>	<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>		
<b>9.00 – 10.40</b>	G	G	G	G	G	G	G
	V <b>Vocab:</b> people and events	V <b>Review:</b> yesterday's vocab	V <b>Check H/W</b>	V <b>Check H/W</b>	V <b>Group activity:</b> planning a fundraiser	V <b>Group activity:</b> planning a fundraiser	V <b>Review and Test:</b> future tenses, people and events, idioms, question forms
	S <b>Grammar:</b> review future tenses; plans and arrangements, predictions	S <b>Check H/W</b>	S <b>Grammar:</b> question forms; compounds, with prepositions, indirect questions	S <b>Grammar:</b> question forms; compounds, with prepositions, indirect questions	S <b>Writing:</b> a press release for the fundraiser	S <b>Writing:</b> a press release for the fundraiser	S
	L	L <b>Reading &amp; Vocab:</b> summarising, guessing meaning from context	L	L	L	L	L
	R	R	R	R	R	R	R
	W	W	W	W	W	W	W
<b>11.00 – 11.50</b>	G	G	G	G	G	G	G
	V <b>Grammar:</b> practise future tenses	V <b>Vocab:</b> Idioms for telling stories/ the truth	V <b>Listening:</b> Take Me Out- making predictions about results, bingo activity	V <b>Listening:</b> Take Me Out- making predictions about results, bingo activity	V	V	V <b>Reflections:</b> 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?
	S <b>Speaking:</b> inviting/ suggesting/ accepting/ declining	S <b>Speaking:</b> Blind Date activity- create profiles and match couples- who will get on with who?- plan their date.	S	S	S <b>Speaking:</b> What are the outcomes of the fundraiser?	S	S
	L	L	L	L	L	L	L
	R <b>Group activity:</b> making arrangements	R	R	R	R	R	R
	W	W	W	W	W	W	W
<b>Materials used</b> (book/ age no, internet site etc)	Cutting Edge (3 <sup>rd</sup> 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	- Teacher-prepared materials	- Teacher-prepared materials
<b>H/WORK</b> (min 3 hrs /wk)	GEL	Find idioms around the school and report 3 favourites back to the class	GEL	Revise for test	Revise for test	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

## 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.

## 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
- **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
- Free WiFi
- Paperwork – school letters for council tax, visa, etc.
- Activities if you are registered for the full day programme
- 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.**

### 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.

### 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

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	24/7 operation

### 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
Argentina	020 7318 1300	6 Brook Street, London, W1K 4AH
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
Bulgaria	020 7581 3144	186-188 Queens Gate, London, SW7 5HL
Chile	020 7222 2361	37-41 Old Queen Street, London SW1H 9JA
China (P.R.)	020 7299 4049	49-51 Portland Place, London, W1B 1JL
Colombia	020 7589 5037	3 Hans Crescent, London, SW1X 0LN
Czech Republic	020 72437908	26-30 Kensington Palace Gardens, London, W8 4QY
France	020 7073 1000	5 Knightsbridge, London, SW1X 7JT
Gabon	020 7823 9986	2 Elvaston Place, London, SW7 5NL
Germany	020 7824 1300	2 Belgrave Square, 1-6 Chesham Place, London, SW1X 8PZ
Hungary	020 7201 3440	3 Eaton Place, London, SW1X 8BY
Ireland	020 7235 2171	1 Grosvenor Place, London, SW1X 7HR
Italy	020 7312 2200	1 Three Kings Yard, Davies St, London, W1K 4EH
Japan	020 7465 6500	101-104 Piccadilly, London, W1J 7JT
Korea (South)	020 7227 5500	6 Buckingham Gate, London, SW1E 6AJ
Libya	020 7201 8280	1 Knightsbridge, London, SW1X 7LY
Malaysia	020 7242 4308	4 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).

### 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!

### 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 lesson.

### ***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: 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

### **Abusive behaviour, harassment and bullying:**

Statement: We are committed to providing a caring friendly and safe environment for all our students and staff so that they may learn and work in a relaxed and secure atmosphere both in school or online.

Abusive behaviour of any kind is unacceptable at TopUp Learning and will not be tolerated. Students are expected to respect our core British values, which include mutual respect, tolerance of differences, individual liberty, the rule of law and democracy.

- In the case of students, any further incidents of bullying by the same person will result in their being sent home or if studying online removed from class as quickly as possible. No refund will be offered for course or accommodation.
- In serious cases of abusive behaviour TopUp Learning reserves the right to exclude/expel the student concerned.
- Please see Anti-bullying, harassment and abusive behaviour policy for more information.

## 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. You can speak with teachers and activity leaders and ask any question you may have. 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.