



**International  
House**  
London

**STUDENT**

**HANDBOOK**



# Welcome to International House London



Each year, International House London welcomes more than 4,000 clients to study English. It has so much to offer and has long been regarded as one of the best places to learn the language.

## Our location

We are based in beautiful Covent Garden in central London, an area famous for the arts, museums and markets.

The School is close to three major underground (Tube) lines (the Piccadilly, the Central and the Northern lines); it is a few minutes' walk from Covent Garden, Holborn or Tottenham Court Road Tube stations. It is also close to a number of bus routes, making it easy to get around London and make the most of all the city has to offer.

## Famous places on our doorstep

The School is within walking distance of the Royal Opera House (home to the Royal Ballet and the Royal Opera), the British Museum (voted one of the top ten museums in the world by National Geographic), Covent Garden market (and its antiques, craft and food stalls), West-End theatres (home to famous musicals and plays) and the River Thames.

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This handbook tells you everything you need to know about being a student at IH London. If you have a question... just ask!

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## Our history

The School was opened in 1959 by John Haycraft CBE and his wife Brita, and was a founding school in the International House network. John and Brita promoted intercultural understanding through language learning and teacher training.



International House was the birthplace of the first qualification for teaching English as a foreign language. This eventually became the CELTA qualification that is assessed by Cambridge English (part of the University of Cambridge) and is recognised throughout the world.

The International House World Organisation now has 160 schools in 50 countries and prides itself on excellence in language teaching and training.

## Our Educational Philosophy

At IH London, we focus on giving you the confidence and skills to achieve your goals. Communication and creativity is at the heart of everything we do. We believe in a balance of creative and systematic approaches in the classroom, and we tailor the course to your needs. We educate beyond language to promote understanding across cultures, borders, businesses and friendships.

# Inside...



## Hello.

My name is Caroline and I'm the Director of Operations.

### Welcome to International House London.

Thank you for choosing to study with us. We hope that you will learn a lot, and feel more relaxed and confident about speaking English.

It is important to us that you have an amazing experience whilst you are here in London, so please always talk to us about anything we can do to make your stay more enjoyable.

**Caroline Turner**  
Director of Operations



## Hello.

My name is Pauline and I am the Director of English for General and Executive English.

It's my job to ensure you have top quality lessons in a class that suits your needs. I am confident that our teachers are among the best you will find anywhere. We are all totally committed to helping you reach your language learning goals. Please come and see me if you need any advice on any aspect of your studies. I wish you a wonderful stay here at IH London.

**Pauline Lorrigio**  
Director of English



## Hello.

My name is Drew and I am the Customer Experience Manager.

I am head of the team that looks after everything that you do outside of the classroom (e.g. your accommodation, welfare and social activities). My priority is to keep you happy and well in London. Come to the reception to talk to me or a member of the team at any time. We will do all that we can to help you.

**Drew Hyde**  
Customer Experience Manager

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## Wi-Fi

We offer free Wi-Fi access to all students which can be accessed as follows:

**Wi-Fi ID:** IH-Student

**Password:** International1

If you have a problem please ask at reception.

# Your first day...



## GENERAL ENGLISH AND EXAM STUDENTS

### This is what you will be doing on your first day:

- Complete the online registration if you did not do it before arriving.
- We will check your passport or ID and Visa.
- You'll be photographed and given a student ID card.
- You should do the online level test and speaking conversation/ interview with a teacher through Zoom before coming to the school. If you did not do the online test before you arrived, you will need to do this 20-minute test at the school.

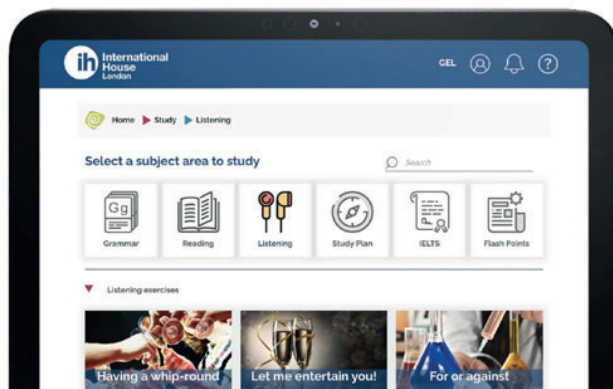
You should arrive 30 minutes before your class to register. You will then attend a short orientation and Welcome Talk by the Academic and Customer Experience Team with the other new students. You can ask any questions you may have before going to your first lesson.

## Remember!

### Always carry your IH student card with you.

Please watch your valuables at all times. Never leave bags unattended.

Please make sure that we have the correct contact details for you (including mobile numbers and email addresses) and for a relative/parent/guardian/friend that we can contact in case of an emergency. If you move accommodation you must let us know.



## THE ONLINE IH LONDON STUDENT PORTAL

The online IH London Student Portal is included free with all our Learn English courses, including both face-to-face and online. Our online Student Portal includes over 250 hours of learning materials, over 2500 pages of activities, live progress tracking and progress reports, skills and grammar lessons, weekly course planner with learning outcomes, IELTS mock tests and answers, and much more.

You will get your login details before you arrive and you will still have access for 3 months after your course.

You can use a smartphone, tablet, laptop or computer to access the portal.

### Features include:

- Over 250 hours of self-study materials
- Over 2500 pages of activities, examples and explanations
- A vast library of skills and grammar lessons
- Online placement test pre-arrival
- Live progress tracking and progress reports
- Online weekly course planner so you can see your class plan and learning outcomes for the week from wherever you are
- Full course syllabus available online
- Pre-arrival questionnaire
- Test and tutorials
- Online assignments
- Information about the school
- Access pre-arrival and 3 months post-departure
- IELTS mock tests with model answers
- Check the social programme activities

# How can we help?

| I would like information on...  | Who should I see?   | Where and when can I find them?   |
|---|---|---|
| Booking a course / Letters for visa/bank/travel (Oyster) card / Payment / Collecting parcels<br>Lost property / Extending my course / | <b>Customer Experience Team</b><br>info@ihlondon.com<br>www.ihlondon.com/contact-us   | <b>Reception</b><br>Ground Floor: 08:30 – 18:30<br>Avoid the busiest times<br>(Mon 08:30–09:30, 10:30–11:00,<br>12:00–12:30) if possible  |
| Accommodation questions or problems   | <b>Accommodation Coordinators</b><br>Karin Fitzpatrick and Maria Wozniak:<br>accommodation@ihlondon.com<br>Emergency No: 0044 (0) 7808 789541 | <b>Accommodation Office</b><br>Ground Floor: Mon – Fri 08:30 – 16:00  |
| My course (administration)<br>Attendance issues<br>Academic student reports<br>Certificates   | <b>General English Administrator</b><br>Carmen Agarafinei<br>info@ihlondon.com  | <b>General English Office</b><br>Ask at reception   |
| General English Course<br>Exam Courses<br>Advice on Further Study   | <b>Academic Managers</b><br>For General English:<br>info@ihlondon.com   | <b>Student Advice Hour</b><br>Mondays, Tuesdays and Fridays<br>12:30 – 13:30 in room 501.   |
| Advice and support for welfare and emotional issues   | <b>Welfare Officer</b><br>Karin Fitzpatrick and Maria Wozniak:<br>welfare.officer@ihlondon.com<br>07808789541                                 | Open at all times.<br>Please ask at reception, any time   |
| Extra free classes with trainee teachers<br>(Subject to availability)   | <b>Practice Lessons Desk</b><br>english.lessons@ihlondon.com  |   |
| One-to-One Classes<br>Business and Specialist English Courses<br>OET Medical English exams  | <b>The Executive Centre</b><br>infoex@ihlondon.com  | <b>Fifth Floor</b><br>Mon – Fri 09:00 – 17:00   |
| Books and DVDs<br>Using reference books<br>Collecting letters from the student mailbox<br>Photocopying, Computer access               | <b>The Library</b>  | <b>Upper Ground Floor</b><br>Mon – Thur 8:30 – 20:00<br>Fri 08:30 – 19:30<br>Sat 10:30 – 14:30<br>Staff available to help:<br>Mon–Fri 12:30 –14:30<br>Tues & Weds 17:30 – 18:30 |
| Booking Social Programme activities   | <b>Social Programme Co-ordinator</b><br>James Lattimer<br>socialprogramme@ihlondon.com  | <b>Social Programme Desk</b><br>Ground Floor<br>Mon–Fri 12.15 – 14.00   |
| Where I can buy food and drink in the school  | <b>Café de Provence</b>   | <b>Ground Floor</b><br>Mon, Tues, Wed, Thurs: 08:00 – 18:30<br>Fri: 08:00 – 16:00<br>Sat: 08:00 – 16:00   |
| IELTS/Cambridge Exams/BULATS  | <b>The Exam Centre Desk</b><br>exams@ihlondon.com   |   |

# Your questions answered

## 1 Why do I need to carry my IH student card?

For security reasons. IH staff will ask to see your student card when you want to borrow a book, use the computers, speak to an Academic Manager in Student Hour or speak to someone in Student Services.

## 2 Can I get a discount on public transport?

If you are a full-time student and you are enrolled on a course for 14 weeks or more you are eligible for a student Oyster Card, which gives you 30% discount on travel. Go to Reception for more information. See page 18 for more information.

## 3 Can I take a holiday during the course?

Speak to Reception if you would like to arrange a holiday during your course. Holidays will normally be allowed if you are studying for more than 12 weeks and must be for complete weeks (Mon-Fri). You can continue studying after your holiday (if your visa is still valid). You need to put your request in writing.

## 4 Can I end my course earlier and get a refund?

No, please check our terms and conditions, online: [www.ihlondon.com/terms-and-conditions](http://www.ihlondon.com/terms-and-conditions)

We strongly advise students to take out insurance. If you have taken out insurance this will usually cover cancellation. However for full details of insurance please ask at Reception or visit: [www.ihlondon.com/insurance](http://www.ihlondon.com/insurance)

## 5 How do I extend my course?

You must re-enrol by Thursday 4pm at least one week before the new course starts.

## 6 Can I change my level?

If you think you need to change your level, speak to your teacher at the end of the lesson. They will discuss your comments with an Academic Manager, and explain the next steps. You can email [info@ihlondon.com](mailto:info@ihlondon.com) to contact an Academic Manager or come to Study Advice Hour on Mondays, Tuesdays and Fridays 12:30 - 13:30 in room 501.

## 7 Where can I register for a Cambridge exam?

To apply for a Cambridge English exam, visit <https://www.ihlondon.com/exam-centre/register-for-a-cambridge-english-exam/> where you can download an application form. Email the completed application form together with a copy of your passport or EU Identity Card to [cambridgeexams@ihlondon.com](mailto:cambridgeexams@ihlondon.com) or ask at Reception.

## 8 Where can I register for an IELTS exam?

To register for an IELTS exam or to get more information. Register online: [www.ihlondon.com/exam-centre/ielts-exam-centre/register-for-an-ielts-test](http://www.ihlondon.com/exam-centre/ielts-exam-centre/register-for-an-ielts-test)

## 9 How can I open a bank account?

You can get a letter from Reception to take to the bank. For more FAQs visit: [www.ihlondon.com/studying-with-ih-london/general-faqs](http://www.ihlondon.com/studying-with-ih-london/general-faqs)

## 10 What should I do if I can't come to my class?

If you are ill or unable to come in, please call or email Reception before your class on 0207 611 2400 or [info@ihlondon.com](mailto:info@ihlondon.com)

If you suffer from any health condition that could affect your work or attendance, you should inform your teacher or Reception at the beginning of the course.

## 11 Can I change my group course to One-to-One?

To discuss this further, please talk to Reception on 0207 611 2400 or [info@ihlondon.com](mailto:info@ihlondon.com)

## 12 Where can I pray?

Room 110, on the first floor, can be used for prayer, silent meditation and other quiet activities.

## VISA requirements

Please read the following important information about studying at International House London with a visa. If you have any questions, please ask.

- If you would like to take a holiday break from your course, you must speak to Reception in order that they can check that your new dates still comply with your visa.
- Please inform us of any changes to your circumstances (for example, if you wish to leave your course of study).
- Please inform us of any changes to your contact details (for example: email, mobile phone number, address).

- Please note that the International House London requires an overall attendance of 80% if you want to extend/renew your visa.

### Please note:

If you have a Student Visa and you do not meet your visa requirements we are required by law to report this to the UK Visas and Immigration authority.

This information is a guide only. Visa regulations change so please check with your local Embassy or Consulate, or see the UKVI website for the most up-to-date information: [www.bia.homeoffice.gov.uk](http://www.bia.homeoffice.gov.uk)

# Keeping you safe and happy



**Drew Hyde**  
Customer  
Experience  
Manager

**Designated  
Safeguarding  
Deputy Lead**



**Caroline Turner**  
Director  
of Operations

**Designated  
Safeguarding  
Lead & Prevent**



**Pauline Lorrigo**  
Director of English



**James Lattimer**  
Trainer / Social  
Programme  
Administrator



**Maria Wozniak**  
Customer  
Experience  
Manager



**Karin Fitzpatrick**  
Accommodation  
Co-ordinator and  
Welfare Officer

## Your Safeguarding people

We hope you enjoy your time at IH London. Your welfare is our top priority whilst you are with us.

If you do have a problem, the best person to talk to is our Welfare Officer, who has a wide range of experience in dealing with issues around student life and living in London. So, if you are worried about any aspect of your time at IH London, the Welfare Officer can offer invaluable advice.

If you do need to talk to the Welfare Officer, please contact Reception at any time. If you have an urgent need you can also email: [welfare.officer@ihlondon.com](mailto:welfare.officer@ihlondon.com)

Please help us to keep all students safe from people with bad intentions. People with bad intentions may ask you to do things that you do not want or feel comfortable doing. Talk to us if you are worried about yourself or another student.

## Changed your phone number?

Please make sure we have up-to-date contact details (phone numbers and email addresses) for you and your emergency contact person so that we can contact you in case of emergency.

## What to do if you're not happy

Please tell us immediately if there is a problem so we can help. If you are not happy with the response, or would prefer to put your complaint in writing to the Director of Operations, please write to:

Caroline Turner, Director of Operations,  
International House London, 16 Stukeley Street,  
Covent Garden, London, WC2B 5LQ.  
[caroline.turner@ihlondon.com](mailto:caroline.turner@ihlondon.com)

Please see our Complaints Policy for more details.  
[www.ihlondon.com/studying-with-ih-london/study-and-welfare](http://www.ihlondon.com/studying-with-ih-london/study-and-welfare)

## Prevent

Please be aware that as a student from another country you could be targeted for radicalisation. If you or other students are approached by people with unwanted extreme opinions, trying to get you involved, please let us know. If you would like any further help or advice, please ask at Reception.

If you have any issues you would like to talk to someone about during your time at IH London please contact our Safeguarding People or our Welfare Officer.

# Attendance



We really want you to attend all of your lessons, 100% of the time. You must attend at least 80% of lessons. This includes all classes: morning, afternoon and evening. Lateness before and after breaks is also counted as absence. Please make sure you arrive at your classes on time!

## If you do not attend 80% of lessons:

- you will be sent a warning letter
- no certificate will be given at the end of the course
- you may be removed from your classes and need to meet the Director of English.

If you have very low attendance, your course may be cancelled without a refund.

## General absence

If you do not come to school because of sickness, visa renewal, religious reasons or family commitments, this is within the 20% allowance. If you are often late without giving a good reason, it will affect your attendance. Your teacher may ask to speak to you or the Director of English will arrange a meeting to discuss why you are not arriving to class on time. You do not need to contact anyone about general absence.

## Authorised absence

If your attendance is below 80%, you must complete an Absence Request Form. You may be asked to provide documents to explain why you were not at school.

Click on this link to submit your Absence Request Form  
<https://forms.office.com/r/WR46p0YZH9>

## Punctuality

It is very important for your learning and progress that you arrive on time to your classes. We believe that arriving on time also shows respect for your teacher and your classmates and creates a happy learning environment. Teachers document lateness after ten minutes and this is recorded in your overall attendance.

## UK Visas and Immigration (UKVI) regulations

If you have a Student Visa and you do not meet your visa requirements we are required by law to report this to the UKVI.

Please make sure you come to class every day, on time.



# Student agreement

The Student Agreement helps us all to enjoy a relaxed learning environment.

## Take responsibility for...

- your learning and motivation
- your safety and security

## Show respect for...

- each other
- different religions/beliefs
- different cultures
- teachers, staff and hosts
- your teacher's professional opinion
- your teacher's lessons
- the school and accommodation rules

## Participate...

- actively and enthusiastically in class activities
- attend all your lessons
- arrive on time
- always speak in English
- always do your homework
- review your work after class

## Co-operate...

- with each other
- with school staff
- with people in charge, including the police
- listen to others – don't interrupt

## Communicate...

Speak to your teacher or our Welfare Officer if you are unhappy or worried.



Remember that you can only smoke in the designated area out the front of our building to the right



Mobile devices must be switched to silent mode and put away during class. You are only allowed to use your mobile device in class when it is supporting your learning.

# Policies

We are a friendly and open organisation, so if anybody acts in a way that goes against the school policies, or is acting in an inappropriate way, we will take action.

## Equality and Diversity

International House London staff are committed to providing a safe and caring environment, free from discrimination for everyone in our school. The equal opportunities policy of International House, London applies to everyone working and studying in the school.

The school is committed to promoting equality of opportunity to everyone regardless of:

- Gender
- Marital status
- Religious Beliefs and political opinion
- Race and nationality
- Disability
- Sexual Orientation
- Age

We do this by:

- 1 Being positive role models: we are tolerant and respectful in our own behaviour, language and attitudes and encourage the same from our students. We question discrimination of any sort.
- 2 Taking appropriate action wherever we see discriminatory behaviour, language or attitudes.
- 3 Encouraging students and staff to develop positive attitudes about themselves and other people.

## Learning difficulties and disability access

The school will look at applications from any students with learning difficulties. We will decide on an individual basis if the course is suitable. It is very important that the school is aware of any learning difficulties or special educational needs before enrolment so that if an application is accepted, we can support the student in the right way. The school building is fully equipped for disability access.

## Exclusions

The school is a friendly and open environment. In order to maintain this, the school will take the following steps with anyone found to be acting against school policies:

Step 1: A verbal warning

Step 2: A written warning

Step 3: A letter and asked to leave the school

In extreme circumstances, the person will be asked to leave with immediate effect. In any of the above circumstances, no refund will be given.

## Harassment

At International House London we believe that everyone should be treated equally, fairly and with respect. Bullying and harassment of any kind is unacceptable. Both students and staff have the right to work in a safe environment.

Bullying and harassment can be difficult to recognise and may not be obvious to other people around you.

### What is bullying?

Bullies can be men or women and bullying can happen in many different ways:

- It can be physical
- It can be verbal
- It can be psychological

Bullying can happen face to face, through e-mails, networking sites and text messages.

### What is harassment?

Harassment comes in many different forms and can affect men and women. It is unwanted actions of someone and can be:

Racial – insulting where someone is from and/or their culture

Sexual – unwanted physical contact – unwelcome touching, standing too close

Religious – insulting someone's religious beliefs

Disability – insulting someone on their disability

Harassment can happen face to face, through e-mails, networking sites and text messages.

### What to do if you are being bullied or harassed?

If you have a problem and feel you have been bullied or harassed you can:

- Contact our Welfare Officers, Karin Fitzpatrick and Maria Wozniak at [welfareofficer@ihlondon.com](mailto:welfareofficer@ihlondon.com)
- Speak to your teacher
- Speak to a Director of Studies

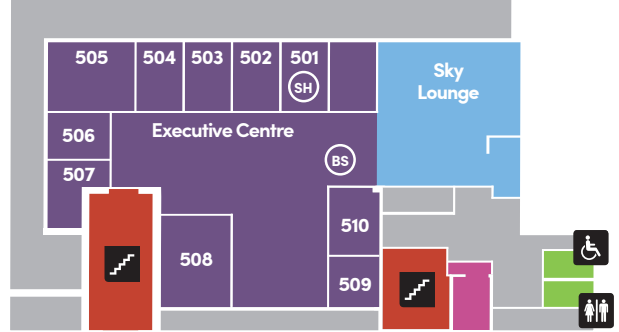
[www.ihlondon.com/studying-with-ih-london/study-and-welfare](http://www.ihlondon.com/studying-with-ih-london/study-and-welfare)

# School map

## 2nd floor



## 5th floor



## 1st floor



## 4th floor



## 3rd floor



**BS** Business & Specialist Reception

- Toilets
- Lifts
- Stairs
- Staff departments
- Student facilities
- General classrooms
- Executive Centre and Sky Lounge
- Reception and student services

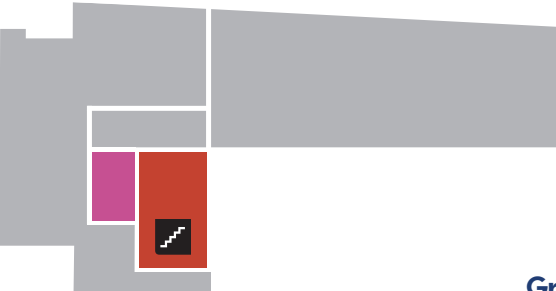
# School map

- Ⓡ Reception
- Ⓛ Library
- ⓓ Café de Provence
- ⓔ Exam Centre desk
- Ⓢ Social Programme desk

## Upper Ground Floor



## Mezzanine



## Ground Floor



## Lower Ground Floor



- Toilets
- Lifts
- Stairs
- Staff departments
- Student facilities
- General classrooms
- Executive Centre and Sky Lounge
- Reception and student services



# Library

**The library is on the Upper Ground Floor.  
You will need your IH student card to use  
the library.**

It's a quiet place for you to read and study, borrow books and DVDs, and make photocopies. The librarians are there to help you if needed. You may borrow two items overnight.

There are coursebooks, story books, dictionaries, atlases, and books of general interest about Britain and other countries. Most books are in English, but we have many books in other languages too.

There are also films on DVD which you can borrow, both in English and in other languages.

## Opening times

|                          |                      |
|--------------------------|----------------------|
| <b>Monday – Thursday</b> | <b>08:30 – 20:00</b> |
| <b>Friday</b>            | <b>08:30 – 19:30</b> |
| <b>Saturday</b>          | <b>10.30 – 14:30</b> |

Staff available to help:  
Mon-Fri 12:30 -14:30, Tues & Weds 17:30 - 18:30



**All students  
get 100 FREE  
photocopies**

## Student Advice hour

This is an opportunity for students to come and discuss their classes, study plans and progress.

**Mondays, Tuesdays and Fridays 12:30-13:30 in room 501.**



## Conversation club

A social event for all our students to enjoy!

Have a cup of tea or coffee, relax and meet other students in the school. The social programme coordinator will be there to show you who is happy to chat! It's fun, relaxed and a great way to improve your spoken English.

**Tuesdays 3:30-4:30pm in Café de Provence.**

# Café de Provence

**Café de Provence is the social heart of the school.**

This is the place to relax, meet friends, have a coffee and enjoy delicious hot and cold food.



## Opening times

|                   |               |
|-------------------|---------------|
| Monday - Saturday | 07:30 - 16:30 |
| Sunday            | Closed        |

# Accommodation

Our full-time accommodation service in the school gives you one point of contact, whether you stay with a homestay provider, in a student residence, or a hotel. You can extend your accommodation after your course has started by speaking to the accommodation team.

There are three types of accommodation which International House London can offer: student residences, homestays, hotels and apartments. All are non-smoking and include Wi-Fi.

## Student residences

Residences are self-catering accommodation; either 'studios' which have a small bathroom and a kitchen area in the room or 'en-suites' which have private bathroom and shared kitchen facilities. All residences have communal areas such as a gym, study area, cinema room.

Our residences, located in Kings Cross and Highbury, are modern, well equipped and close to public transport. Staying in one of our student residences gives you the chance to live in the heart of London with all the bars, restaurants, theatres and visitor attractions on your doorstep.

Halls of residence are only available to students of 18 years or over.

## Homestay

Homestay is where a homeowner provides a room in the home they live in to students for the duration of the student's course.

A homestay gives the opportunity to live with local people and experience life in a London home. For our students, homestay is a cost-effective way to stay in London. Some homestay hosts have time to chat and spend time with students, which can be a great way to gain practical experience of the English language. Other homestay hosts have busy working lives, so may have less contact time. Whatever the situation in your homestay accommodation, you will have time to explore London with the friends you make at IH London or relax in your room.

## Hotels and Apartments

IH can arrange a hotel or apartment near the school such as the Citadines Apartments less than 10 mins walk away. The 4-star deluxe Kingsway Hall Hotel is minutes away from International House London, Theatreland, the Royal Opera House, the British Museum and the City, and is perfect for comfort and convenience.

Alternatively there is the 3-star Strand Palace Hotel, built in 1909 and featured in several movies and television dramas. This is also very close to International House London, as well as Trafalgar Square, Buckingham Palace and Leicester Square. Wifi is provided in all accommodation as standard.

## Private Accommodation

If you would like to rent private accommodation and need advice, we are here to help. Ask for the accommodation officer at reception or email [accommodation@ihlondon.com](mailto:accommodation@ihlondon.com)



If you have a query, a problem, or would like to change your accommodation, visit the Accommodation Office, which is on the Ground Floor.

**09.00 - 17.00 Monday to Friday**

# Social Programme

The Social Programme at IH London offers you the opportunity to experience London and the UK's cultural highlights and top attractions. It also enables you to practise speaking English in real-life situations – not only great fun, but an excellent way to improve your understanding of the language, speed up your progress and make new friends.

The Social Programme also arranges day trips to other popular cities in England, such as Oxford, Bath and Windsor, as well as a Eurostar trip to Paris.



View our Social Programme

[https://padlet.com/International\\_House\\_London/socprog](https://padlet.com/International_House_London/socprog)



The Social Programme Desk is on the ground floor at reception and is open from 12:15 to 14:00, Monday to Friday. Speak to James at the Social Programme Desk to find out what's happening this week and get involved!



# Travelling around London

## The easiest and cheapest way to travel around London is with an Oyster card.

You can use your Oyster card for journeys on the London Underground (also called 'the Tube'), on buses, on overground trains, on trams, and even on the Thames Clippers (boats) and Emirates Airline (cable car).

You cannot travel outside of London with an Oyster card (for example, you cannot travel to Oxford).

The Tube and buses are the most common ways to travel around London.

You can pay in cash for the Tube, but it is a lot more expensive (usually double). You can pay for buses using your contactless credit or debit card.

## London Underground ('The Tube')

Some tube lines are now open during the night but most tube lines are closed between 1am and 5am. Please check before you travel. You can check where you start and finish your trip, here: [www.tfl.gov.uk](http://www.tfl.gov.uk)

You have to 'touch in' and 'touch out' with your Oyster card or contactless credit or debit card at the gates in the station, when you start and finish your trip. When using the escalators in Tube stations, people stand on the right, and walk up or down on the left.

The Tube network is divided into zones: central London is zone 1, and zones further from the centre have a higher number. Journeys are more expensive if you travel between several zones.

## Buses

Travelling by bus in London can be a lot cheaper than the Tube, and you can see more of the city out of the window! Any single bus journey in London always costs the same price. You only have to 'touch in' with your Oyster card when you get on the bus. You do not have to 'touch out'.

All bus routes have a number which will be on the front of the bus (for example 19, 242 or 8). You can check nearby bus routes at a bus stop. If you are not sure, you can ask the driver.

Some bus routes are available 24 hours. The number of these routes begins with an N, for 'night' (for example N24, N155 or N2). You can ask for a bus guide at Reception.

## Taxis

London's famous black cabs (taxis) are a more convenient, but more expensive option for getting around. You can get a taxi in the street (if the yellow TAXI sign at the front is illuminated, it is available for hire), but it is always safer to book a taxi in advance. Be careful and do not use unlicensed taxis. Here are a few taxi companies you can use:

**Computer Cab 020 7432 1432**  
**Dial-A-Cab 020 7253 5000**  
**Addison Lee 020 7407 9000**

Taxis can be stopped anywhere. Mini cabs must be booked in advance.



If you are studying at IH London full-time on a course of 14 weeks or more, you can apply for a student Oyster card, with 30% discount on all Oyster travel.

# 18+ Student Oyster Photocard Scheme

**You can get 30% off seven-day, monthly and longer period Travelcard and Bus & Tram Pass season tickets if:**

- ✔ you are 18 years of age or over
- ✔ your course is at least 15 hours per week, Monday to Friday only (and not including evening classes)
- ✔ your course is at least 14 weeks in length
- ✔ you are presently living in London.

If you wish to apply for the 18+ Student Oyster Photocard, you need to go online at <https://photocard.tfl.gov.uk/tfl/showlogon.do> and follow the instructions.



## You will need:

- ✔ your International House student number and course dates
- ✔ Your address in London
- ✔ to upload a digital colour photo
- ✔ to pay the £20 fee by credit/debit card.

Please make sure that you give your correct course dates, otherwise your application will be rejected. (The dates are checked by IH staff).



Your 18+ Student Oyster Photocard will be posted to your London address, so please make sure that you give the correct address.

If you do not receive your Photocard within two weeks, call the helpline: 0343 222 1234. Please read the terms and conditions online.

**Please note:** You must pay a non-refundable £20 administration fee for every application, even if replacing a lost, stolen or damaged Photocard.

If your Oyster Photocard is lost, stolen or damaged, visit <https://photocard.tfl.gov.uk/> where you can report it missing and order a replacement.

If you leave IH before the end of your course, you must tell Transport for London immediately. They will then stop the student discount on your 18+ Student Oyster Photocard. If you move to another school, you will have to apply for a new 18+ Student Oyster Photocard.

**30% off  
your travel!**



## Privacy notice

Records on students are kept by IH for the purpose of administering the scheme and may be disclosed to TFL and its agents.

# Crime, law and personal safety

| Issue                                    | UK Law  |
|--|---|
| <b>Illegal drugs</b>                     | You must not carry or use any illegal drugs, such as cannabis, ecstasy, LSD or amphetamines.  |
| <b>Weapons</b>                           | It is illegal to carry any sort of weapon, including knives, guns or self-defence spray. You can carry a personal attack alarm with you.  |
| <b>Tobacco</b>                           | You must be 18 or over to buy tobacco and cigarettes. It is also illegal for other people to buy tobacco for you.   |
| <b>Alcohol</b>                           | You must be 18 and over to buy alcohol. Be prepared to show identification such as a passport or driving licence when buying drinks in a pub.                                   |
| <b>Stolen goods</b>                      | Never buy things that you think might be stolen, no matter how tempting the bargain is.   |
| <b>Theft/stealing/shoplifting</b>        | Theft is taking something that you know does not belong to you. Don't do it!  |
| <b>False reports</b>                     | It is an offence to falsely report the theft of property.   |
| <b>Sexual relationships</b>              | It is illegal to have sex with someone under the age of 16.   |
| <b>Travelling without a valid ticket</b> | You must have a valid ticket if you use public transport. If you cannot show one on request you may be liable to pay a Penalty Fare which is £80 and you risk being prosecuted. |

## Emergency services & advice centres

### In an emergency call 999 (free of charge)

If there is a fire, danger to life or a crime in progress, dial 999 from any phone, and ask for either POLICE, FIRE, or AMBULANCE

### Non-emergency call

Call  
**101**

- If your car has been stolen
- If your property has been damaged
- If you suspect drug use or dealing in your local area
- To report a minor traffic accident
- To give the police information about crime in your area
- To speak to the police about a general enquiry

### Direct.gov

Young People Crime & Justice

On this website you can find a lot of information on keeping safe, types of crime, the law and going to the police.

[www.direct.gov.uk/en/YoungPeople/CrimeAndJustice/index.htm](http://www.direct.gov.uk/en/YoungPeople/CrimeAndJustice/index.htm)

### Immobilise

Property Crime

This is the UK National Property Register. You can register your valuables (from your mobile phone to your laptop), report stolen goods and, once recovered, get them back.

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

### Citizen Advice Bureau

Provides free, confidential and independent advice on issues such as housing, legal difficulties and discrimination.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Keeping you safe and happy

Please help us to keep all students safe from people with bad intentions. People with bad intentions may ask you to do things that you do not want or feel comfortable doing. Talk to us if you are worried about yourself or another student. (See also page 7)

**For more information on 'Studying Safely in the UK' visit:**

<https://www.studying-in-uk.org/uk-safety-guide-for-international-students/>

### International House London Emergency phone

Call, text or WhatsApp any time on

**0044 (0) 7808 789541**

# Health & Safety

## First Aid

Please go to our main Reception or tell your teacher if you need first aid (or a plaster/bandage/dressing). The school/your teacher are not allowed to give you any medicine.



## Fire – evacuation of the building if the fire alarm sounds

The fire alarm is one continuous alarm.

Fire call points are located near the fire exits and close to the fire extinguishers and can be activated by pushing the button. If the fire alarm sounds, all staff and students should leave the building via the nearest exit following the exit signs. International House has five exits; clearly labelled A, B, C, D and E.



Our Assembly Point is located outside the Dragon Hall Community Centre at the end of Stukeley Street – turn right when exiting IH then cross Smart's Place (see map).

You must not stop before you have crossed Smart's Place. Do not block any roads!

**We test our fire alarm every Thursday at 9:30 AM.**

## Hazards

A hazard means a chance of being injured or harmed. The stairs in the school can be very busy at times. Please do not run up or down the stairs. Please do not text when using the stairs. The floors can become very slippery; if it's raining outside, so do not run inside the school.



## Accidents

For minor accidents inside the school, please go to Reception or tell your teacher. If you or a friend have a more serious accident, again contact Reception who will call 999 for an ambulance.

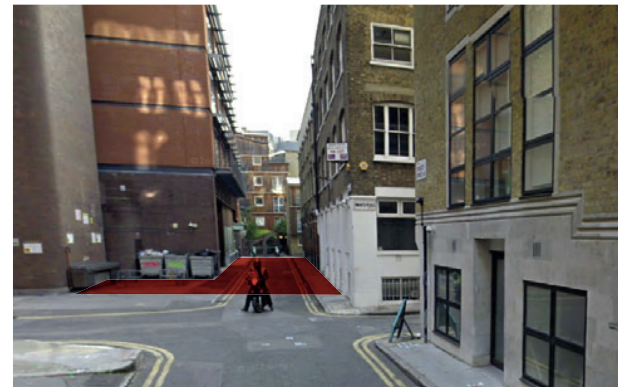


## 999

This is the number to call for ambulance, fire brigade or police if you or a friend have an accident outside of the school.



## Assembly point



## Fire alarm!

The fire alarm is one continuous alarm. If the fire alarm sounds, do not use the lift.