



**International
House**
London

**STUDENT
HANDBOOK**



Welcome to International House London



Each year, students from around the world come to International House London to learn, connect, and develop their skills to experience life in one of the world's most exciting cities. We hope you make the most of your time with us, both in and beyond the classroom.

Our location - Haycraft House

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

The School is close to four major underground (Tube) lines (the Piccadilly, the Central, the Elizabeth, 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

There is plenty to explore close to the school. The British Museum, Covent Garden, the Royal Opera House, Soho, the West End and the River Thames are all within walking distance.

London is a great place to learn, explore and use your English every day.

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

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 communicative 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.

Our history

The School was opened in 1959 by John Haycraft CBE and Brita Haycraft, 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.

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Director of Operations
Caroline Turner

Welcome to International House London.

Thank you for choosing to study with us. We hope you enjoy your time at IH London, make progress towards your goals and make the most of everything London has to offer.

If you have any questions or need support during your time with us, please speak to a member of our team. We are here to help.

Academic Managers

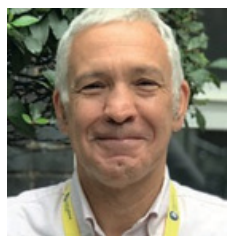
Pauline Loriggio and Mark Trevarton



It's our job to ensure you have a great learning experience and have lots of opportunities to use English outside the classroom. We are confident you will have a wonderful time at IH London and hope you take advantage of everything we have to offer during and after your lessons. Please come and see us if you need any advice on any aspect of your studies. We are always happy to help.

Customer Experience Manager

Drew Hyde



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.

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Wi-Fi

Wi-Fi can be accessed as follows:

Network: IHL-Student

Password: International1

If you have a problem please ask at reception.

Your first day



GENERAL ENGLISH AND EXAM STUDENTS

Here's what you need to know for your first day at IH London.

Before you arrive

- Complete your online registration.
- Complete your online level test and speaking interview before coming to the school.
- Check your course information so you know what time your class starts.
- Bring your passport or ID and any visa documentation, if applicable.

If you have not completed everything before you arrive, don't worry. Speak to us when you get here and we'll help.

When you arrive

Please arrive 30 minutes before your first class and go to Reception on the Ground Floor.

We will:

- check your passport or ID and visa, if applicable
- take your photo and give you your IH London student card
- help with any registration or placement steps you still need to complete
- make sure you know where to go for your classes.

After your class, you will attend a short welcome and orientation with other new students. We'll introduce you to IH London and give you the information you need for your time with us. You'll also have a chance to ask questions.

Remember!

- Always carry your IH London student card with you.
- Keep your belongings and valuables with you and never leave bags unattended.
- Make sure we have your current mobile number, email address, London address and emergency contact details. If any of these change during your stay, please let us know.

Not sure about something on your first day?
Just ask at Reception.



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 or travel / Payment / Collecting parcels / Lost property / Extending my course	Customer Experience Team info@ihlondon.com	Reception Ground Floor 08:30 to 18:30 Avoid the busiest times if possible: Mon 08:30 to 09:30, 10:30 to 11:00 and 12:00 to 12:30
Accommodation questions or problems	Accommodation Team accommodation@ihlondon.com Emergency: 0044 (0) 7808 789541	Reception Ground Floor Mon to Fri, 08:30 to 16:00
My course administration / Attendance issues / Academic student reports / Certificates	General English Team info@ihlondon.com	General English Office Ask at Reception
General English course / Exam courses / Advice on further study	Academic Team info@ihlondon.com	Student Advice Hour Mondays, Tuesdays and Fridays 12:30 to 13:30, Room 501
Advice and support for welfare and emotional issues	Welfare Team welfare.officer@ihlondon.com 07808 789541	Available at all times. Please ask at Reception
Extra free classes with trainee teachers, subject to availability	Practice Lessons Team english.lessons@ihlondon.com	Contact by email
One-to-One Classes / Business and Specialist English Courses	Professional English Team infoex@ihlondon.com	Professional English Centre Fifth Floor Mon to Fri, 09:00 to 17:00
Books / Reference books / Photocopying / Computer access	Library Team	Library, Upper Ground Floor Mon to Thu, 08:30 to 20:00 Fri, 08:30 to 19:30 Sat, 10:30 to 14:30 Staff available: Mon to Fri, 12:30 to 14:30; Tue and Wed, 17:30 to 18:30
Booking Stay & Grow Social Programme activities	socialprogramme@ihlondon.com	Social Programme Desk Ground Floor Mon to Fri, 12:15 to 14:00
Buying food, drinks and snacks	Café de Provence	Ground Floor Mon to Sat, 07:30 to 16:30
IELTS / Cambridge Exams	Exam Centre Team exams@ihlondon.com	Reception

International House London Emergency phone

Call, text or WhatsApp any time on

0044 (0) 7808 789541

Your questions answered

YOUR COURSE

Can I change my level?

If you think your class level is not right for you, speak to your teacher. They will discuss your progress with you and, if needed, speak to an Academic Manager about the next steps.

You can also contact info@ihlondon.com or come to Student Advice Hour.

How do I extend my course?

Please speak to Reception if you would like to extend your course. To continue without a break, you must re-enrol by 4pm on the Thursday at least one week before your new course starts.

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

If you are ill or unable to attend your class, please let us know as soon as possible. Call Reception on 020 7611 2400 or email info@ihlondon.com. See page 8 for more information about attendance and authorised absences.

Can I take a holiday during my course?

If you are studying for more than 12 weeks, you may be able to take a holiday during your course.

Please speak to Reception before making arrangements. Holidays normally need to be taken in complete weeks, Monday to Friday, and your visa must remain valid.

Can I end my course early and get a refund?

Please check our Terms and Conditions for information about cancellations and refunds.

We strongly recommend that you have appropriate insurance in case you need to cancel or end your course early.

PRACTICAL INFORMATION

Why do I need to carry my IH London student card?

Your student card identifies you as an IH London student and you may need it to use services and facilities around the school. Please carry it with you while you are studying with us.

Can I get a discount on public transport?

If you are studying full-time for 14 weeks or more, you may be eligible for an 18+ Student Oyster photocard, which gives you a discount on eligible travel. See page 18 for more information.

How can I open a bank account?

If you need a letter confirming that you are studying at IH London, please ask at Reception.

Where can I pray or have some quiet time?

Room 110 on the First Floor is available for prayer, silent meditation and other quiet activities.

EXAMS

Can I take my exam at IH London?

Yes, you can register for an IELTS, Cambridge, or OET exam with IH London and take your test at the school. We have through the IH London Exam Centre. The reception team can help you with the website ihlondon.com/exam-centre or contact exams@ihlondon.com for more information.

VISA requirements

Please read this important information if you are studying at International House London with a visa.

- If you would like to take a holiday or break during your course, you must speak to Reception before making any arrangements to check that your new course dates still comply with your visa requirements.
- Please tell us if your circumstances change, for example if you decide to leave your course early or change your study plans.
- Please make sure we always have your current contact details, including your email address, mobile number and London address.
- IH London requires an overall attendance of at least 80% if you want to extend or renew your visa.

Please Note

If you have a student visa and you do not meet your visa requirements, IH London is required by law to report this to UK Visas and Immigration (UKVI).

This information is a guide only, Visa regulations can change so please check the UK Government website for the most up-to-date information. If you have any questions about how your course or attendance may affect your visa, please speak to Reception.

Keeping you safe and happy

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

If you have a problem or are worried about any aspect of your time at IH London, please talk to us. We are here to listen, offer advice and help you find the right support.



Drew Hyde
Deputy Designated
Safeguarding Lead



Karin Fitzpatrick
Safeguarding Team
Welfare Officer



Pauline Loriggio
Safeguarding Team
Director of English



James Latimer
Safeguarding Team
Social Programme



Caroline Turner
Designated
Safeguarding Lead

Welfare support

If you 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.

If you are worried about any aspect of your time at IH London, the Welfare Officer can offer advice and support and help you find the right next step.

If you would like 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

Looking after your wellbeing

Living and studying in another country can be exciting, but it can also take time to adjust. You may experience culture shock, homesickness or loneliness, or find that being away from your usual support network affects how you feel.

Looking after your physical and mental wellbeing can help you enjoy your time in London and get the most from your studies. Try to:

- get enough sleep and keep a regular routine
- eat well and stay active
- make time to relax and do things you enjoy
- connect with other students and take part in activities
- stay in touch with friends and family
- ask for help if you are finding things difficult.

If you are struggling with your mental health or wellbeing, or something is affecting your studies or everyday life, please talk to us. You do not need to wait until a problem becomes serious.

Safeguarding, keeping you safe

Safeguarding means protecting your safety, wellbeing and rights while you are studying with us.

We want everyone at IH London to feel safe and to know what to do if something does not feel right.

A safeguarding concern could be about your own safety or someone else's. It could also be something happening outside the school, online or where you are staying.

If you are worried about yourself or another student, please tell us. You can speak to any member of staff, our Welfare Officer, or one of our Safeguarding People listed below. We will listen to your concern, take it seriously and help you get the appropriate support.

You do not need to be sure that something is a safeguarding concern before speaking to us. If you are worried, please tell us.

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.

Changed your phone number?

Please make sure we have up-to-date contact details, including your phone number and email address, and details for your emergency contact person, so that we can contact you in case of an emergency.

If your details change while you are studying with us, please let us know.

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 to your complaint, or would prefer to put your complaint in writing to the Director of Operations, please write to: Caroline Turner, Director of Operations, caroline.turner@ihlondon.com. Please see our Complaints Policy for more details.

Our approach to learning



IH London takes a communicative approach to language teaching and learning. You will develop your English skills by using them in class with your teacher and other learners. Teachers monitor your learning and give you feedback and chances to review what you have learnt.

General English

- **Course length.** With weekly enrolments, new students join every Monday and students, who have finished their course, leave every Friday.
- **Levels.** There are 13 levels from A2 Elementary to C1 Advanced. Your first class is based on the online level test and speaking interview that you did before the course.
- **Assessment.** You will have a speaking and writing assessment every month to check your progress.
- **Check-in.** You will have a chance to speak with your teacher about your progress and which level you should study next.
- **Materials.** Your course is based around a coursebook in the morning class, but teachers also adapt lessons to make them interesting and useful to you and the class. Your class will have books available for you to use while you are here – please don't write in them and please return them to your teacher at the end of the month. Afternoon classes use a range of resources based on your needs and interests.

English Experience 40+

- **Course length.** With weekly enrolments, new students join every Monday and students who have finished their course leave every Friday.
- **Levels.** You will be in a class with other over-40-year-old students of a similar level, based on the level test and speaking interview that you did before the course.
- **Assessment.** There are no assessments in this course, but your teacher will give you feedback to help you progress.
- **Materials.** Your teacher will discuss topics and use a range of materials of interest to the group.

Exam preparation

- **Course length.** The course lasts 4 weeks and new courses start every month.
- **Levels.** You will study in one of our 4 levels from IELTS Access to IELTS 3, based on your online level test and speaking interview that you did before the course.
- **Assessment.** You will have a diagnostic test on the first day to check you are in the right level and to help your teacher support you. Later in the course, you will have a mock test.
- **Check-in.** You will have a chance to speak with your teacher about your progress and goals with IELTS.
- **Materials.** You will get your own copy of the coursebook to keep.

Business English

- **Course length.** With weekly enrolments, new students join every Monday and students, who have finished their course, leave every Friday.
- **Levels.** You will be in a class with other professionals of a similar English level to you, based on your level test, needs analysis and speaking interview that you did before the course.
- **Content.** Your teacher will check your needs at the start of the course and design a programme around you and the others in your group.
- **Assessment.** There are no assessments in this course, but your teacher will set tasks and give you feedback to help you progress.

WHAT IS MY LEVEL?

	CEFR	English Levels	Cambridge Preparation	IELTS Preparation
	C2		Cambridge C2 Proficiency	
	C1	C1 Advanced B C1 Advanced A	Cambridge C1 Advanced	IELTS 3
		B2+ Pre-Advanced B B2+ Pre-Advanced A		
	B2	B2 Upper-Intermediate B B2 Upper-Intermediate A	Cambridge B2 First	IELTS 2
				IELTS 1
	B1	B1 Intermediate C B1 Intermediate B B1 Intermediate A		ACCESS IELTS
		A2+ Pre-Intermediate B A2+ Pre-Intermediate A		
	A2	A2 Elementary B A2 Elementary A		

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:

- no certificate will be given at the end of the course

If you do not attend 50% of lessons:

- you may be removed from your course and will need to speak to an Academic Manager

If you can't come to class because of...

- a headache, cold or other minor illnesses
- tiredness
- transport issues
- personal appointments
- bad weather

...you will be marked as absent. This will affect your attendance %.

If you can't come to class because of...

- medical appointments or hospital treatments
- serious illness or injury
- compassionate reasons
- emergency return to your country
- mental health issues

...you can ask to be excused from class.

Use the Absence Request Form or click here:

<https://forms.office.com/e/wD0yFqE5Xj>

If authorised, this will not affect your attendance %.

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 15 minutes and this is recorded in your overall attendance.

Adult students (18 years or over) arriving later than 15 minutes for any English class must wait until after the break to join their class. Late students can wait in the Café or Library. Under 18s should join their class immediately.

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.

Student Agreement

The student agreement helps us all to enjoy a relaxed learning environment.

We ask our students to agree to...

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

Communicate...

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

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



You can only smoke or vape 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.

Disability, learning needs and additional support

We want all students to be able to participate fully in their course and school life.

If you have a disability, learning difficulty, learning disability, medical condition or other additional need that may affect your studies, please let us know.

This may include physical or sensory disabilities, dyslexia or other specific learning difficulties, mental health conditions or other long-term conditions.

Where possible, please tell us about your needs before you enrol so that we can discuss the support you may need and any reasonable adjustments we can make.

We consider each student's needs individually and will work with you to identify appropriate support.

The school building is fully equipped for disability access.

Bullying and Harassment

At International House London we believe that everyone should be treated equally, fairly and with respect. Bullying and harassment of any type 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?

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 or online through e-mails, social media 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, or online through e-mails, social media 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 at welfare.officer@ihlondon.com
- Speak to your teacher
- Speak to an Academic Manager

www.ihlondon.com/studying-with-ih-london/study-and-welfare

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.

Exclusions

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

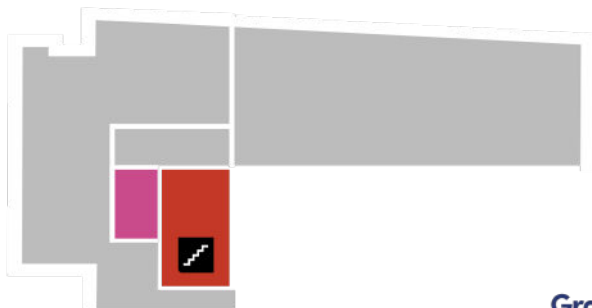
Step 3: A letter and asked to leave the school

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

School map

- R Reception
- L Library
- D Café de Provence
- E Exam Centre desk
- S Social Programme desk

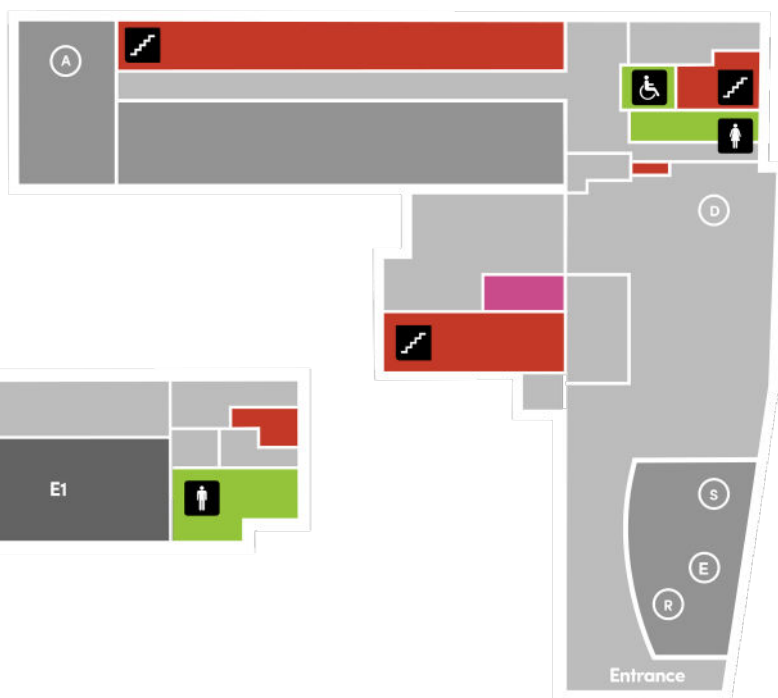
Mezzanine



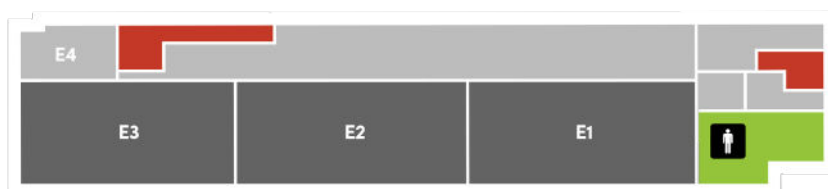
Upper Ground Floor



Ground Floor



Lower Ground Floor

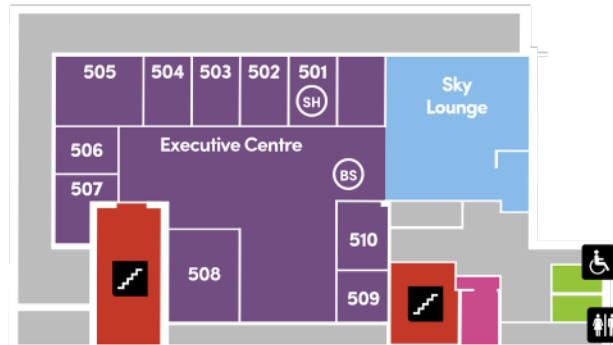


School map

2nd floor



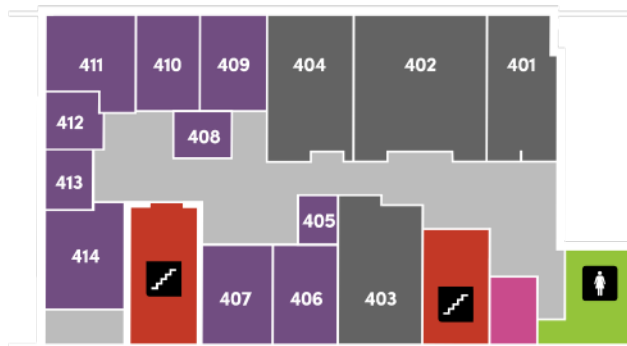
5th floor



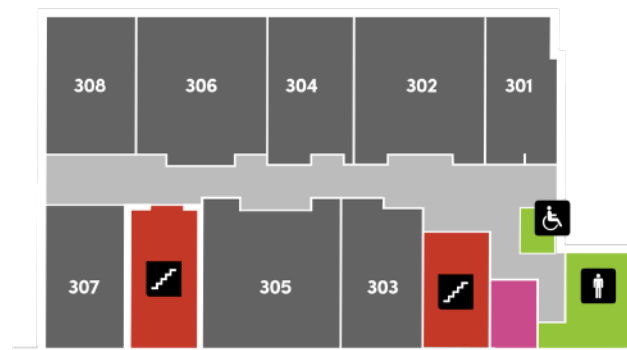
1st floor



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

Around the School

Library

Our Library is on the Upper Ground Floor. You will need your IH London student card to use it.

The Library is a quiet place to study and work independently.

You can:

- borrow books and other learning resources
- use reference books and dictionaries
- use computers
- make photocopies
- find resources to support your English and your studies.
-

Opening times

Monday to Thursday: 08:30 to 20:00

Friday: 08:30 to 19:30

Saturday: 10:30 to 14:30



Café de Provence

Café de Provence is on the Ground Floor and is the social heart of the school.

It is a place to take a break, meet other students, have a coffee and enjoy a range of hot and cold food.

Opening times

Monday to Friday: 07:30 to 16:30

Saturday - Sunday: Closed



Student Advice Hour

If you would like to talk about your classes, study plans or progress, you can come to Student Advice Hour and speak to a member of the Academic Team.

Mondays, Tuesdays and Fridays

12:30 to 13:30, Room 501

Prayer and quiet room

Room 110 on the First Floor is available for prayer, silent meditation and other quiet activities.

Please respect others using the room and help us keep it a peaceful space



Accommodation

Our student residences offer independent, self-catering accommodation in convenient London locations. Depending on the residence and room you book, you may stay in an en-suite room with shared kitchen facilities or a studio with its own kitchen area. Residences also offer shared facilities and communal spaces. Our current residences are located in King's Cross, Islington and Tufnell Park, with good public transport connections to the school. Student residences are available to students aged 18 or over.

Student residences

Our student residences offer independent, self-catering accommodation in convenient London locations. Depending on the residence and room you book, you may stay in an en-suite room with shared kitchen facilities or a studio with its own kitchen area. Residences also offer shared facilities and communal spaces.

Our current residences are located in King's Cross, Islington and Tufnell Park, with good public transport connections to the school. Student residences are available to students aged 18 or over.

Homestay

A homestay gives you the opportunity to live in a London home and experience everyday life with a local host. Every homestay is different. Some hosts may have plenty of time to talk and spend time with students, while others may have busy working lives. Staying with a host can give you additional opportunities to use your English outside school and experience life in London.

IH London currently offers Standard, Superior and Executive homestays, with a range of meal options. Homestay accommodation is available to students from age 16 or over.

Hotels and apartments

If you prefer more independence, IH London can also arrange hotels and apartments. Options and availability can change, so speak to the Accommodation Team.

If you have arranged your own accommodation, you can also ask the team for advice if you need help while you are in London.



If you have a question, a problem, or would like to change your accommodation, contact the Accommodation Team on accommodation@ihlondon.com

Stay & Engage - Social Programme

Learning doesn't only happen in the classroom. Stay & Engage is your programme of activities, workshops and experiences designed to help you practise your English, meet people, explore London and develop skills for life, study and work. There are different ways to get involved depending on your interests and goals.



James Latimer
Social Programme
Coordinator

Explore & Connect

Experience London, meet people and use your English in real life. Discover the city and its culture, connect with students from around the world and practise your English naturally through shared experiences.

Activities may include Conversation Club, London walks, cultural visits and social events.

Learn & Develop

Build skills that help you in your studies, work and everyday life. Take part in practical workshops and activities designed to develop your confidence, independence and skills beyond your English lessons.

Activities include study skills, using AI for self-study, typing practice for exams, presentation skills, LinkedIn Lab.

Wellbeing & Growth

Take time to look after yourself and grow in confidence. Connect with others, develop healthy habits and find ways to support your wellbeing while living and studying away from home.

Activities include walking groups, journalling, mindfulness workshops and activities focused on confidence and personal development.

Get involved

You don't need to sign up for everything. Choose the activities that interest you, try something new and make Stay & Engage part of your experience at IH London.

Scan the QR code to see the weekly Stay & Engage programme for what's happening and how to join.

You can also visit the Stay & Engage Desk on the Ground Floor, Monday to Friday, 12:15 to 14:00.



Travelling around London

London has an extensive public transport network, including the Tube, buses, London Overground, Elizabeth line, DLR and trams.

Paying for your travel

For most students, the easiest way to travel is to pay as you go using a contactless bank card or mobile device, such as your phone or watch. You can also use an Oyster card. Pay as you go fares are automatically capped, so there is a limit to how much you will pay when making multiple journeys.

Using a card from outside the UK? Check with your bank. Some overseas cards may not work for contactless travel and your bank may charge international transaction fees. In this case, an Oyster card may be a better option.

Remember to touch in and out.

On the Tube, DLR, London Overground, Elizabeth line and rail services, touch in at the start and touch out at the end of your journey. On buses and trams, you only need to touch in. Always use the same card or device for the whole journey. For example, if you touch in with your phone, do not touch out using the physical bank card linked to it. TfL treats them as different payment methods and you could be charged a maximum fare.

Tube and buses

The Tube is divided into travel zones, with central London in Zone 1. The cost of your journey depends on where and when you travel.

Buses are a good way to see more of London and can be a cheaper way to get around. You cannot pay cash on London buses, so use contactless, Oyster or a valid travel pass.

Student Oyster Card

If you are studying at IH London for a longer period, you may be eligible for an 18+ Student Oyster photocard.

It gives you 30% off adult-rate Travelcards and Bus & Tram Pass season tickets. It does not automatically give you 30% off normal pay-as-you-go fares.

To be eligible as a full-time student, you must:
be 18 or over live in a London borough during term time
study at least 15 hours per week, Monday to Friday
be enrolled on the same course for at least 14 weeks.

You can apply after you have enrolled on your course. You will need your student enrolment ID, London address, a digital photo, an active email address and a debit or credit card. The current application fee is £22.

Tip: If you're only studying for a few weeks, you won't qualify for the 18+ Student Oyster scheme. Contactless pay as you go will usually be the simplest option, provided your card works in the UK without significant overseas charges.



Planning your journey

For routes, live travel information and service updates, you can use the TfL Go app or TfL website.

Google Maps, Apple Maps and Citymapper are also useful for planning journeys around London. They can compare different ways to travel, including walking, buses, Tube and trains, and give you live journey times.

Tip: Check your journey before you leave, especially in the evenings and at weekends, when engineering works or service changes are more common.



Crime, law and personal safety

Issue	What you need to know
Alcohol	You must be 18 or over to buy alcohol. You may be asked to show photo ID.
Smoking and Vaping	You must be 18 or over to buy cigarettes, tobacco or vapes. Smoking is not allowed inside most public places and workplaces.
Drugs	Drugs such as cannabis, cocaine and ecstasy are illegal. You can be arrested by the police for having, using or selling illegal drugs.
Self-defence	UK laws are strict. Do not carry a weapon or knife for self-defence. Pepper spray is illegal. You can carry a personal safety alarm.
Theft, stealing, shop-lifting	Taking something that does not belong to you is a crime. Do not buy or accept something if you think it may be stolen.
Littering	You must not drop litter on the street (including cigarettes, paper, chewing gum etc). If you are caught, you will have to pay a fine.
Transport - bus, tube, trains	You must pay for your journey and have a valid ticket, pass or payment method. If you are caught without and haven't paid, you will have to pay a fine.

International House London Emergency phone

Call, text or WhatsApp any time on

0044 (0) 7808 789541

Stay safe

- Keep your phone, wallet and valuables secure, particularly in busy places and on public transport.
- Be careful using your phone near roads and station entrances. Phone snatching by people on bikes or e-bikes can happen quickly.
- Do not leave bags, phones or laptops unattended.
- Keep your bank card, PIN and banking information secure.
- Do not keep large amounts of cash on you.
- Plan your journey home, particularly at night.
- Use licensed taxis or properly booked private hire vehicles.
- When drinking alcohol, stay with people you trust and do not leave your drink unattended.
- If you feel unsafe, move to a safe place and ask for help.

Getting help

999 | Emergency - Police, Fire, Ambulance

Call if someone is in immediate danger, a serious crime is happening, there is a fire or you urgently need an ambulance. It is free to call.



101 | Police, non-emergency

For example, to report a theft that has already happened or ask the police for advice.



Health & Safety

HEALTH

Getting medical help

GP (doctor)

A GP is a local doctor and is usually your first place to go if you are ill, need medical advice or have an ongoing health problem.

We recommend registering with a GP when you arrive in London. Gower Street Practice welcomes students. You can register online or call them and you do not need an NHS number to register.

Gower Street Practice

20 Gower Street, London WC1E 6DP
020 7467 6800



Know where to get help

- **Pharmacy** - Advice and treatment for many minor illnesses and help with medicines.
- **GP** - Illness, ongoing health problems, prescriptions and general medical advice.
- **NHS 111** - If you need medical help now but it is not a life-threatening emergency, or you are not sure what to do. Call 111 or use NHS 111 online.
- **999 / A&E** For serious or life-threatening emergencies. Call 999 for an ambulance if needed.

Healthcare costs and insurance

Your access to free NHS healthcare depends on your circumstances. Some international students will have paid the Immigration Health Surcharge (IHS) as part of their visa application.

Not all healthcare is free. You may need to pay for prescriptions, dental treatment and eye care. Make sure you have appropriate medical or travel insurance for your stay, particularly if you are not covered for NHS hospital treatment.

First aid at IH London

If you need first aid, go to Reception or tell your teacher. Staff can provide first aid but cannot give you medicines, including painkillers.

Fire alarm!



If the fire alarm sounds, leave by the nearest safe exit, do not use the lift and go directly to the assembly point.

Fire Safety Assembly point



SAFETY



Fire alarm and evacuation

The fire alarm is one continuous alarm. If you hear it:

1. Leave immediately using the nearest fire exit.
2. Do not use the lift.
3. Follow the exit signs and instructions from Fire Wardens.
4. Go directly to the Assembly Point outside Dragon Hall Community Centre.
5. Do not stop before you have crossed Smart's Place and do not block the road.

IH London has five fire exits, labelled A, B, C, D and E. The fire alarm is tested every Thursday at 08:30.

Prevent accidents

The stairs can be busy. Do not run or use your phone while walking on the stairs.

Floors can become slippery when it is raining. Take extra care and tell a member of staff if you see something that could cause an accident.

If there is an accident

For a minor accident in school, go to Reception or tell your teacher.

For a serious accident or medical emergency, contact Reception immediately or call 999.

