



STUDENT HANDBOOK

LVC London
School of English



CONTACT DETAILS

In an emergency, you can contact: 07538 840253

The Chief Administrator is also your first point of contact for matters such as sickness, lateness, employment questions, etc.

LVC London School of English

148 - 150 Old Kent Road
London
SE1 5UT

Tel: +44 (0) 2034553399

+44 (0) 2072 071986

Email hello@lvcenglish.com

Nearest tube stations:

Elephant & Castle: Northern Line and Bakerloo Line

London Bridge: Northern Line and Jubilee Line

Buses: 21, 53, 63, 168, 172, 363, 453

Get off at Old Kent Road / East Street bus stop.

School Opening Times: 8:30 am – 9:00 pm (Monday – Friday)

Welcome to LVC London School of English!

Experience the Excellence!



WHO'S WHO AT LVC LONDON

Principal

Edith Eneanya-Bonito

editheneanya-bonito@liralvegetcollege.co.uk

Academic Manager
& Chief administrator

James Nuttall

Tel: +44 (0) 2034553399

academicmanager@lvcenglish.com

Administrative
Executive

Simon Richards

simon@lvcenglish.com

Receptionist/

Geovanessa Wedderburn

admin@lvcenglish.com

Safeguarding / Welfare
Officer

James Nuttall

Tel: 02034553399

LVC Emergency Contact 07538 840253 / 07931 914593



Welcome!

Welcome to LVC London School of English!

We endeavour to give you an exciting learning experience, preparing you to engage with people confidently and converse fluently in English language in different settings.

LVC London School of English offer our students a variety of ways to study. Our courses are available part-time and full-time. We offer classes in the morning, afternoon and evening.

We also offer Private Tuition for those who prefer one-to-one classes.

Facilities

The environment in which you learn is just as important as what you are learning; these two factors go a long way in ensuring you achieve your goal(s).

LVC has made available facilities to aid effective learning. You will also be given opportunity to apply what you have learnt during classes with simulated scenarios.

Our classrooms are fully equipped with computers.

Our library is equipped with books and materials that you will find useful for self-study and improvement.

Our Social Calendar features activities which our students find invaluable. These include events such as: Christmas party, conversation club etc.

Course administration

STUDENT PLACEMENT

All new students take a placement test so they can be placed at the right level. This test consists of questions in different areas of English including basic awareness, grammar, vocabulary, reading and writing. The placement process is usually conducted by a teacher and s/he must fill in all forms relating to placing a new student.



Change of Level

Transfers from or between courses may be requested by either a teacher or a student, but no student may be transferred from one level to another without the approval of the Academic Manager. This transfer request must be made in writing / email.

CODES

SB, **TB** and **WB** are used as short forms for the Student's Book, Teacher's Book and Work Book respectively. Similarly, **Ss** and **T** are short forms for Students and Teacher respectively. Other titles need to be written in full.

The School uses a marking code for marking / correcting students' writing work.

SP	Spelling
P	Punctuation
SS	Sentence Structure
NN	Not Necessary
MW	Missing Word
WW	Wrong Word
WF	Wrong Form
WT	Wrong Tense
?	Doesn't make sense! / I don't understand!
NP	New Paragraph

TESTS

All students must take a mid-course test and an end-course test in the middle and end of the course respectively. Your promotion to the next level will be mainly based on your performance in these tests. In addition to these formal exams, teachers will also give you class tests such as weekly tests, module tests etc.



END OF COURSE REPORTS

At the end of the course, all students receive an End of Course Report. This report gives them any test results and comments on accomplishments and areas to work on from the teacher and tells them which group they should join next.

Students will be charged £20 if they require a school certificate signed by Principal.

COURSEBOOKS

All students have to have course books to go to English classes. You can buy the book either from the School reception or from any other places. The price of your course book is available at the reception.

If you return your used course book in good condition to the reception at the end of your course, you will be given a £15 refund. This will apply only if you had bought your book from the School.

SCHOOL RULES

Why?

Our school rules are designed to enable all our students to enjoy their studies in a safe, clean, comfortable and relaxed environment.

English Only

We ask all our staff to talk to you in English at all times. We do realise that, for some students if their level of English is low we may need to speak to them in their native language but you will be encouraged to speak in English as much as possible.

Lateness Groups

To enable all students to get the maximum benefit from their studies and to avoid disruption, we have a late arrival policy. If you arrive late for your class for more than 15 minutes, your teacher may not let you in and you will have to wait until after the break to join your class. If you have a genuine reason for being late your teacher will take this into account. In case there are no students for the first 45 minutes, the class is cancelled, and no extra class will be given.

Individuals (1-1)

You must give the school a 24-hour notice if you cannot attend the lesson. You can notify the school by email admin@lvcenglish.com or by phone 02034553399.



You will be charge for the lesson in case we don't receive your lesson cancellation within the given period of time.

Classrooms, Internet access and Study Area

All facilities are for LVC students only. Please follow directions and opening times. Students have access to free internet access both in their classrooms and Study Area.

Food and Drink

No food or drink can be consumed in the classrooms or Study Area. Please use our kitchen for this purpose.

Using Mobile Phones

Please do not make or receive phone calls or text during your lessons.

Change of contact details

You must inform reception if you change your contact details in London or contact details of your 'next of kin'.

Helpful tips

Airports

Airports in and around London:

- Heathrow: Connected to central London by tube, therefore very accessible.
- Gatwick: Connected to central London by over-ground train.
- Stansted and Luton: both connected to London by over-ground train and are a bit further (about 50 minutes). Trains from Stansted arrive at London's Liverpool Street station.

You can buy train tickets at any of the airports, you need to bring some Pound Sterling currency or a bank debit card to pay for your tickets.

LVC can arrange airport transfers for additional fee if you require this service.

Gatwick - £180 (£95 one way)

Heathrow- £180 (£95 one way)

Luton- £190 (£100 one way)

St Pancras Eurostar- £130 (£65 one way)

Please contact LVC at admin@lvcenglish.com if you want further information on our pick-up services.



Travelling in and around London

LVC London School of English is situated in Elephant and Castle, in central London; this gives you a great opportunity to explore the City. The area is well-served by buses and close to railway Stations. London Underground service is also a great way of commuting in and around London!

While you are studying at LVC, you can also enjoy all of London's major attractions because we are only a short distance away from famous places like Trafalgar Square, the London Eye, Big Ben, the Tower of London, the British Museum and the West End. And we are just a few minutes away by bus from London's business and financial district.

We suggest you check www.tfl.gov.uk for more travel information.

Buying an Oyster Card

You will need a travel card called the Oyster Card for buses, tubes and over-ground trains in London. New students are advised to buy a one-week travel card from any tube station.

Discount Student Oyster Cards

We can help you save 30% on travel if you are a student doing a full-time 14+ week course. Please contact the Reception, who will help you apply for your card. You will need to pay for the card. The card should be ready in 7 working days. Further details on Student Oyster Cards are available at www.tfl.gov.uk

Leisure Activities

At LVC London School of English we believe in achieving balanced development of our students. We have leisure activities designed to allow students enjoy themselves and put their learning into practice in various settings. Our leisure programmes result from the fact that it takes some time to adapt to a new environment, culture and language at the same time. The programmes are an interesting way of learning which contributes to the overall well-being of our students. Please note that any costs involved in the social programmes are not included in the course fee; they are to be paid separately as and when required.

We offer a variety of on and off-site leisure programmes to introduce you to English culture and heritage including:

- **City Walks:** Students are taken to the Tower Bridge which is at about 30 minute walk from the School.
- **Visit to Burgess Park:** This is a particularly favourite place of our students and teachers, with fun activities like barbecue and games.
- **Fireworks Display:** Students are taken to view firework displays.



- **Food Fests:** Students are encouraged to make something from their country of origin; everyone enjoys sharing the tastes of different cultures.

- **Grammar/Conversation club:** Extra opportunity to practice English language and improve language skills.

Our Social Calendar also highlights free London Attractions and events around London that students can attend if they wish.

- **Social networking**

If you want to stay up-to-date with our social life calendar please like us on Facebook and follow us on twitter. **FB: LVClondonschool** **twitter: LVC English School @lvclondonschool**

Restaurants

Most world cuisines are represented in London to suit everyone. The restaurants are varied such as: Indian, Chinese, Thai, Italian and Mexican to name a few. There is always something new to experience.

Shopping

The City of London is famous for its High Street Shops and markets.

Calling the Emergency Services

To contact **emergency services, police, fire or ambulance**, dial **'999'** from any telephone. You are advised to remain calm and remember to tell the operator which service you require.

LVC London School of English Emergency contact number: 07538 840 253 -24hours/7days a week

You can contact our Safeguarding Officer if you have a problem or question regarding health and safety.

Health Advice

Overseas students from countries outside the EU (European Union), who are enrolled on programmes lasting for six months or more, qualify for free treatment under the NHS in the UK. Other students attending programmes for less than six months are advised to get appropriate medical insurance prior to leaving their home country.



Old Kent Road Surgery

[182-184 Old Kent Road](#)

[London, SE1 5TY](#)

[Tel: 020 7252 6272](#)

Monday	8:00am - 7:45pm
Tuesday	8:00am - 6:45pm
Wednesday	8:00am - 6:45pm
Thursday	8:00am - 7:45pm
Friday	8:00am - 6:45pm
Weekend	<i>closed</i>

Faith and worship

The UK is a very diverse country and there is tolerance among people of all faiths. You will find churches, temples and groups which support members of all faiths, including Muslim, Hindu, Buddhist and Christian. If you need one of these services, please look for LVC Administrator (Silmara) who will be happy to help you.

Under 18s

Please contact our Safeguarding Officer (James Nuttall at 07981027209 or academicmanager@lvcenglish.com) if you want to discuss any issues relating to your well-being. If you face any abuse or if you are worried about your own safety at School, contact us as soon as possible.

We have a safeguarding policy which aims at making sure that you are safe at School. We have systems in place to assess any risks involved in activities and programmes on-site and off-site, to deal with abusive behaviour, to deal with suspicions or allegations of abuse and to employ suitable staff.

If you face, see or anticipate any form of abuse to yourself or anyone else, you must talk to the School Safeguarding Officer as early as possible.

Complaints Policy

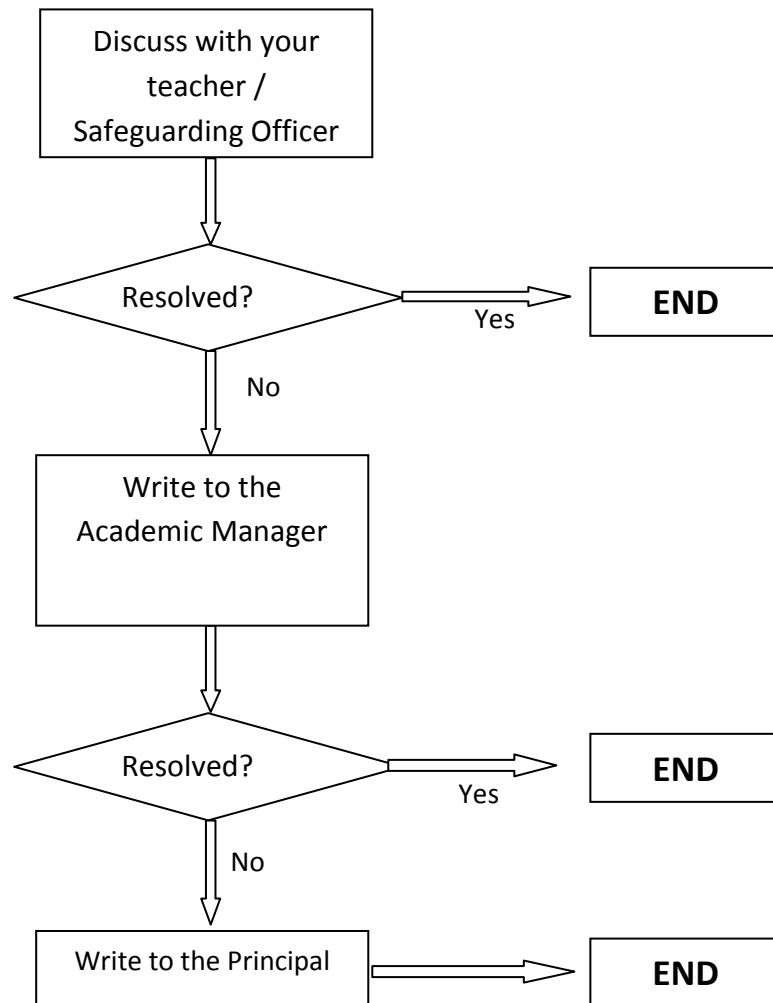
We try our best to ensure our services are delivered to the satisfaction of our students. If you are not satisfied with a particular area of service (courses or any other thing) please inform us.

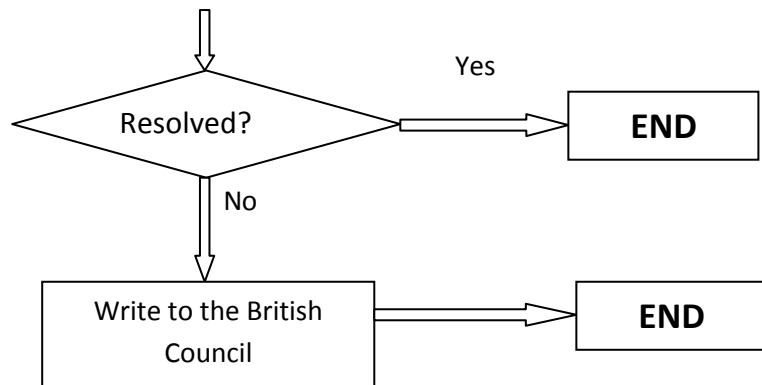
We believe that any issue is best resolved peacefully, informally between yourself and your teacher or to the Academic Manager.

- We aim to resolve complaints within five working days, with exception of urgent matters that need to be resolved ASAP.
- If a complaint is to be made to the Academic Manager, we suggest to all students that their complaint be put in writing.
- Any complaint received will be dealt with in a fair and professional manner.

Complaints Procedure

If you have a complaint, please do the following:





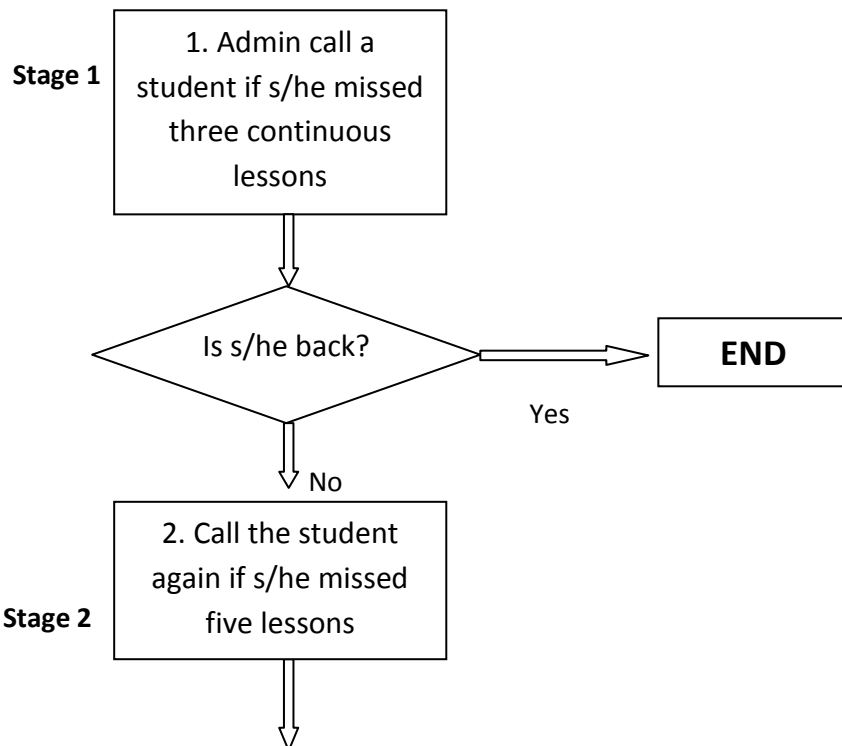
Policy on Student Attendance and Absence

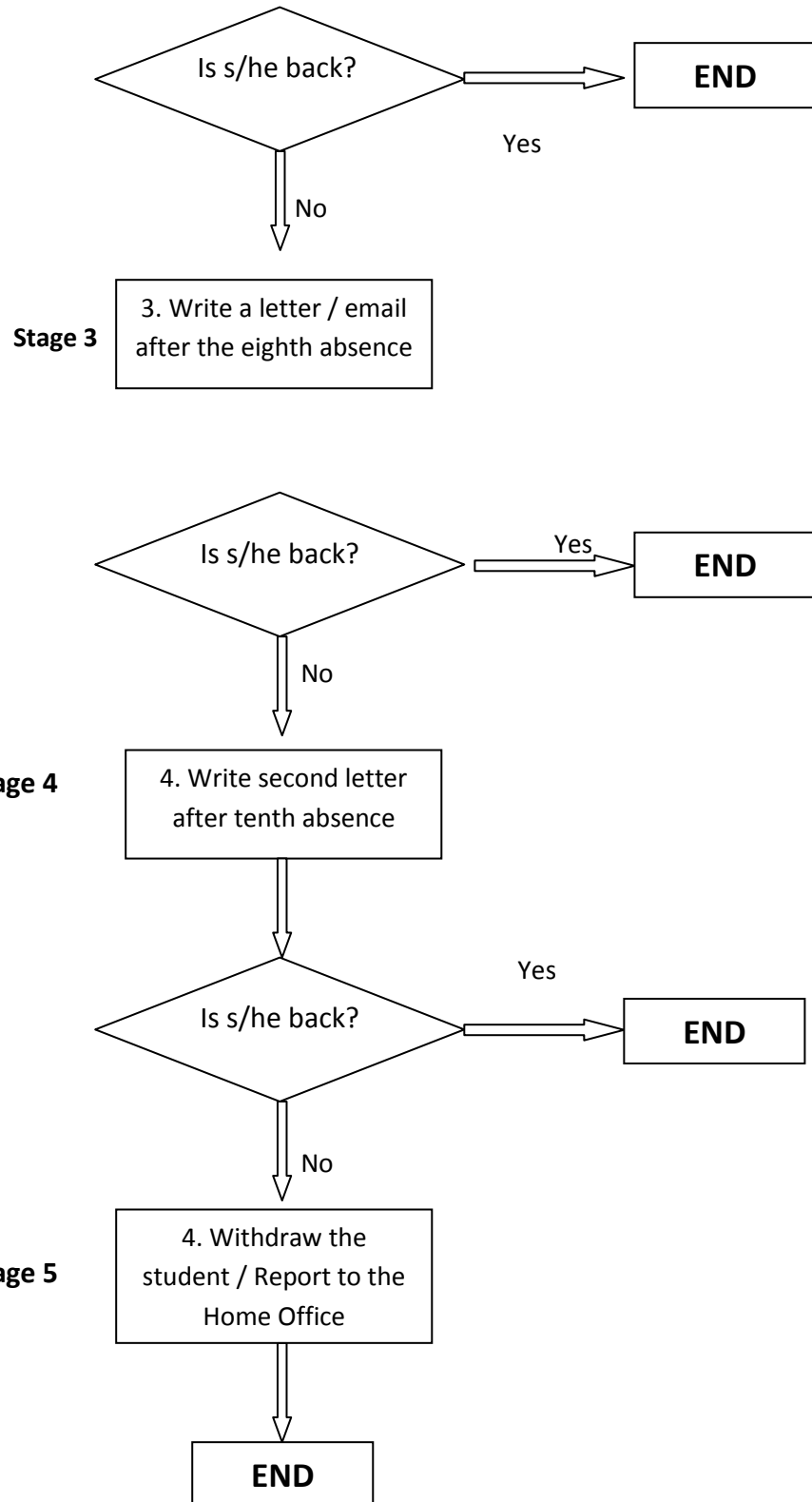
All students enrolled with us are expected to attend classes regularly and on time.

Students are advised to note the following:

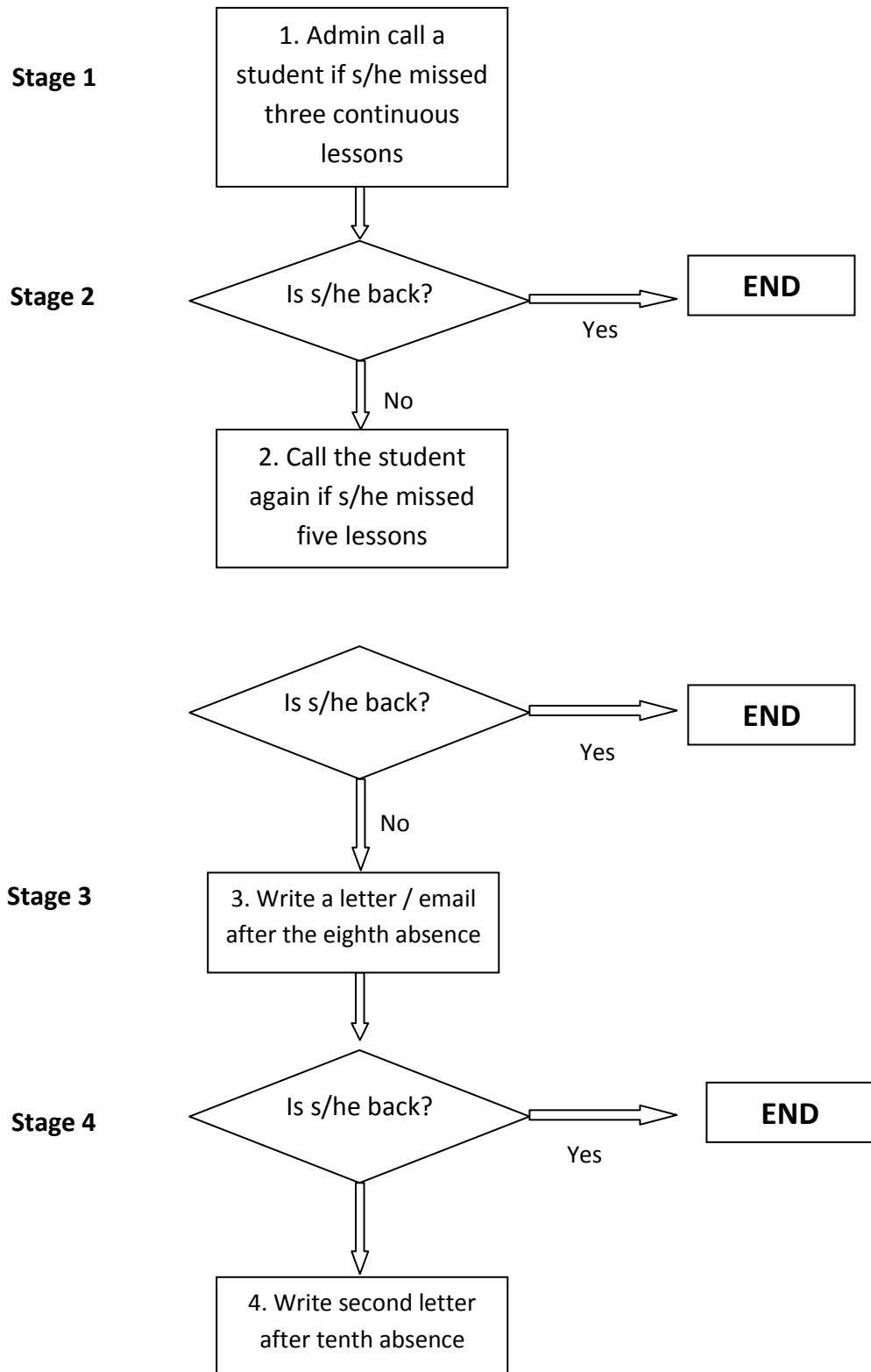
- Before the start of your course we will provide information on the number of weeks for your course
- Teachers will take class attendance at the beginning of the lesson. If you are not in class 15 minutes after the start of the lesson, you will be marked 'absent'.

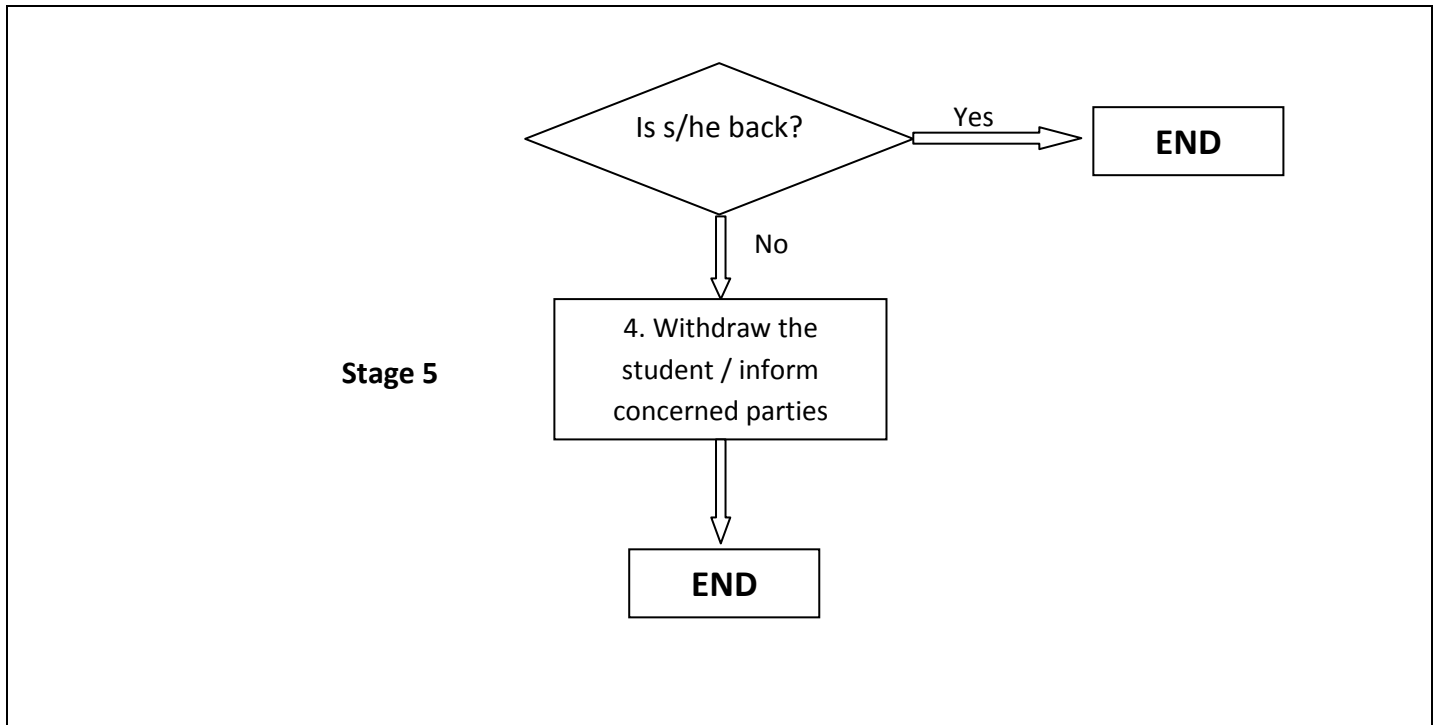
Procedure to deal with absences (VISA students)





Procedure to deal with absences (non-VISA students)







LVC Policy on Abusive behaviour

LVC London School of English is committed to providing an environment pleasant and favourable for our students and staff to learn and work effectively. When at School, students are required to conduct themselves in a responsible and mature manner.

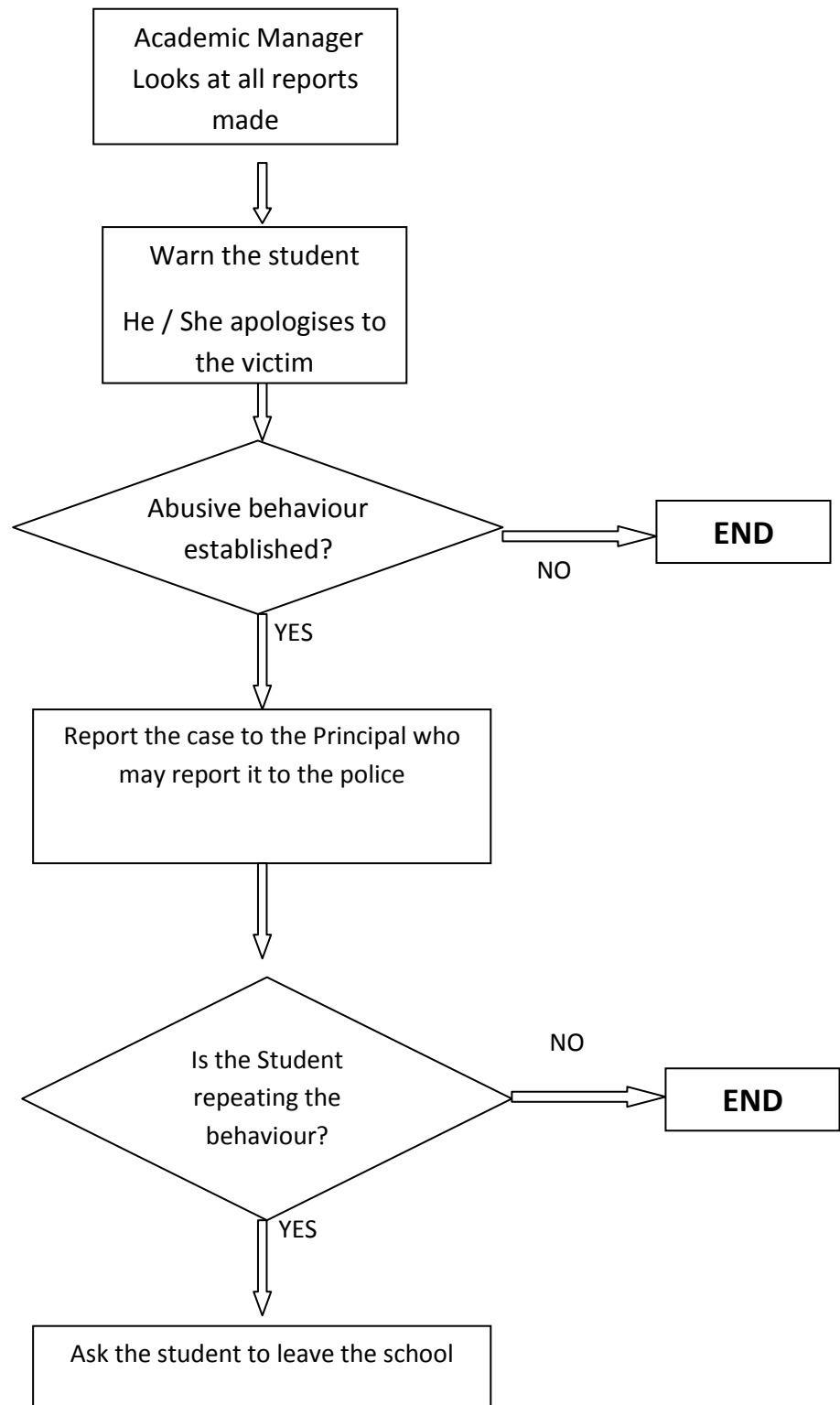
Abusive behaviour includes disruptive behaviour in the classroom, aggressive language (whether written or verbal), offensive or threatening behaviour including, but not limited to the following:

- Physical abuse or threat of violence
- Emotionally abusive behaviour
- Verbal abuse
- Sexual abuse whether through sexually abusive comments or unwanted physical contact
- Cyber abuse through any means on the internet and mobile phone technology through calls, camera and video applications
- Discrimination based on age, race, nationality, disability, religious belief, gender, sexual orientation, gender reassignment, marital status, pregnancy etc.

Our aim is to prevent abusive behaviour in all forms; LVC will not tolerate disrespectful behaviour towards staff or other students. Any student behaving in an unacceptable way (or reported by staff or other students) will be invited for a meeting with the Student Welfare Officer.

The procedure follows:

1. Thorough investigation of all reports made to the Student Welfare Officer
2. Where appropriate the student acting in an unacceptable manner is cautioned and asked to apologise to the victim in a meeting.
3. Reports may be escalated to the Course Co-ordinator where abusive behaviour is established, this may be reported to the Police (where this is appropriate) and/or reported to the Parents/Guardian if student is under-18.
4. If a student cautioned repeats such abusive behaviour, the student will be asked to leave the school.



Any incident is recorded in our Incident Log Book. ***(This Policy is subject to review every year).**



Photographs / video

LVC London School of English may take photographs, video and / or tape recordings of our programmes. Unless you request otherwise, your application will be considered permission for LVC to photograph, film, and / or audio / video tape your image / voice for use in promotional materials. If you object to LVC using your image / voice, please notify the Academic Manager in writing, at the time of application.

LVC Courses

At each level your teacher will motivate you to speak and practise English through practical tasks and activities. Interactive lessons will help you understand and use new grammar, vocabulary and skills.

You will get a solid foundation in English by:

- gaining confidence by doing real-life tasks
- understanding and practising English grammar
- learning, remembering and using everyday vocabulary
- a focus is given to developing your speaking skills
- working on your pronunciation
- organising and connecting your ideas logically
- developing interaction skills by working with other classmates

We offer the following courses:

Beginner/Elementary Course

At this level student understands basic sentences and frequently used expressions and is able to communicate in simple situations.

Pre-Intermediate Course

At this level student is able to communicate in routine situations, reads and writes about simple subjects.

Intermediate Course

At this level student can make effective and independent use of the language in familiar situations although communication still sometimes difficult.

Upper- Intermediate Course

At this level student understands the main ideas of complex text, is able to interact with fluency and spontaneity without difficulty and produce clear detailed writing on a range of subjects.



Advanced Course

At this level student is able to understand a wide range of longer, demanding texts, can speak accurately, fluently and spontaneously. Student is also able to produce clear, well-structured writing on complex subjects

Exam Preparation Courses

These courses prepare you for the Cambridge exams (KET, PET, FCE, CAE and CPE), the IELTS test, and the Trinity exams (GESE and ISE). These exams test your Use of English in addition to Listening, speaking, reading and writing skills and help you prepare for your specific exam.

Class timetable at LVC

Morning lessons: 8:50 – 11:50 am

Afternoon lessons: 12:00 – 3:00 pm

Late afternoon lessons: 3:10 – 6:10 pm

Evening lessons: 6:15 – 9:15 pm

The three hours in each session includes a short break of 15 minutes.

Terms and Conditions (Detailed terms and conditions available on School website)

Enrolment

1. Minimum age is 16 years. Our maximum class is 16.
2. The student application form has to be completed before the start of the course.
3. If you need a visa to come to the UK, then a deposit may be required before confirmation documents can be issued.
4. LVC London School of English reserves the right to refuse admission to you to the School or to any class without giving a reason.
5. Courses are from Monday to Friday excluding Public Holidays. This is subject to changes.

Fees

1. Payment of the course fees must be received before the acceptance letter can be issued.
2. It is the responsibility of the student to book their course in advance to enable visa requirements (if necessary) to be met. No refunds will be made should these requirements not be met in time.
3. Course fees does not include: (accommodation , examination fees , course books, pick-up services, personal and health insurance, bank charge). The prices of these items are available on the website or at the reception.
4. The registration fee is £50 for EU students and £90 for Non-European students.

Payment

1. All fees are payable in pounds sterling to: Account Name: Liral Veget College London Limited
Bank Barclays Sort code: 20 26 20 Account Number: 43923053
IBAN: GB59 BARC 2026 2043 9230 53 SWIFTBIC: BARCGB22

Course Changes

1. The school reserves the right to change the stated course times and to cancel courses.
2. Change of class or time is subject to availability.
3. LVC London School of English reserves the right to refuse any requests to alter course start date.
4. Courses will not be extended due to any unauthorized absences or uncertified illnesses.
5. All class changes must be requested in writing and be approved by the Administrator / Manager.
6. Programmes are not transferrable between students.
7. Students' arrangements with the School are governed by the English Law.

Absence and Attendance (Please read the School policy on Student attendance and absence)

1. Students are required to attend class punctually and regularly.
2. If a visa student is absent for 10 consecutive days or more, without authorization, they will be reported to the UK



Immigration and Visas and whose attendance drops below 80% may be automatically taken out of their class.

3. LVC will be closed on the following days in 2015: 3rd and 6th April; 4th May; 25th May; 31st August; 25th and 28th December 2015

4. Visa students cannot shorten their courses or reduce their number of lessons. Any student with a Tier 4 Visa who leaves the course early or who is excluded from the School will be reported to the UK Immigration and Visas.

Pre-arrival Cancellations & Refunds

1. No refund can be made to students once the course has commenced and no transfer of courses in whole or in part can be made. Fees are non-refundable in the case of late registration or the abandonment of a course. LVC London School of English does not permit the transfer of credit from one student to another.

2. The CAS fee for General Student Visas is not refundable under any circumstances.

3. If you have to stop your course early, your tuition & materials fees are non-refundable under any circumstances.

4. We are unable to offer credits to students who leave early.

5. Any notice of cancellation must be made in writing. Cancellations for any reasons will result in £100 administration fee. The remaining balance will be refunded.

6. Refunds may take up to 60 days to process once notice of cancellation has been given

7. In case of Cancellations made due to visa refusal the student must supply the School with the original notice of refusal from the British Embassy or Consulate. No refund of tuition fees can be made until the school has verified the visa refusal is genuine. Students who submit false information on their visa application resulting in a refusal by the UKBA will not be entitled to a refund on any fees they have paid.

Liability

1. LVC London School of English does not accept any liability in the case of illness, accident, loss or damage to personal effects or property. We recommend that you purchase travel insurance before you leave your home country. This should cover loss of and/or damage to your personal belongings, medical expenses, and tuition fees in the event of an unexpected cancellation of your course.

CHANGES TO THE TERMS AND CONDITIONS

LVC School of English reserves the right to amend or alter its Terms and Conditions without providing further notice. In such cases, any new version automatically replaces a previous version and becomes valid for all courses and students from the date of its implementation. By booking a language course with LVC School of English you are accepting these Terms and Conditions of enrolment.

Link to useful websites

General interest

www.visitbritain.com – Official Tourist Office site with information about the UK

www.gov.uk – UK government and organisations including Home Office

www.ukcisa.org.uk – Advice for international students

www.weatheronline.co.uk – The weather details to plan your free time

www.bbc.co.uk/news - To keep you updated with news in the UK and around the world

Life in London

www.nhsdirect.nhs.uk - Health and Medical Care

www.gumtree.co.uk – A useful ads sites for flat-shares, jobs, buying and selling things etc.

www.ukstudentlife.com – For students coming to study English in Britain

www.tfl.gov.uk – Information about tube and buses in London and getting a Student Oyster Card

We hope you enjoy the course with us!