

LANGUAGE UK



INTERNATIONAL STUDENT GUIDANCE **PRE-ARRIVAL**

MARCH 2021

All the information you will need while studying at LanguageUK during our Road Map to re-opening and recovery from Covid-19



A welcome return to our School



So, we are delighted to inform our students that we will be opening LanguageUK for face-to-face teaching in the classroom from Monday 29th March 2021. We are slowly starting to prepare and welcome back staff and students. English UK have given us information and guidelines along with the Government guidelines to ensure a safe re-opening for English language centres across the United Kingdom.

The success of the vaccination rollout, alongside falling infections is paving the way to a new normal.

We have been busy implementing all risk assessments, health and safety of the building and we are now ready to open!

The focus of LanguageUK is to retain the health and wellbeing of students and staff in the wake of this pandemic and to make sure Covid-19 remains outside the school buildings. One thing we do have is a very large spacious school.

There will be several safety measures in place at the school so students can learn safely together while maintaining social distance.

I have put together this short pre-arrival pack for you to read before you fly with some useful information on how to stay safe.

We hope you enjoy your time with us, and we look forward to meeting you very soon!



Verity Sessions

Specialist Safeguarding Lead

Contact information

LanguageUK

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Canterbury

CT1 1UT

+44(0)1227 455556

www.LanguageUK.com

info@languageuk.com

verity@languageuk.com



EMERGENCY CONTACT

If there is an emergency and you need to speak to someone out of school hours, please call

+44 (0)7467144234

If you call the emergency telephone and no one picks up, please leave a clear voice message with your name and telephone number and someone will call you back. This number is written clearly on (your) student card and around the school.



Valid 2020

COVID-19 Industry Standard

In Partnership with;

The National Tourist Organisations of Great Britain and Northern Ireland

In recognition that this business has confirmed that they have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.

VisitEngland



Visit Scotland | Alba

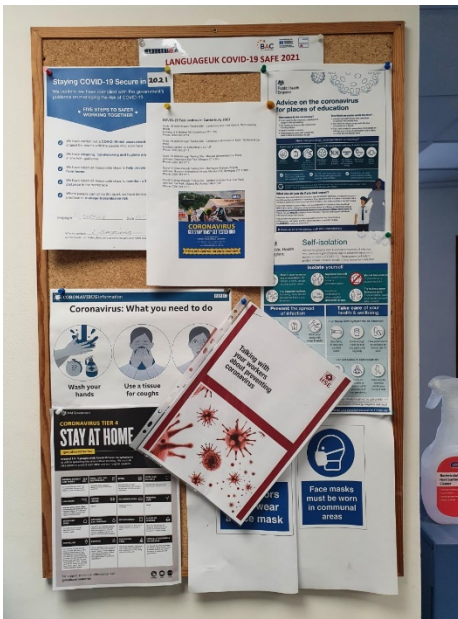


Safe travels

by

WORLD
TRAVEL &
TOURISM
COUNCIL

WE ARE WORKPLACE READY



There Will Be Several Safety Measures in Place at The School So Students Can Learn Safely Together While Maintaining Social Distance



- Building access clearly communicated through signage.
- We have a one-way system around the school which will be explained, this includes stairwells one for going up and another for coming down.
- We can also provide a separate entrance and exit depending on where you are situated in the building.
- **Reception facilities:** There will be no reception available, but you will be met at the front door by administration staff who will be in masks. For now, we shall set up a virtual reception and will ask copies of your passport to be sent digitally and any meetings you would require this can be done by WhatsApp, Facetime, Zoom.... when we feel we can lift the virtual reception we will be able to face to face which is preferable.
- **Class sizes:** Reducing class sizes allowing students to sit at desks 2 metres apart. Maximum 8 students per classroom.
- We have two conference rooms available for larger classes or specialist courses to accommodate up to 10 in one and 20 in another.
- The location of classes will be staged across different floors to ensure separation is maintained.
- **Increased hygiene facilities:** On arrival hand washing facilities available for all students and staff.
- **Hand sanitiser and Wipes:** 70% alcohol hand-sanitiser stations throughout the building and in every office, classroom, and communal areas.
- **Open doors:** Classroom and office doors will be left open, and windows to aid ventilation and to avoid students and staff touching doors.
- **Personalised facilities:** Students will be assigned a classroom and desk for their study duration.
- **Signage:** Increased signage and marked floors with safety and instructional tape.
- **Social areas accessible:** Social areas and areas where students congregate within the school will be accessible such as the garden and canteen.
- **Toilet facilities:** toilet facilities reduced to single occupancy only.
- **Specialised cleaning:** Specialised daily cleaning schedule with the use of disinfectants which kill the Covid-19 virus.
- **Face coverings:** Face mask to be worn by all students and staff, in all communal areas. When moving around the premises, in corridors and in classrooms where social distancing cannot be maintained.
- **Varied timetable:** Staggering class arrivals, class breaks and reducing class timetables.
- **Online and digital:** resources will be used instead of hard copies.
- **Contingency plan:** Contingencies if a student or staff member starts to show symptoms or reports feeling unwell are set up, we can provide a sick bay and have trained staff to deal with any reports or suspected cases of Covid-19.



Class sizes will be maximum 6/8 to maintain social distancing.

Cleaning stations in each classroom are provided along with hand sanitiser, wipes, and spray disinfectant.

Classroom doors will be left open, and all windows will be open to aid ventilation and to avoid students and staff touching doors.



All classrooms in use will be cleaned every day.

The location of classes will be staged across different floors to ensure separation is maintained.

Hand sanitiser is available on every floor and in the reception area when you walk in.



Face Coverings



Must be worn by all teachers and students when moving around the school in corridors and communal areas and in classrooms where social distancing cannot easily be maintained.

Remember to bring enough face coverings with you. Face coverings are mandatory on public transport across the UK.



Our canteen

There will be staggered lunch breaks and coffee breaks to avoid crowding. We will provide you with clear guidance once you have arrived.

There is no kitchen access for students.



Kitchen staff only
No unauthorised
access

Many cafes, restaurants will reopen from the 12th of April 2021 with space outside only. With safety measures in place, we have a large supermarket within 3 minutes' walk of the school. We are in the heart of Canterbury with many places open for take away, so no shortage of food and our wonderful garden is a lovely spot to relax, enjoy and maintain social distancing.

The bubble approach at LanguageUK

Based on the current government guidance we will keep groups of students and staff together reducing contact with other groups. You will be allocated your own workspace.



Frequently Asked Questions



What should I bring with me for the Journey?

You must bring a face covering, gloves and hand sanitiser for your journey to the UK. Always keep these in your hand luggage or personal bag to ensure yours and others' safety. Please also bring your laptop or tablet and your own pens and paper.

Am I able to travel to the UK from where I am?

If you are travelling from, or have visited in the last 10 days, any country on the 'red list' you will not be allowed to enter the UK. 'Red list' countries include all South America, most of southern Africa, United Arab Emirates and Portugal. For the full list please visit: '[Red list](#)' countries.

<https://www.gov.uk/guidance/transport-measures-to-protect-the-uk-from-variant-strains-of-covid-19>

Please note this information changes regularly, please see the [Road Map](#) <https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021> for dates of any changes.



If I am not travelling from a red list country what procedures do I have to follow?

1. Take a Covid-19 test and get a negative result
2. Complete the 'Passenger Locator Form'
3. Book and pay for a 'Travel Test Package'

1. Pre-travel Test

The test must be taken within 72 hours of the departure of your flight to the UK. You will need to show a negative result (by text or email) to check in and board the flight. You might also be asked to show the result when you arrive at the UK airport, dock, or train station.

2. Passenger Locator Form

Less than 48 hours before departure you must complete a form to give the address of where you will isolate in the UK for 10 days. You will also need to enter your passport and flight details. You can complete the form here: [Passenger locator form](#).

<https://www.gov.uk/provide-journey-contact-details-before-travel-uk>

3. Travel Test Package

You need to book and pay for 2 tests, that you will take on day 2 and day 8 of your isolation. The tests cost £210 and will be delivered to the address given on the passenger locator form. The tests must be ordered here: [COVID Home Test Kits](https://quarantinehotels.ctmportal.co.uk/Quarantine/Home.aspx)
<https://quarantinehotels.ctmportal.co.uk/Quarantine/Home.aspx>

Isolating when you arrive in the UK, you must isolate for 10 days. You can use public transport to get to your accommodation. You must stay in the same location for 10 days. You cannot:

- leave the building at any time
- have visitors
- go to the shops. You must have all food delivered to your home.

You should have as little contact as possible with other people that you live with.

After 10 days, if you have a negative test and no symptoms, you can stop isolating.

LanguageUK can offer excellent residential accommodation, where you can isolate and where you will be looked after.

This site will provide you will all the up-to-date information on entering the UK:

<https://www.gov.uk/uk-border-control>

Airport transfers

We suggest for now that you book all travel to and from the airports through us. One student per taxi. We use a very reputable company, and all taxis will be thoroughly cleaned and sanitised for every journey. Please note the driver will not pick up your luggage.



If you have booked an airport transfer with us, your driver will meet you at the airport and take you directly to **your** accommodation. The driver will be holding a sign with your name and the LanguageUK logo. Even if your flight is delayed, do not worry: the driver will have checked your flight information and will have changed their **arrival** time if necessary. If you do experience any problems, please call the school number (Monday to Friday, 9.00 am to 5.00 pm) or the accommodation number +44(0)7470 639721 (outside office hours and at weekends).

Can I travel around the UK?

Travel by public transport to other parts of the UK is limited to essential travel only at present. The four nations of the UK are easing restrictions at different rates, and guidance varies from one nation to the next. The UK government have detailed plans for the easing of travel restrictions around the country, so it will get better in time!



How will I travel to school?

You can walk to the school from our residential in 5 minutes and we shall endeavour to put you in walking distance to the school with one of our homestay providers, however we cannot guarantee this. Public transport is running again you will have to wear a mask on all buses and please make sure you wash your hands thoroughly.

What happens if the school needs to close?

If a student or a member of staff contracts COVID-19, the school may need to close for up to 2 days for deep cleaning. During this period, all courses will be moved online. In the unlikely event of a total Government shutdown, all courses will be moved online, and you will be very welcome to stay in your accommodation and remain in the UK or return home and continue studying from there. If you do not wish to transfer to online courses, you will be offered a credit note.

What happens if I get Covid-19 Symptoms at LanguageUK?

If you do not feel well, you must call the school immediately either by the main number or for out of hours the emergency number. Please see your student card for the numbers. If you are already in the school and are displaying covid symptoms you will be asked to attend our sick bay where your temperature will be checked using a non-contact thermometer and then asked to return to your homestay provider or the residency. The student will be asked to request a covid-19 test within 5 days we are here to help you with this. The test can be requested online. If you test positive everyone in your class and bubble will be contacted. You do not need to pay for a COVID-19 test in the UK. If you have symptoms of COVID-19 then you must self-isolate for at least 10 days. If you are staying with a homestay provider, they will also have to self-isolate with you. If you are staying in our residency everyone there will have to self-isolate as this is considered one household. We can help you arrange an online consultation with a medical professional if you need to speak to one.

use your own mobile phone to call either

119 to arrange a test in England or Wales,

To book a test online: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing>

999 for an ambulance, if you are seriously ill or injured or life is at risk

Individuals with cough or fever should stay at home.

In the event of a student or host(s) showing symptoms or testing positive:

- Communicate with your homestay provider and our Accommodation Officer
- Hosts will need to isolate together with students
- Where hosts absolutely refuse to host, please call **111** - government accommodation may be provided as a last resort
- In cases where symptomatic individuals are accommodated in a home share, all residents in the home share must self-isolate as a household.

Where a student in residential accommodation shows symptoms of COVID-19:

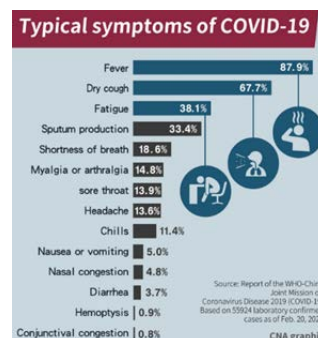
- The student will need to isolate in their room
- **Meals and extra linens should be brought to the room**
- **Cleaning should not take place in the room during the self-isolation period**
- **Extra bin bags will be provided for the student**
- If the student is in a residential apartment with shared facilities (e.g., kitchen, bathroom), it is possible that all students in the apartment will need to self-isolate.

We do have a second residential accommodation house that we will use for isolation only.

We will make sure that the student who is ill is well cared for and other students and staff are safe.

You will be required to fill out the form in this pack if you are showing any signs of COVID-19.

For more information: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>



Do I need travel and health insurance?

All students must purchase comprehensive travel insurance. Please ask your insurance company if the policy provides cover for illness relating to COVID-19. We strongly recommend that all students take out insurance from their own country.

Student life can be expensive, so it pays to be prepared in case you end up footing the bill for any expensive medical costs should you have an accident or get ill while studying in the UK. **Endsleigh's international student travel insurance** covers students for up to a maximum of four months per policy period - this means you can purchase a policy for the first four months of your trip. Once that has expired, simply purchase another policy to cover the rest of your trip. For further details, visit

<https://www.endsleigh.co.uk/personal/international-students-insurance>

https://www.englishuk.com/uploads/assets/public_affairs/2020/Travel-insurance_students-visiting-UK-2020_Endsleigh-guidance_15April2020.pdf



EU nationals may be entitled to some free emergency medical treatments through the National Health Service (NHS) in the UK. Check that you have a **European Health Insurance Card (EHIC)** in your wallet before travelling and that it is still valid and has not expired. You must apply for the EHIC in your own country, not in the UK.

If you are not sure whether the UK has a reciprocal healthcare agreement with your country, visit the Department of Health website:

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

If you are not an EU national and your country has no reciprocal health agreement with the UK, it is strongly recommended that you take out **private medical insurance** before you leave home.

<https://www.nhs.uk/nhs-services/visiting-or-moving-to-england/visitors-who-do-not-need-to-pay-for-nhs-treatment/>

<https://www.nhs.uk/nhs-services/visiting-or-moving-to-england/how-to-access-nhs-services-in-england-if-you-are-visiting-from-abroad/>

How will my first day be at the school?

All language testing will be done before you arrive online. First day Inductions will take place in the large activity room and welcome packs will be sent to you online before you arrive. We will ask you to send us a scan of your passport before you arrive, if that is not possible, we shall check it on the first day with you showing us.



Will I have my temperature taken?

Your consent will be required to have your temperature checked daily as you arrive in the school. Recordings of temperature data will be protected.

Testing

We are still looking into testing at the school, however if this is not possible you can in Kent have a symptom free covid-19 test which can be booked online via

<https://kcc.healthit.org.uk/covbook/home>

There is a center in the middle of the high street in Canterbury that is walking distance from the school.

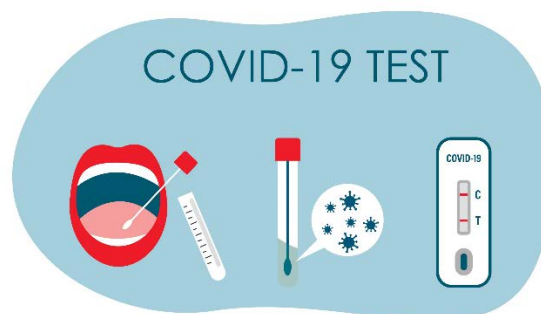
Canterbury - Sidney Cooper Gallery, 22-23 St Peter's Street, Canterbury CT1 2BQ

You will need to bring:

- your mobile phone (with a QR code reader or the NHS app already installed if possible)
- your booking confirmation
- proof of identity (photo ID). You can bring proof of address if you do not have photo ID.
- Your temperature will be checked before you enter the site.
- The test involves taking a swab of the inside of your nose and the back of your throat (tonsil), using a long cotton bud. You will do the swab yourself in a booth and the booths will be cleaned after each use.

https://www.kent.gov.uk/_data/assets/pdf_file/0008/117287/EasyReadTestBoothPoster.pdf

You will get your result within 2 hours.



Will there be a social programme?

The social activity outside of lessons plays an important part for all students. We will be able to provide local and as many outdoor activities as possible. There will be a minimal use of public transport, and we will only offer activities where we can adhere to the correct social distancing measures. As per government guidance we will not be offering day trips to other cities or places until it is safe to do so.

You will be able to socialise with other students up to 6 students from the 29th of March 2021 1M apart, outdoors only, we do have many lovely areas in Canterbury for you all to explore safely. All activities will be risk assessed thoroughly before going ahead to ensure that any potential risk to students and staff is managed.

Any other questions?

Please contact

info@languageuk.com for general questions

accommodation@languageuk.com for all questions relating to accommodation

verity@languageuk.com for all questions relating to safeguarding, health and safety and covid-19



Updates can also be found on the following:

<https://www.gov.uk/guidance/national-lockdown-stay-at-home#sports-and-physical-activity>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

What are the accommodation options?

The available accommodation options that are available is Homestay and residential.

All our homestay providers have been reviewed by the end of August 2020 and re-inspected online with new covid-19 homestay risk assessments by our Accommodation Officer Joanna Galek. They are now ready to host. Any questions please email accommodation@languageuk.com

Homestay providers will follow the government guidelines on social distancing. There will be one student per household unless they are from the same family. Homestay hosts will adhere to a high standard of cleaning throughout your stay.



Our **two residential houses** are being prepared now with a deep clean and we will be keeping one house empty for quarantine students only. Students will have a self-managed rota system for use in the shared kitchen. Shared kitchens will be deep cleaned once a week. Over 18's students only are allowed in the residential houses.

No visitors are allowed.

Useful numbers

Emergency: 999

Non-emergency: 111

Local hospital: **Kent and Canterbury Hospital**
Ethelbert Road, Canterbury, CT1 3NG
Tel No: [01227 766877](tel:01227766877)
Open 24 hours



Kent Together

A **24-hour helpline** has been set up to support vulnerable people in Kent who need urgent help, supplies or medication:

03000 41 92 92 or www.kent.gov.uk/KentTogether

Need help in a mental health crisis or emergency during COVID-19?

- ➔ Call the **24-hour helpline** on **0300 222 0123** if you need urgent mental health support, advice, and guidance.
- ➔ Call **0800 107 0160** to release the pressure if you are feeling stressed.
- ➔ Text "Kent" to **85258** for **24-hour** mental health crisis support via text from trained volunteers.
- ➔ **Under 18s:** call the **24-hour** Single Point of Access on **0300 123 4496** (select option one, then option three)



Shout



Shout is the UK's first **24/7 text service**, **free** on all major mobile networks, for anyone in crisis anytime, anywhere. It is a place to go if you are struggling to cope and you need immediate help.

Shout is a national charity powered by a team of volunteers, who are at the heart of the service. They take people from crisis to calm every single day.

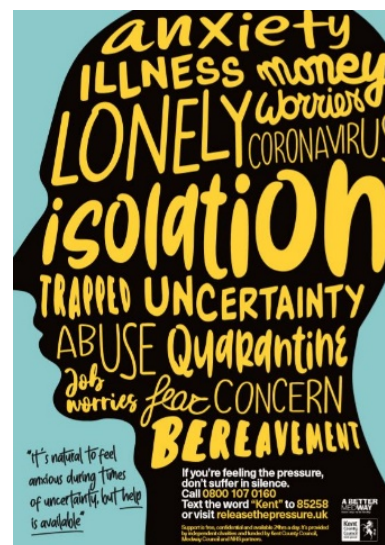
This service is for all age groups.

Support is now available simply by texting the word "**Kent**" or the word "**Medway**" to **85258**.

- ☒ 24/7 text service
- ☒ Support to take you from a hot moment to feeling calmer
- ☒ A safe space where you are listened to by a trained Crisis Volunteer
- ☒ Our service is based on a tried and tested model of crisis support
- ☒ Shout Clinical Supervisors work alongside our Volunteers and monitor conversations 24/7
- ☒ An anonymous, free conversation that will not show on your phone bill
- ☒ Professional support creating a simple plan of action to manage your crisis

You can read more about the service on

<https://www.giveusashout.org/>



We are so looking forward to having our students return face to face at LanguageUK. We will provide outstanding care and support throughout your stay. We ensure that where you study will be safe, clean, and protected. Most of all we will provide you with an amazing learning experience.

We wish you a wonderful stay here with us at LanguageUK.

COVID-19 Medical Questionnaire

Complete this form to report your coronavirus symptoms and status. This form will help us best attend to you, and manage the potential spread of the virus.

PERSONAL DETAILS:

NAME:	
TELEPHONE NUMBER:	
EMAIL:	
EMERGENCY CONTACT DETAILS:	
ADDRESS OF WHERE YOU ARE STAYING: PLEASE INCLUDE RESIDENTIAL AND HOMESTAY PROVIDER.	
CONTACT DETAILS OF HOMESTAY PROVIDER:	

SYMPTOMS:

WHAT SYMPTOMS ARE YOU EXPERIENCING OR EXPERIENCED?					
CHEST PAINS:	YES	NO	DIARRHEA:	YES	NO
FATIGUE:	YES	NO	FEVER:	YES	NO
VOMMITTING:	YES	NO	MUSCLE PAIN:	YES	NO
LOW APPERTITE:	YES	NO	SHORTNESS OF BREATH:	YES	NO
			OTHER:		

APPROXIMATELY, WHEN WAS THE FIRST DAY WHEN SYMPTOMS APPEARED?

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HAS A COVID-19 TEST BEEN DONE?

YES WAITING FOR RESULTS:	YES	NO
YES POSITIVE:	YES	NO
YES NEGATIVE:	YES	NO
NO:	YES	NO

WHEN WAS THE TEST TAKEN?

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WHAT WAS THE RESULT OF THE TEST?

POSITIVE:	
NEGATIVE:	

DO YOU HAVE ANY PRE-EXISTING HEALTH CONDITIONS?

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PERMISSION

I consent to this information being shared within LanguageUK.

Signature:

Date: