



## Student Pre-Arrival Pack 2020

### Adult Students

All the information you will need while studying at LanguageUK during COVID-19

# A welcome return to our School

It has been over 3 months since LanguageUK closed its doors to students. Closures happened in quick succession across the world as a measure to contain COVID-19.



While our doors have been closed to all students, we as a school have had to face one of our biggest challenges. It has been a steep learning curve as we adapt to working in this virtual world. We have had to upskill in new areas of digital technology in a short space of time. This has been one of the positive impacts of COVID-19. We have pulled together to introduce things, which would have taken months to implement, almost overnight and LanguageUK LUK LIVE was introduced. Engaging with students was challenging at first; we have started small and have gradually introduced an online school for young learners as well as the adults and specialised courses such as IELTS and Law, and our feedback so far has been very encouraging. We would all like it to go back to being normal and there have been definite positives and reassuring outcomes of LUK LIVE - our virtual school will not disappear when the school re-opens.

So, as time has gone on and lots of advice later, we have decided to open LanguageUK for face to face students again on August 31st, 2020. We are slowly starting to prepare and welcome back staff and students. At these times, English UK have given us at these times so much information and guidelines along with the government guidelines to ensure a safe re-opening for English language centres across the UK. I have been busy implementing all risk assessments, health and safety of the building and we are now ready to open.

The focus for LanguageUK is retaining 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 a number of 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

Designated Lead Safeguarding Officer



## Contact information

LanguageUK

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Canterbury

CT1 1UT

+44(0)1227 455556

[www.LanguageUK.co.uk](http://www.LanguageUK.co.uk)

[info@languageuk.co.uk](mailto:info@languageuk.co.uk)

[verity@languageuk.co.uk](mailto:verity@languageuk.co.uk)



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

**+44 (0)7767 601210**



## EMERGENCY CONTACT

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

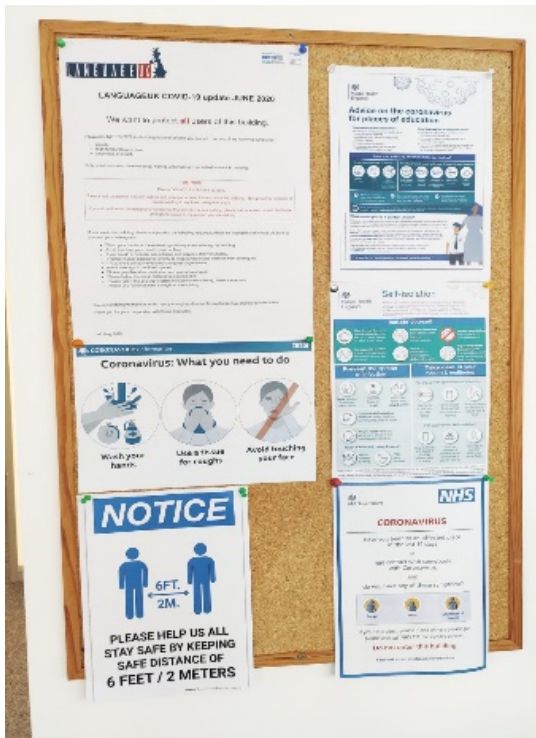


Visit Scotland | Alba



# WE ARE WORKPLACE READY

Building access is clearly communicated through signage.





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.

Classrooms will be sanitized after each session.

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.



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 have toilet facilities on each floor with clear instructions for use which will be explained. The toilets will be cleaned 4 times a day.

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.

Any meetings you would require can be done by WhatsApp, Face Time, Zoom, Skype, Microsoft Teams etc.

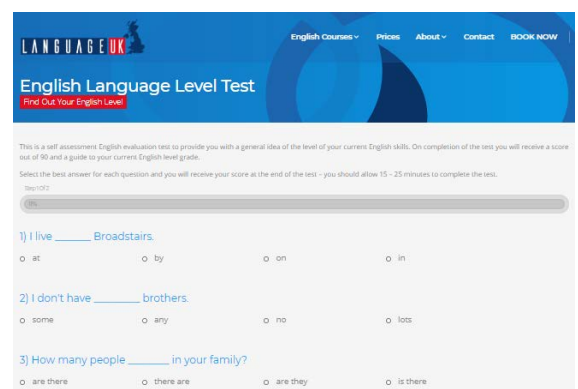
When we feel we can lift the virtual reception, we will be able meet you face to face which is preferable.

Registration will all be done digitally.

All language testing will be done before you arrive.

You will be asked to fill out a medical form before you arrive.

Online and digital resources will be used instead of hard copies. Any course books will be given out by your teacher and there will be a designated area to drop off the books when you have finished with them.





Teachers will wear masks depending on government guidance and will maintain social distancing.

All students will need to bring and wear your own masks when in the school.



We have two conference rooms available for larger classes or specialist courses to accommodate up to 10 in one and 20 in another.

Our canteen area and garden are also available and has now been set up to include social distancing.



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 4<sup>th</sup> July 2020 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 also 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.



## 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.

## How will I travel safely to Canterbury from the airports, train stations and ferry terminals?

From Friday 10 July visitors to England will not have to self-isolate on arrival if they are travelling or returning from one of the countries with travel corridor exemption.

If you have been to or stopped in a country that is not on the travel corridors exemption list for England, you will have to self-isolate until 14 days have passed since you left that country / territory.

View the travel corridors exemption list and the full guidance.



[https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors?\\_cldee=YW5uaWVhZmVzbnBGlzaHVrLmNvbQ%3d%3d&recipientid=contact-10bd902f9648e81181215065f38a4a41-fe4ab2369a9f43a0a8b46ea820fe4900&utm\\_source=ClickDimensions&utm\\_medium=email&utm\\_campaign=Covid-19&esid=32876ebf-7abc-ea11-a812-000d3aab18bd#travel-corridors-countries-and-territories-exemption-list](https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors?_cldee=YW5uaWVhZmVzbnBGlzaHVrLmNvbQ%3d%3d&recipientid=contact-10bd902f9648e81181215065f38a4a41-fe4ab2369a9f43a0a8b46ea820fe4900&utm_source=ClickDimensions&utm_medium=email&utm_campaign=Covid-19&esid=32876ebf-7abc-ea11-a812-000d3aab18bd#travel-corridors-countries-and-territories-exemption-list)

<https://www.gov.uk/guidance/coronavirus-covid-19-countries-and-territories-exempt-from-advice-against-all-but-essential-international-travel>

This site will provide you with 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).

## What happens if I need to quarantine in the UK on arrival?



We are hoping this will not be in place but if you are asked to quarantine, then you can do that at our student residence. U18 will be in homestay only. You will need to give border control the address of where you are staying and how you are travelling there, (we would suggest you book a private transfer with LanguageUK. We are there to help you with everything whilst quarantining. You will be able to learn online while you wait for the 14 days to finish.

Please visit

<https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk>

On Friday 19 June, the UK Government changed the Covid-19 alert from level four to level three. This means the virus is 'in general circulation' and transmission is no longer high or rising exponentially. There has been continuous gradual relaxing of restrictions although social distancing is still in place and everyone should take precautions and keep their distance from people outside their household.

Further relaxing of restrictions came into place in England on Saturday 4 July and more and more businesses, cafes, restaurants, and tourist attractions are starting to reopen.

Always check to be sure what you can and cannot do before you travel!

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do>



## 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](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/departement-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.

## What are the accommodation options?

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

All our homestay providers will 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. Any questions please email [accommodation@languageuk.co.uk](mailto:accommodation@languageuk.co.uk)

**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.**



## How will I travel to the school?

We are looking at staggering start times or starting later to avoid rush hour traffic, this will be confirmed.

You can walk to the school from our residential 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.



<https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home>



## How will my first day be at LanguageUK?

My first day at LanguageUK with the precautions in place:

Inductions will be taking place in our large conference / activity room / garden and set up according to the latest minimum social distance 1 metre.

## Will there be a social activity programme available?

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.

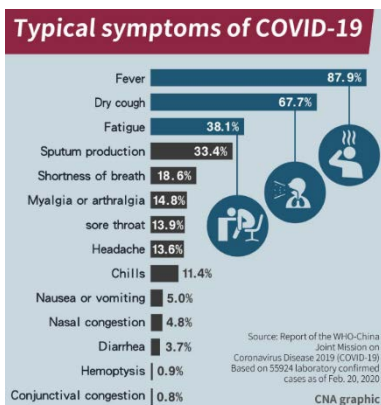


From the 4<sup>th</sup> July 2020, the UK government has said museums, galleries, restaurants and many more attractions will be able to reopen with safety measures in place.

You will be able to socialise with other students up to 6 students from the 4<sup>th</sup> July 2020 1 m apart, and, we would suggest, outdoors only. We do have many lovely areas in Canterbury for you all to explore safely. We are hoping to have further restrictions lifted by the end of August 2020.

All activities will be risk assessed on an individual basis outside activity the risk is significantly lower than inside, and this will be factored into our social programme timetable.











## What happens if I develop symptoms of COVID-19 whilst attending LanguageUK?

**Students need to contact our emergency phone +44 (0)7767 601210 straight away if they feel unwell.**

**Individuals with cough or fever should stay at home.**

If you start to present COVID-19 symptoms while on the premises, Homestay or in the residential accommodation and / or you find out you have been in close contact with someone who has COVID-19 or COVID-19 symptoms, you should:

-  keep at least 2 metres away from others
-  go to a separate well-ventilated room / area behind a closed door
-  avoid touching anything
-  cough or sneeze into a tissue and put it in a bin, or if you do not have tissues, cough and sneeze into the crook of your elbow
-  use a separate bathroom, where possible
-  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

You should tell the operator:

your symptoms

which country you have come from in the last 14 days.

Our safeguarding officer at the school will also contact their Local Health Protection team on 119

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.

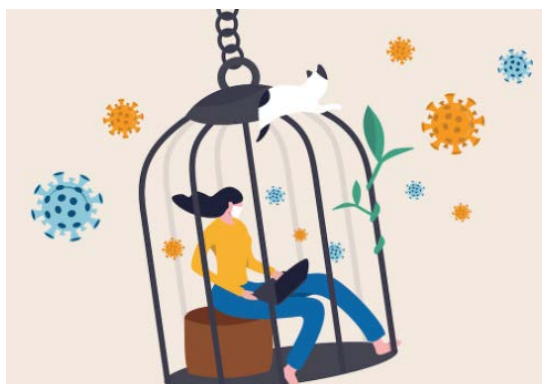
We do have a second residential accommodation house that we will use for isolation only.

**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>



## Isolation periods

- ☞ Symptomatic individuals should isolate for seven days (or longer if the symptoms persist).
- ☞ Persons who live with a symptomatic individual (e.g. hosts, other students in home-shares) should self-isolate for fourteen days as it can take fourteen days for symptoms to appear.
- ☞ If symptoms appear during self-isolation, the symptomatic individual should isolate for seven days from that point (even if this means self-isolating for longer than 14 days).

## School lockdown / closure

If there is a confirmed case of COVID-19 at LanguageUK, guidance will be taken from our local Public Health Protection Team. We will discuss the case, identify others who may have been in contact with the affected person, prepare a risk assessment, and advise on any further actions or precautions that need to be taken.

## 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](http://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're 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.

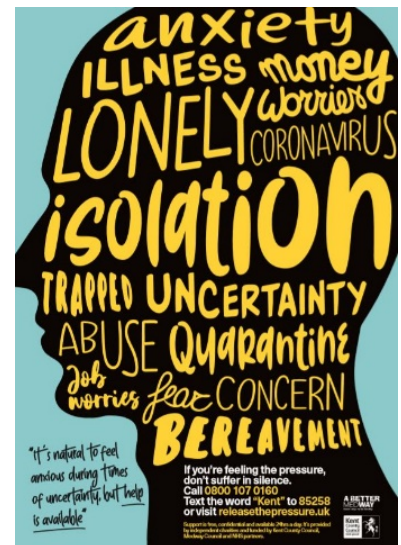
This service is for all age groups.

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 love seeing you all and  
cannot wait to see you in September 2020.  
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	DRY COUGH:	YES	NO
FATIGUE:	YES	NO	FEVER:	YES	NO	HEADACHE:	YES	NO
VOMMITTING:	YES	NO	MUSCLE PAIN:	YES	NO	CONGESTION:	YES	NO
LOW APPETITE:	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: