

Frances King London School – Locations & Covid-19 Information & Guidance

The school is now open for face-to-face lessons.

1. Where will classes take place?

- Until the end of March, lessons will take place in our building at 5 Grosvenor Gardens, London SW1W 0BD, nearest underground station: Victoria.
- Classes are scheduled to move to 77 Gloucester Road, London SW7 4SS at the end of March, subject to the completion of modifications. Nearest underground station: Gloucester Road.

Both locations are in beautiful parts of central London, within 10 minutes of each other. **Victoria** is a lively area within walking distance of many attractions - Knightsbridge (with Harrods Department Store and many luxury shops), Hyde Park, Buckingham Palace, the shopping and entertainment of Chelsea, Big Ben & the Houses of Parliament and many more. Gloucester Road is in the smart **Kensington** area. Major museums are a short walk away – the Design, Victoria & Albert, Science and Natural History museums. Other attractions include Kensington Palace and Kensington Gardens. The area is full of interesting shops, cafes and restaurants.

The buildings are shared with our business training college.

2. What will the minimum age be?

The minimum age will be 18 in Autumn & Winter, except for Private Lessons and the Family Programme. 16 & 17 year olds will be accepted on adult courses if in London with a guardian.

3. What are procedures before arrival and on the first day?

Before arrival

- You will take a placement test online
- You must send photos Or a scan of your passport
- You must send the school details of your UK address, contact details and next of kin
- In addition, you must provide your UK address and contact details on the Public Health Passenger Locator Form [{click here}](#) and carry a copy with you or access to it on your phone to show UK Immigration if requested. You cannot submit this form until 48 hours before the time of your arrival time in the UK
- Complete the Frances King Health & Travel Questionnaire and send it back to us on the Friday before your course starts

Arrival

- You will receive your classroom number on arrival at the school
- Induction and registration will be online
- You will be asked to declare whether you have felt unwell before arrival

- If you require a visa to study in the UK, we will photograph the visa page of your passport at the school, please make sure you bring your passport to the school on your first day

4. What should I bring with me?

- We advise you to bring enough face coverings or masks and hand sanitizer to last for a week. You will need a face covering or mask to use public transport or to use a taxi or airport transfer service
- If you have a laptop, tablet or large mobile phone we strongly recommend you bring it as you will need it to access digital learning materials
- Bring enough pens, pencils and paper for your own use as we cannot share these items

5. How will Frances King ensure the safety of students and staff at the school?

We have various safety measures in place to keep our students and staff safe. We stay up-to-date with UK Government guidelines and these measures may change from time to time based on the advice in place from October onwards.

- Students and staff are required to keep a 1-meter distance from all other people whenever possible
- Hand sanitiser will be available on entering the building and at key points around the school. All staff and students will be asked to sanitise their hands on arrival and re-entry to the building and periodically throughout the day
- Students will be seated 1 meter or further apart during lessons and the maximum class size will be lower than the usual 14, depending on classroom size
- Classrooms, common areas and toilets will be cleaned and sanitised halfway through the day and at the end of each day
- Class start times and finish times as well as breaks will be staggered to ensure that not all students are in the common areas at the same time. You will be told your class times and break times before your first day.
- Each course group will be assigned a classroom, which they will use throughout the programme. Students are asked to sit in the same place during the course of the day
- Each group will have only one teacher to reduce any risk of contamination between groups
- Students should either leave the building at lunchtime or stay in their classroom to eat
- Where this is not against fire safety regulations, doors and windows will be left open to ensure ventilation throughout the building and to reduce the need for touching door handles. Doors will be cleaned during the day and at the end of each day
- Students will have their own copy of the course book which they will be asked to take home with them
- Teachers will minimise the use of paper handouts and where possible extra material will be provided digitally
- Only one student at a time will be allowed in reception and an appointment system may apply. Some meetings will be held online or by phone
- Note that we will not be taking student or staff temperatures as this is no longer recommended practice. Health authorities have stated that it is an unreliable method for diagnosing symptoms of COVID-19

6. Do I need to wear a face covering/mask?

- You will need to wear a face covering when travelling to and from school if you are using public transport, and when entering any shops at lunchtime
- Masks should be worn at the school entrance, on the stairs and in any shared areas
- You will not be required to wear a face covering in class, but you may do so if you prefer
- Staff and trainers will be wearing plastic visors to minimise any risk

7. How will we social distance within the building?

Students will be separated into class 'bubbles' to minimise contact between groups. Within your class you should maintain distance of 1 meter from other students where possible, work side-by-side as opposed to face-to-face and avoid sharing personal items. Teachers will maintain where possible a 2-metre distance with students and wear plastic visors.

Break times and lunchtimes will be staggered to reduce the number of students congregating in communal areas.

When you are not at school, we recommend you follow Government guidelines on social distancing. <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july>

8. Will there be a guided activity programme after class?

Practising English outside the class and exploring London is an important, enjoyable and enriching part of a language programme. We have adjusted our programme in the following ways:

- More exploring on foot in the open air – we are in a great area with numerous attractions nearby
- Minimal use of public transport
- More outside activities
- Some online activities
- Small groups on an activity together, all from the same bubble
- Advice on places of interest safe to visit with classmates
- Day trips to other cities will not be held because of the extended time on transport required

9. How will I get food and drink while at the school?

Our coffee bar is closed for safety reasons until further notice. There are many shops and cafés in the Victoria area where it is possible to buy food and drinks. Pret-a-Manger is a popular option amongst our students and you can buy snacks and lunchtime food there. Well known supermarkets Waitrose, Marks and Tesco Metro are all nearby. Please note that they will be busier at lunchtime, so we recommend buying your food in advance if possible. Water machines are available in the school for students' use.

10. Airport transfers

Public transport can be used from all airports. Transfers can be arranged in cars with 2m distance between driver and passenger and safe cleaning routines.

11. What are the accommodation options and their precautions?

Homestay

- One student only per household
- Host families will follow all government guidelines on social distancing
- Students are asked to be extra careful to follow health advice
- One student per household
- Hosts will ensure shared areas are maintained to a high degree of cleanliness
- If you need to quarantine during your stay, hosts will provide support and help with food or any other items that you need

Residence

- Residential accommodation is in single, self-catering studios, no shared bathrooms or kitchens.
- All residences have secure hygiene and protocols in place.

We offer the following residences, subject to availability:

- iQ Hammersmith, nearest underground station Hammersmith, many bus routes
- Lightfoot Hall, nearest underground station Sloane Square, many bus routes, walking distance to both our school buildings
- Chapter Portobello, nearest underground station Westbourne Park, several bus routes

Apartments

- Chelsea Cloisters, nearest underground station South Kensington, many bus routes
- Citadines, nearest underground station Gloucester Road

12. What happens if I have to quarantine on arrival in the UK?

Quarantine is possible in Frances King residential accommodation. You will get a warm welcome, help and support from our staff. You have the option of taking online classes during this period free of charge.

13. What happens if I have to self-isolate because I have come into contact with someone who has Covid-19 during my course?

You can continue your course online. If the whole class has to self-isolate then the class will continue as normal, but online.

14. What happens if I get COVID-19 symptoms while studying at Frances King?

We will be asking all our students to tell us immediately if they feel unwell, either by calling us during opening hours or emailing us outside opening hours and if they suspect they have COVID-19 symptoms.

If a student or staff member appears unwell in school and we feel they are displaying potential symptoms of COVID-19 they will be asked to return home. The student or staff member will be asked to request a COVID-19 test as soon as possible, within a maximum of 5 days. You do not need to pay for this test in the UK. The test can be requested online.

If the student or staff member tests positive, everyone in their class 'bubble' will be informed and advice sought from the local health authority. For data protection reasons, we may not be able to tell you who has tested positive. If the test is negative, then the student can return to school and continue their face-to-face programme.

You will be able to study online while waiting for your test results.

15. What will happen if someone tests positive for COVID-19?

If there is a case of COVID at the school, we will immediately contact our local government health protection team and take their advice as to further action we must take in accordance with Government guidance at that time.

If a student tests positive, all other students in their group will be asked to self-isolate for 14 days. Families, or other people students live, with do not need to self-isolate unless the student gets COVID symptoms. During this period of isolation, the group's programme will be taken online and the timetable will continue as planned. At the end of the period, if everyone is well, students will return on site to Frances King.

16. What happens if the school has to close during my course?

If we are unable to continue face-to-face teaching due to Government advice, we will move all programmes online using Zoom. Our teachers are very familiar with this kind of teaching and have successfully adapted their materials to work remotely, as happened during the March lockdown.

17. What is the cancellation policy if I book a course now and I am unable to start my course because the school doesn't open?

You will have the following options:

- Join the course online
- Postpone the start date for up to 2 years without cancellation fees
- Transfer the course and accommodation to a family member or friend
- Accommodation fees can also be used for online tuition

18. What is the cancellation policy if I book a course now and I am unable to attend for any other reason.

Our usual cancellation terms apply.

19. Student insurance

We strongly recommend that students take out adequate insurance, either the policy offered on our website by GuardMe, which covers health care and some very limited Covid related cancellation circumstances or a policy available in your country.

20. Can I study online before and after my course?

Jump into English Online is available before and after your course.

Click for more information. <https://www.francesking.com/school-of-english-london/courses/jump-into-english-london-en-1>

If you have any questions about the above information, please get in touch with london@francesking.com

www.francesking.com