

# Student Handbook



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# inlingua Leeds information

## **Our address:**

**York House, St Andrews Court,  
Leeds, LS3 1JY**

## **Our website:**

**[www.inlingualeeds.com](http://www.inlingualeeds.com)**

## **Our phone numbers:**

**+44 (0) 113 529 3249  
WhatsApp: +44 (0) 749 655 7731**

## **Emergency 24 Hours:**

**+44 (0) 744 777 4722**

**+44 (0) 749 655 7731**

## **Our email:**

**[info@inlingualeeds.com](mailto:info@inlingualeeds.com)**

## **Our opening hours:**

**Monday-Friday**

**09:00am-17:00pm**

**Closed Saturday & Sunday**



# Meet the Team

2023-2024



**PHILIP CLARK**

**Director of Studies**  
BA, MA, CELTA, DELTA



**PHOEBE HEVAN**

**Administrator**  
BA



**AHMED EL-TURABI**

**Welfare & Accommodation  
Leisure Officer, First Aid,  
Fire Marshal**  
BEng, MSc



# Who can help me?

2023-2024



**PHILIP CLARK**

Talk to **PHILIP CLARK** about :

- your teacher
- your class
- your course materials
- the work in class or your homework
- your tests
- which exam to take
- your progress or tutorials



**PHOEBE HEVAN**

Talk to **PHOEBE HEVAN** about :

- your course length or payment
- your scholarship
- your booking details and agency
- the premises



**AHMED EL-TURABI**

Talk to **AHMED EL-TURABI** about :

- your social life
- social activities
- any issues outside the college
- your accommodation

If you are still unhappy, talk to our accreditors, EnglishUK  
[www.englishuk.co.uk](http://www.englishuk.co.uk)



# inlingua Leeds Rules

**1. You must come to every class.** If you are ill or cannot come to class, you must call the college before 9.30. If you are sponsored, we will tell your sponsor if you are absent.

**2. You must be on time for all classes and activities.** In the UK, being late is disrespectful and rude. If you are late, please call the college before your class starts.

**3. You must respect your classmates and your teacher.** Listen to them and be kind to them.

**4. You must do all class work and homework.** If you cannot do the work, please talk to your teacher and they can help you.

**5. You must bring your book, a notebook and a pen with you every day.** If you forget these things a lot, you will be asked to pay for the photocopies of the course book (10p per page).

**6. You must respect the rules of the college.** You can find these in our policies, and you can ask us if you have any questions.

**7. You must respect the college.** Keep the college clean and tidy.

**8. You must respect the rules of the UK.**

**9. You must complete all payments on time.** We can help you with a flexible payment plan.

**10. You are here to study, not to play with your friends.** Learning is fun, but you must be serious if you want to improve your English.



# English Courses at



## General English

- ✓ English Language for daily life in the UK
- ✓ General grammar and vocabulary skills
- ✓ Speaking, listening, reading and writing skills
- ✓ Available at: Elementary (A2), Pre-Intermediate (A2-B1), Intermediate (B1-B1+), Upper Intermediate (B2) and Advanced (C1-C2)\*



## Exam English (IELTS, Cambridge, Trinity)



- ✓ English Language for exams
- ✓ Exam techniques and topics with weekly practice tests
- ✓ Specific grammar and vocabulary skills
- ✓ Speaking, listening, reading and writing skills
- ✓ Available at: Intermediate (B1-B1+), Upper Intermediate (B2) and Advanced (C1-C2+)\*

## Academic English

- ✓ English Language for university students
- ✓ University study skills and practice: lectures, assignments and reports
- ✓ Specific grammar and vocabulary skills
- ✓ Speaking, listening, reading and writing skills
- ✓ Available at: Intermediate (B1-B1+), Upper Intermediate (B2) and Advanced (C1-C2)\*

## English and Internship

- ✓ English Language for work
- ✓ Language course followed by internship in the UK
- ✓ Speaking, listening, reading and writing skills
- ✓ Available at: Pre-Intermediate (A2-B1), Intermediate (B1-B1+), Upper Intermediate (B2) and Advanced (C1-C2)\*

\*courses are run when there are more than three full time students. Please contact us for more information

# Course Aims

## General English

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To improve your English language skills.

To improve your confidence in using English in everyday life.

To introduce you to British culture and share your culture with us.

To introduce learning strategies and independent learning.

## Exam English (IELTS, Cambridge, Trinity)

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To improve your English language skills.

To improve your understanding of the exam.

To improve your understanding of test topics and techniques.

To introduce you to British culture and share your culture with us. To introduce learning strategies and independent learning.



# Assessment and Progress

## Before your course

You will take our Placement Test online and a Speaking assessment on your first day. It is important to do the test before you arrive so we can see what class will be best for you.

## During your course

You will get tests every week and personal targets to help you to improve your skills. Your teacher will give you feedback every day, and every week, you will get a report, which will show you your improvement. You can have a tutorial with your teacher and talk to them about any problems and make new targets. You will use these to do your extra study.

We use these bands to show your progress. You will see these posters in all our classrooms.

## General English

### 0- 39%

You are not achieving the scores you should. You need to speak to your teacher about more help, or you may need to move to a lower level if you get these scores a lot.

**Below standard**

### 40-49%

You are achieving the minimum score for your level. You may need to get some more help from the teacher.

**Low standard**

### 50-69%

You are achieving average scores for your level. You need to stay in this level before you move to the next level.

**Standard**

### 70-89%

You are achieving good scores for your level. Keep working hard, and you will move to the next level!

**Above standard**

### 90-100%

You are achieving very good scores. You can talk to your teacher about getting more work, or you can move to the next level if you are getting these scores a lot...

**Exceeds Expectations**

# Assessment and Progress

## Exams (including IELTS)

In an exam class, your target score will be the grade you need in the exam. For example, in IELTS, if you need a 5.0, your scores will look like this:

### Below standard

3.0-3.5

You are not achieving the IELTS scores you should. You need to speak to your teacher about more help, or you may need to move to a lower level if you get these scores a lot. You are not ready to take your IELTS test yet.

### Standard

4.0-4.5

You are achieving 1 or 0.5 IELTS scores less than your target. You need to stay in this level before you can move to the next level or take your IELTS test.

### Above standard

5.0-5.5

You are achieving your target IELTS score. If you get this score a lot you may be ready to move to the next level or take your IELTS test.

### Exceeds Expectations

6.0-6.5

You are achieving higher than your IELTS test score. You can talk to your teacher about moving to the next level if you are getting these scores a lot or take your IELTS test.

If you are getting **Below Standard** (red) scores a lot, you will need to have a tutorial with the managers. You may need to move down a level if you do not improve.

## Moving to a new level or course

If you want to move to a higher class or from a General English course to an Exam course (IELTS, Cambridge or Trinity), you must take the end of course exam at that level and pass both parts. You cannot move to a higher level if you do not pass both exams.

It is a bad idea to go to a class that is too difficult for you. You must have good basic grammar, vocabulary and language skills before you can begin to do more difficult work. If your teacher and the Director of Studies do not think your level is enough for the class you want to move to, they will help you understand why you cannot move to this class. Work hard and you will move class when you are ready!

You are **not** allowed to move class if:

- You want to be with your friends.
- You do not like the nationality, religion or opinions of other students in your class.
- You do not want men/women in your class.

# Activities at inlingua Leeds

## Excursions and activities

See and do fun things around Leeds, make new friends and practice your English skills in a fun way!



- Visits to local museums and cultural places
- Visits to UK cities and attractions
- Sports like football and tennis
- Bowling and shopping
- Country walks and nature visits
- Picnics and BBQs



**Do you have a favourite activity? Please tell us and we will try to organise it!**

# Getting to inlingua Leeds



## By bus

49, 50 and 50A from Leeds city centre

19, 19A, 49, 50 and 50A from Leeds Bus and Coach Station

33 and 33a from Leeds Bus and Coach Station

Bus tickets are £2.00 single, £4.60 for a day ticket and £17 for a weekly ticket. With your inlingua Leeds ID Card, you can get cheaper student tickets.

Please ask us for more information.



## By car

10 minutes from Leeds city centre, with free street parking available around the college.

## By taxi

Lady Line (female-only taxi service):  
+44 (0) 1132 759 666

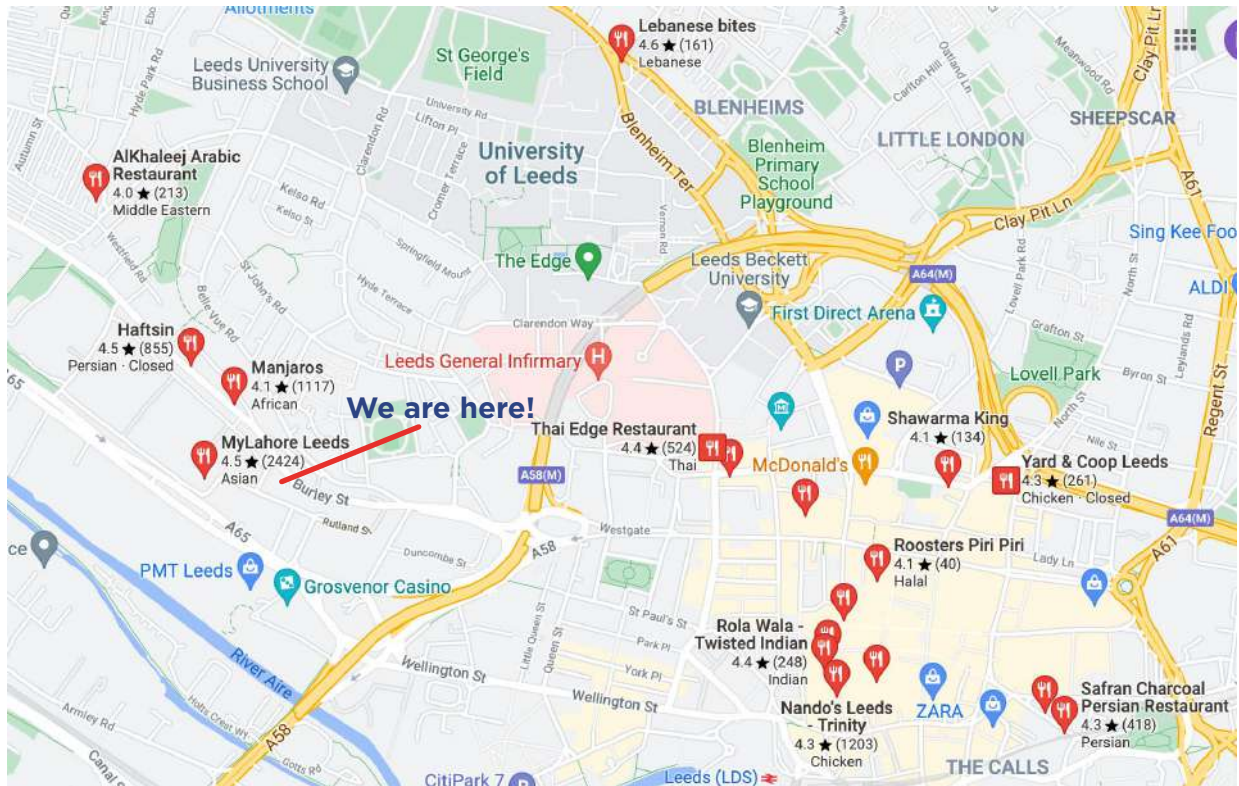
Arrow Taxis: +44 (0) 113 258 5888

Amber Taxis: +44 (0) 113 231 1511 /  
+44 (0) 113 202 2117

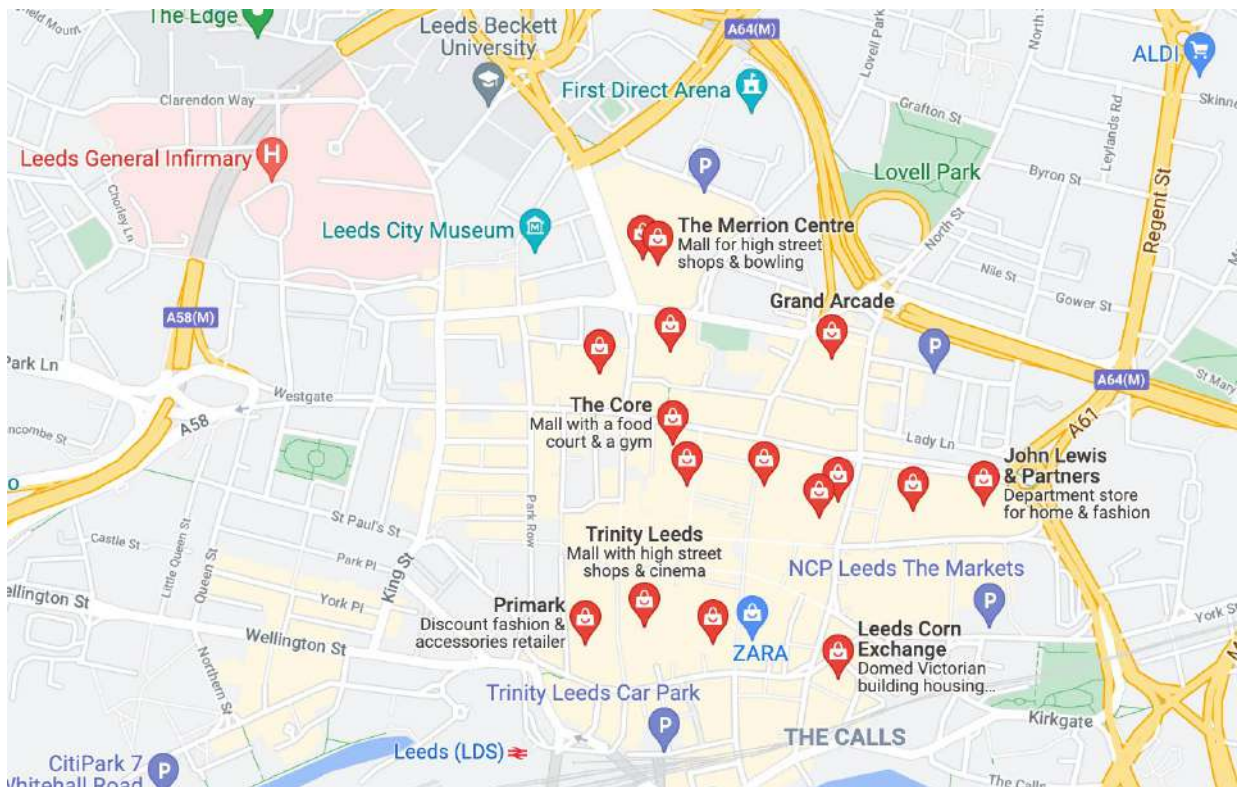


# Useful places near us

## Food (including Halal)



## Shops



# Safety Rules at inlingua Leeds

## If you hear the fire alarm:

You must leave immediately. Please do not take your belongings with you.

Walk to the fire exit at the front of the college. The escape plan is in your classroom.

Walk across the road to the assembly point.

Stand with your teacher. Answer when they call your name.

Wait with your teacher until it is safe to go inside.

## Please tell your teacher if someone is missing!

The fire marshal is:

**Ahmed**



## If there is an accident:

The First Aid box is in the kitchen downstairs, in the top cupboard on the right. It has plasters, burns gel, antiseptic wipes and bandages. We will take you to see a pharmacist if you need medicine.

## Please tell us if you have any medical issues or allergies!

The First Aider is:

**Ahmed**



# Student Welfare

We want you to be happy and safe while you are studying with us...



Ahmed is our Welfare, Accommodation and Student Services Officer. His job is to help students are safe and have a good experience at inlingua Leeds.

He will give you some questionnaires to help us to understand any worries you have or any problems.

If you have any worries or problems, you can always speak to him.

## Student Cards

All students at inlingua Leeds get a student card. It has your photo, your student number, the college's contact information and your card's expiry date.

You must always have this card on you while you are in the UK.

You can use this card for discounts at restaurants, shops, for bus tickets and more.

## Security

Security is very important at inlingua Leeds. We have alarms and cameras to make sure you are safe while you are in the building.

To get into our college, you will need a code or thumbprint to open the doors. **Please keep this code a secret** so all of our students are safe.

If you have any questions about safety at inlingua Leeds, please speak to us.

# inlingua Leeds website and portal

inlingua Leeds uses an online portal to help you see your attendance, your weekly test results and weekly reports from your teacher. You will get your login information when you start your course.

## Attendance

Your teacher will mark your daily attendance on the portal. If there are any problems, please tell your teacher immediately.

There are 4 attendance marks:

- Present (P)
- Late (L)
- Absent (A)
- Authorised Absence (AA)

You can only get an Authorised Absence if we say it is OK for you to miss your lessons. This will only be in emergencies like embassy appointments or you are very ill. An Authorised Absence will still affect your attendance percent.

You must have above 80% attendance to graduate from inlingua Leeds



# Reports

Your teacher will write you a report each week. The report will give your weekly test results, a comment on your progress that week and a personal target for you to improve your learning.

Your teacher will give you time in class each week to check your report and give you time to ask questions. You will be able to see your weekly test results.

# Homework

Your teacher will set your. This homework may be on paper or online.

Your teacher will record the due date for your homework and say whether you completed it on time or not. Please speak to your teacher or Philip if you have any questions.

The screenshot shows a user interface for a language learning platform. At the top, there is a navigation bar with 'Home', 'Practice', and 'Resources' options. The main content area is titled 'Elementary' and displays a list of activities. Each activity row includes an ID, a title, a progress indicator (number of activities done out of total), and a score percentage. The activities listed are:

Activity ID	Activity Title	Progress (Activities done)	Score (%)
1A	Welcome to the class	2/9	24%
1B	One world	0/8	0%
1C	What's your email?	0/10	0%
P1	Practical English Episode 1: Checking in	0/3	0%
C1	Check your progress: File 1	4/4	80%
2A	Are you tidy or untidy?	0/8	0%

# Information about life in the UK

## Currency and costs

The UK uses pounds, shown by this symbol '£'. £1 = 100 pennies (usually shortened to 'p').

For average prices of goods and services, please go to <https://www.numbeo.com/cost-of-living/country-result.jsp?country=United+Kingdom>.

## Driving and roads

In the UK, we drive on the left. Before you cross the road, you must remember to look to the left first.

Before you come to the UK, please check if your driving license is accepted here.

It is always illegal to use a mobile phone whilst driving.

## Weather and seasons

The weather is famously changeable in the UK. It can be raining heavily one minute, and sunny the next. Even if you are coming in summer, please bring some warm clothes and an umbrella.

In winter, the days are very short, with the sun rising at about 8:00am and the sun setting at about 15:00pm. In the summer, days can be very long, with the sun rising at about 4:00am and the sun setting at about 22:00pm.

If you come from a hot country, you may find it helpful to take vitamin D tablets during your first few weeks. Speak to your doctor in your home country before taking any supplements.

**999**  
**Emergency**

**112**  
**Emergency: 112 will work on any mobile number in the world.**

**111**  
**Non-emergency**

**101**  
**Non-emergency number for the police.**

**Please call these numbers incase of emergencies.**

# How to register with a doctor

It is important that you register with a doctor (GP) in your local area so that if you become ill, you can see a doctor .

## Please register with the doctor for your postcode

Your postcode	Surgery	Contact details
LS1, LS2, LS3, LS5, LS7 LS8, LS9, LS11, LS12, LS27	One Medicare @ The Light	Tel. 0844 815 1141 Address: The Headrow, Leeds
LS1 - LS7	Leeds Student Medical Practice*	Tel. 0113 295 4488 Address: 4 Blenheim Court, Leeds
LS16, LS18	High Field Surgery	Tel. 0113 295 3600 Address: Holt Dale Approach, Leeds
LS11	Leeds City Medical Practice	Tel. 0113 2705131 Address: 123 Cemetery Road, Beeston
LS8	Oakwood Surgery	Tel. 0113 2951515 Address: Gledhow Rise
LS2, LS3, LS4, LS5, LS6, LS7, LS16	Laurel Bank Surgery	Tel. 0113 295 3900 Address: 216b Kirkstall Lane
BD1, BD8	Fountain Hall Medical Centre	Tel. 01274 323878 Address: Fountain Street, Bradford
BD3	The Primrose Surgery Hillside Bridge Healthcare Centre	Tel. 0844 4772451 Address: Butler Street West, Bradford

**\*To register with Leeds Student Medical Practice, you must be a student at university.**

When you have found a surgery in your area, registering with a GP is simple:

- Go into the surgery
- Take with you some photo identification (e.g. your passport)
- Take with you a proof of address -a bank statement or a bill.
- Tell the receptionist you would like to register with a GP-you will fill in a form.

If you need medical advice but are not registered to a doctor, you can go to a pharmacy/chemist or go to a walk-in centre (see our website for more information).

# Hospitals in Leeds and Bradford

In the UK, you must only go to hospital if you are very ill.

Please don't go to hospital if you have (unless very serious):

- A cold/a virus
- A cough
- A fever
- Food poisoning
- A headache

Please see a GP or a chemist if you have these or any other minor illnesses or injuries.



## Leeds Hospitals

### The Leeds General Infirmary (LGI)

Great George Street LS1 3EX

0113 243 2799

### Wharfedale Hospital

Newall Carr Road Otley LS21 2LY

01943 465522

### Nuffield Private Hospital

2 Leighton Street Leeds LS1 3EB

0113 3882000

## Bradford Hospitals

**For medical advice call:**  
**111**  
**For an emergency call:**  
**999**

### Bradford Royal Infirmary (BRI)

Duckworth Road BD9 6RJ

01274 542200



# Police registration in Leeds

If you need to register with the police, you can go to:

Overseas Registration Office Pudsey Police

Station Dawsons Corner

Bradford Road Pudsey LS28 STA

Tel: +44 (0) 113 2414917 or

+ 44 (0) 113 2414817 or

+44(0) 113 2414860 or

+ 44 (0) 113 2414899

If you're registering for the first time, you'll need to start the process online and then attend an appointment when requested to do so.

They will ask you for:

- personal details
- contact details
- family member details (if required)
- passport details
- visa/travel details
- study/employment details
- access/ability to upload a passport style photograph
- payment of £34

There is a 40 minute time limit for completing the registration process and you won't be able to save your form, so please make sure you have everything before you start.

Once you've given the details above you'll be asked to make an appointment. Appointments may be at a Police Station or at an educational establishment. Currently due to the COVID-19 restrictions, appointments may be more limited than usual. If there are no available appointments within seven days, please book the earliest available appointment.

**If you have any questions or issues, please email:  
[PoliceRegistration@westyorkshire.police.uk](mailto:PoliceRegistration@westyorkshire.police.uk)**

Please do not miss any of your classes; register after class.

If you need any help, please talk to us.

**You will need  
to take:**

- A completed police registration form
- Your passport
- Your Biometric Residence Permit (BRP)
- 1 passport sized photograph
- £34 cash for each passport.

The Overseas Registration Office is open between 9am - 1pm and 2.15pm - 4pm on Tuesday and Wednesday only. The last registration time is at 3.30pm.

You can also register online. You must make an account online and then book an appointment. If there are no available appointments, please keep logging in to check.



**WEST YORKSHIRE  
POLICE**

# Getting a bank account

It is important to organise a bank account in the UK if you will be here for more than **3** months.

## Monzo Bank Account

If you are staying for more than 3 months, we can get an Monzo bank account for you. This is an online bank account.

Ask Amber to help you to get an Monzo account.



## Go in branch

If you are staying more 6 months you can go into any bank account branch and open an account yourself.

You will need your Letter of Acceptance, proof of identification (like your passport) and proof of your address in the UK.

## Go online

You can apply for a bank account online in your country and take your documents to the bank when you arrive. Check you fit the criteria before you apply.

## We are here to help...

If you have any worries or problems with your bank account or with your money, please talk to us and we can help!

# Travel in Leeds and the UK

## Buses in Leeds

Buses are the most common public transport in Leeds. If you will use the bus to come to college, you should get a bus pass to get the best price.

You can find different bus passes here:  
<https://ticketsandpasses.wymetro.com/>



## Taxis and Uber

Uber is popular in the UK and you can find Uber in Leeds.

You will need to call for a taxi or find a white taxi near the train station. All taxis must have a taxi license. Please check before you get in the taxi.

## Trains

If you want to travel to another city, the quickest way is to go by train.

You must buy train tickets in advance before you travel (or it will be very expensive!) and you can get a rail card to get discounts on tickets.

You can get a rail card here: <https://www.railcard.co.uk/>

## Coaches

Coaches are the cheapest way to travel to different cities but can take longer than trains.

You can find coaches and tickets here:  
[www.nationalexpress.com](http://www.nationalexpress.com)



# Rules and Laws in the UK

1. You must lock your doors at night, and you must not leave windows open in the day when you are not at home.
2. You must not get into a stranger's cars; a real taxi or Uber will have a license at the front of the taxi.
3. It is not normal in the UK to invite people you do not know to your house. If someone invites you to their house, please only go if you know the person and you feel safe. Please tell a friend where you are going and tell them the address.
4. Please look when you cross the road and cross at a crossing only.
5. Leeds city centre is very busy on Friday and Saturday nights, so avoid it if you don't like this.
6. Drugs of all kinds are illegal in the UK, so please don't buy, take or sell these. It is also illegal to buy alcohol or cigarettes for people under 18, so please don't do this.
7. If anyone is rude to you because of your race, nationality, religion, gender (man or woman) or sexuality (if you love men or women), you can complain to the police. We can help you. You must not be rude to anyone about these too.
8. You can get free health advice in any chemist or pharmacy if you are ill.
9. Please be careful about your money and gadgets (phone, laptop and so on). Tell the police if someone tries to take things from you.
10. If you get arrested by the police, you can ask for a lawyer and translator. You must not try to give money to the police

**Talk to Phoebe if you have any problems or worries; they will be able to help you.**



# Homesickness

## What is 'homesickness'?

Homesickness is when you feel very sad about being away from home. Everyone gets it and it is normal; some people feel sad for a few days, but some people get very homesick and cannot do normal things because they feel so bad.



## What can I do if I am homesick?

You can talk to us, and we can help you. Other things can help like:

- **Speaking to people from your country.** You can find people in Leeds from your country and talk to them about how you are feeling.
- **Talking to your family and friends back home less.** If you are talking to your family and friends all the time, you might find it hard to make new friends in Leeds.
- **Socialising and going out.** Find things you like doing; Leeds has many libraries, clubs, churches, community centres, mosques, social clubs and so on where you can find new friends.
- **Experiencing new things.** Try a new sport, food or activity to make your time in Leeds feel different from your life at home.
- **Stay positive.** Think about the good things about Leeds; how much your English is improving, the new people you are meeting, and the new things you can do and see. Remember that you will not feel this way forever.
- **Talking about it.** You should not stay quiet or feel embarrassed about being homesick. It is normal and we can help you to feel better. Ahmed or Phoebe can help you.

If you are still feeling very bad, you can talk to a doctor about some counselling to help you.

# Having fun in Leeds

For up to date information, you can find everything on <https://leeds-ist.com/>. This website has everything going on in Leeds, and suggestions for places to go around the city.

## If you like... music and gigs.

Leeds has a lot of bands that come to play around the city, and you can find live music gigs anywhere. You can find all the gigs in Leeds here: [https://www.leedsgigs.co.uk/w\\_city\\_by\\_date\\_Leeds.html](https://www.leedsgigs.co.uk/w_city_by_date_Leeds.html)

## If you like... nature and the outdoors.

Leeds is surrounded by beautiful countryside, and where you go will depend if you have a car or not. An easy place to go from the city centre is the Otley Chevin Park. It has lots of trees and places to walk and climb and it looks over the small towns near Leeds.

**Go to our website to see all our fun activities around Leeds or ask us!**

## If you like... shopping.

Leeds is shopping heaven with so many shopping centres and independent shops around the city. The Arcades (left) are full of small, designer shops whilst Trinity Leeds has big brands.

# Working in Leeds

**VISA students: you must not work if you have a study VISA. If you feel that you need a job, please speak to your embassy about what you can do.**

**Getting a job can be a great way to make some extra money, practice your English and make new friends. Here are some facts and things to remember before you get a job:**

1. You are here to study, and you need time to do your homework and revise. If you work too much, you will not have time to study properly.

2. You can find part-time jobs on [www.indeed.co.uk](http://www.indeed.co.uk) or <https://www.studentjob.co.uk/part-time-job/leeds>.

3. Know your rights: We have National Minimum Wage in the UK. If you are 18- 20, is £6.56 per hour if you are 21-22, is 8.36 and £8.91 per hour if you are over 23 and over. You will not pay income tax if you earn less than £12,570 per year; if you do earn more, income tax is 20%. (Figures for 2020-2021).

4. In many industries in the UK, you may be offered a zero hours contract. This means that you don't have minimum or maximum hours for your job; you will only work when your employer needs you. If you are worried about a contract, you can bring it in for us to look at any time.

5. If you would like to try some work experience in the UK, you can ask us about our English+ Internship program.

# How to improve your English quickly

## ABC...

1. You must come to all the classes and do all the work. If you are not working hard in class, you will not see the benefits of your course.
2. Revise your class work at home. Even 10 minutes spent at home looking back at what you did can help. Try to spend at least 30 minutes doing extra practice to help you.
3. Use English as much as you can. If you speak your own language, you will not be practising your English!
4. Practice! Leeds has many conversation club and foreign language exchanges where you can practise your English and help some English to learn your language. This website has lots of ideas and events: [\\_ https://www.meetup.com/Leeds-language-exchange/](https://www.meetup.com/Leeds-language-exchange/)
5. Read! Please try to read as many books as you can as this will help.
6. Watch! Watching TV and films with English subtitles can help you with your English. Try to watch something every day in English.
7. Improve your vocabulary by writing down new words and trying to use them.

...DEF

# Rules and Policies

## **Our promise:**

We will provide a safe, friendly and professional atmosphere for you to learn English.

We will not share your personal information with any companies other than our inspectors and UKVI if needed.

We will listen to your feedback and use it to improve our college.

We will try to put you in the best class for you, depending on your level (from your placement tests) and the classes we have.

We will test you and give you feedback to help you improve.

We will keep to the promises in our advertising for class sizes, ages, materials and other general information.

## **GENERAL CONDITIONS**

inlingua Leeds may need to change, cancel or merge classes if there are a small number of students. inlingua Leeds may need to change the times, fees or lengths of classes.

If your class is cancelled, you can get a full refund for the rest of the course, except for the resource and administration fee.

Students under 18 will not be accepted.

You must tell the college about any changes during your course, including your address and mobile phone number.

## **ENROLMENT AND FEES**

You must complete an application form before you start your course. All students must pay a non-refundable administration fee.

Some courses may need a deposit. You must pay the deposit if you are asked.

Students who want a Letter of Acceptance for a visa application must pay at least 30% deposit before we will send the letter.

If inlingua Leeds thinks any information on your application or your documents is not real or true, your enrollment will be cancelled, and we will tell UKVI and/or your agent or sponsor if necessary. All students must do a Placement Test, Speaking assessment before joining a class. We will talk to you about what you want to achieve and what classes we can offer you. Our decision on the best class for you is final. You cannot get a refund or lower price for public holidays or if the college is closed because of bad weather.

## **SPONSORED STUDENTS**

Sponsored students must provide their sponsorship letter before they can be accepted. If your sponsor cannot or does not pay, you must pay for the course.

You must study at inlingua Leeds for as long as your Letter of Acceptance says you will study. inlingua Leeds cannot approve holiday unless we have written confirmation from your sponsor.

If you miss more than 10 days of classes, we will report you to UKVI and you will be expelled from the college.

You must follow the rules in our Cancellations and Refunds Policy if you want to leave the college (see below).

## **CANCELLATION AND REFUNDS**

You must give your cancellation to us in writing.

If you cancel your course less than 4 weeks before your start date, you must pay £100 cancellation fee. You will receive a refund for any other money paid to us except for the resource and admin fee.

If you cancel, you will only get a refund if you are leaving for a good reason (family emergency, bad illness or university acceptance). We will decide this.

## **ATTENDANCE AND PUNCTUALITY**

You must come to all your classes on time.

You must sign in and out every day. We use this for safety.

If you cannot come to class, or you are ill, you must call the college as soon as possible.

If you are missing from college and you have not called us, we will call you to check you are OK by 10am. Please answer our call.

If you are more than 15 minutes late, you might not be allowed in class.

If you miss class, you must give us proof why you did not come to class (for example, a doctor's note). If you miss 3 days together, we will give you a written warning. If you get three warning letters, you will be expelled from the college.

If you are late 3 times together, we will give you a written warning. If you get three warning letters, you will be expelled from the college.

You cannot get a refund on days you are absent.

If you have less than 80% attendance, you may need to repeat the level and you may not get a certificate. If you are on a visa, we may report you to UKVI.

## **ASSIGNMENTS AND EXAMS**

We will tell you the dates of any tests or exams. If you are not here on the day of the test, you will not be able to do the test again.

You can only move to a higher class if your weekly test results are high (over 70%) and your teachers agree you are doing very well in the class. The teachers, the academic manager and DoS can only decide if you should move class.

You must complete all the work and homework given to you by the teacher. If your class work is not good, you may need to do the level again. inlingua Leeds might need to move you to a different class if you get lots of low/high scores. You may need to pay for extra lessons if you need them. You must tell us if there are any problems with your certificate.

## **HOLIDAYS**

If you will study for more than 12 weeks at inlingua Leeds, you can take a holiday of one week. If you want to take a holiday, you must tell us in writing 3 weeks before you want to leave.

You cannot get a refund on your holiday.

## **VISAS**

inlingua Leeds follows all the Immigration Rules of the UK.

You must show us your visa if you need to have one. If you cannot show us your visa, we will not accept you.

If your visa application is refused, you must send us your visa refusal letter . We will refund your course, except for the administration fee. inlingua Leeds cannot help you to get a visa for the UK.

You must have the correct visa for the course you want to study. You must attend all classes. If you are absent for more than 10 days, we will report you to UKVI.

If you leave the course you are studying at inlingua Leeds, the visa you have through the college may also be cancelled.

Please get medical and cancellation insurance before you travel.

## **ACCOMMODATION**

We can only give accommodation to our students. We cannot give accommodation to their families or friends who are not studying with us. We will send information about the accommodation before you make your booking. You must read the information about the accommodation.

Inlingua Leeds has some homestay families and we work with different companies to help you find accommodation in Leeds. We will tell you if the accommodation is from us or from another company. We visit all the accommodation we recommend to see that it is good.

If you have a problem with the accommodation, please tell us so we can help you.

We cannot help with problems in accommodation that was not recommended by us. If you have a problem, please tell us but we may not be able to help you.

You must follow all the rules of the accommodation. inlingua Leeds does not allow students to share bedrooms.

If you have any special needs (food, allergies for example) please tell us before we book your accommodation.

## **COMPLAINTS**

If you have a problem, please first speak to your teacher. If your teacher cannot help, you can talk to the management.

If you are unhappy, please tell us so we can help. We will always listen to you. If you are unhappy about your class, your teacher or another student, please talk to Philip in the Management Office.

If you are unhappy about your booking, payments or accommodation, please speak to Phoebe in the Management Office.

If you are unhappy with the college, you can speak to EnglishUK, our inspectors. Go to [www.englishuk.co.uk](http://www.englishuk.co.uk).

You can also tell us about any problems you have with the Complaints Form.





**Phone: + 44 (0) 113 529 3240**

**[www.inlingualeeds.com](http://www.inlingualeeds.com)**

**Email: [info@inlingualeeds.com](mailto:info@inlingualeeds.com)**

**York House, St Andrews Court,  
Leeds, LS3 1JY**