



LIVERPOOL SCHOOL OF ENGLISH RE-OPENING

FREQUENTLY ASKED QUESTIONS

OPENING DATE:
Monday 7th September

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GENERAL

When does Liverpool School of English reopen?

We are opening on Monday 7th September 2020. This is in line with the UK Government guidelines which we are following closely. The opening date is subject to these guidelines which are based on the current Covid-19 situation in the UK.

COURSES

What courses will be available?

All our courses will be running from 7th September face-to-face. We will also be offering a blended course option where students can study online before and after their in-school course.

Can I book a course now to start in September?

Yes, we are busy taking booking for September and beyond. [Contact our Admissions Team](#) now to make a booking.

Will you continue to deliver online courses when you have reopened?

Yes, we are committed to continue with online delivery for students who are unable to attend face to face classes or find this is more convenient for them. They are also a great add-on to your in-school course to help you start thinking about English and help you feel more confident when you arrive in Liverpool. Find out more about our online courses [here](#).

What if I had to postpone my course and want to return to Liverpool?

We're looking forward to welcoming back all our students who had to postpone their courses due to Covid-19. Please [contact our Admissions Team](#) to inform them of your new dates.

ACCOMMODATION

What accommodation will be available when you open?

We will continue to offer both residence and homestay options for our students. Please note that for now our homestay will be limited availability.

We are recommending that students choose residence to avoid taking public transport. All of our residence providers have to follow strict UK Government guidelines to reduce the risk of Covid-19.

We will be working with our homestay hosts to ensure our students are safe in homestays. They will be given clear guidance for keeping their homes clean Covid-19 secure. As the situation in the UK evolves, we will maintain regular contact with them, so they are aware of both our guidelines and the UK Government's.



Guidance on self-isolation will be included in the pre-departure information and can also be found on the [UK Government Website](#).

Will I have to quarantine when I arrive in the UK?

This depends on where you are travelling from. The UK government has agreed 'travel corridors' with several countries which enable people to travel without the need for quarantining. You can find out more about this on the [UK Government Website](#).

The new 'travel corridors' were announced on Friday 3rd July and expect this to become more relaxed by September.

If it is still in place for my home country what can I do during the isolation period?

You will be able to access our online classes while self-isolating. These online classes will be in addition to the face-to-face course you have booked. You can find out more about these courses including the prices [here](#).

For students who are self-isolating and choose not to do an online course we will provide a weekly 30-minute tutorial with our teaching staff. You will also be provided with access to the Outcomes National Geographic My ELT Learning Platform. This has a huge array of exercises and activities that you can use to practice your English skills whilst isolating.

STAYING SAFE

Have you done anything to reduce the risk of students contracting Covid-19?

Yes, we have been very busy getting ready to open safely to ensure both our students and staff are safe. We have completed a full risk assessment based on the UK Government's guidance and regulations. This will soon be available on our website for your reference.

Our key measures include:

- E books will be used to reduce the risk of transmission. Please bring a tablet or laptop to be able to access this on
- Students will be provided with an online test and induction prior to the start of the course.
- Equipment that measures your temperature on entry to the building has been installed to ensure everyone is healthy and well before commencing classes each day.
- We have increased facilities staff to continue to check and keep all areas of the school clean.
- Students will be put into a 'bubble' with other students. This will limit the number of fellow students and staff that you study with so that if there was a case of Covid-19 in the school it will reduce the risk of spreading.
- We will stagger the class start times and breaks to avoid crowding in corridors, entrances and the toilets this will ensure we keep student 'bubbles' separated.
- A one-way system in our building is in place to reduce people in any one place at any time. Because we have a large, spacious building we can have separate entrance and exit doors to the school to avoid contact when arriving and leaving the building.



- We have hand sanitiser stations in all classrooms, on each floor at the beginning of the corridor, in reception, all our offices as well as other spaces so students and staff can regularly clean their hands. Our facilities have ventilation in every room, and they are cleaned regularly.
- We have reviewed the desks used in classrooms and changed layouts where necessary so we can adhere to social distancing measures. The UK Government's guidance is currently 1 metre, but we will be aiming to keep to 2 metres where possible.
- We will limit access to shared areas in the school including the common room, garden, café and computer spaces.



Will Liverpool School of English staff and homestay hosts be tested for Covid-19?

All staff and homestay hosts who develop symptoms of COVID-19 will be asked to isolate and get tested. They will follow the UK Government's 'Track and Trace' system with support of the school. The current isolation period for anyone with symptoms is 14 days.

What should I do if I think I have Covid-19?

You must stay in your accommodation and not come into school. You will need to arrange an Antigen Test. This can be done at a dedicated walk-through site or at home via a kit that will be sent out to you. There is more information about what to do on the [NHS Website](#).

Please call our emergency phone so that we are aware of your symptoms and can give you support. This number is on the student lanyard and in your student handbook.

Should I get insurance?

It is mandatory for all students to take out travel and medical insurance cover for the entirety of their stay. Please check whether you are covered medically should you contract Covid-19 or for cancellation and curtailment.



Should I bring anything with me in relation to Covid-19?

We advise that you bring some face masks or a face covering with you. At the moment the UK Government guidelines state that these only need to be worn on public transport. It is also advisable to bring some hand-sanitiser that you can carry around with you. Both of these are available in the shops here but we recommend you bring some with you so you have them for your journey.

Do I need to wear a face mask in the UK?

It is not currently mandatory in the UK to wear a face mask other than when you're on public transport. We are not making it mandatory for students to wear a mask when in school but if students prefer to wear a face covering they may do so.

WHAT'S IT LIKE IN LIVERPOOL AT THE MOMENT?

Can I visit the tourist attractions?

At the moment most outdoor spaces can be visited so you can make the most of the beautiful parks Liverpool has to offer. There are restrictions on entering buildings and most museums are not open yet. More places will be opening during July so we expect that by September our students will be able to visit most of the splendid tourist attractions in the city.

When we open in September we will continue to offer our fantastic social programme. We will need to limit student numbers on these activities and will be updating all risk assessments to include Covid-19 measures.

What about shopping?

Supermarkets are open and there are several located close to both our school and the residences. Non-essential shops such as clothes shops have started opening over the past 2 weeks. Most shops have distancing measure in place and queuing systems outside to avoid over-crowding.

Are restaurants and bars open?

They were allowed to open from 4th July although not all of the places in Liverpool have opened yet. Throughout the city some streets are being pedestrianised to allow restaurants and bars to expand their outdoor space. At the moment many restaurants are offering take-away services which can be picked up or ordered on delivery services like Uber Eats and Deliveroo.

TRAVELLING TO LIVERPOOL

Can I apply for a UK visa from abroad?

At the moment some UK centres remain closed around the world. Please see the [UK Government website](#) to find out if your local centre has opened or when it is due to.



How will I get from the airport to my accommodation?

All students arriving in September will need to book a transfer with us. This is to avoid taking public transport and reduce the spread of Covid-19. We have been working with our transfer partners to ensure thorough cleaning is done in their vehicles and they are following the UK Government guidelines.

We have made sure that our providers have stepped up their cleanliness measures and are following the most recent guidelines set out by the UK Government. Find out how to travel safely on your transfer trip [here](#).

WHAT IF THE SITUATION CHANGES?

If I book my course now what will happen if I can't come because of travel restrictions or the Covid-19 situation changes and the school has to remain closed?

We know this is an uncertain time and we want you to book your stay with us feeling confident that everything will be ok. If the situation changes and we have to remain closed or you can't travel due to either your government's restrictions or the UK's then you can postpone your start date at no extra cost. Or you can convert your face-to-face lessons to online lessons.

What is your cancellation and postponement policy?

Cancellation:

- The registration fee is non-refundable.
- Where accommodation has been booked, the accommodation booking fee is non-refundable.
- The CAS fee for General Student Visas (Tier 4) is non-refundable.
- If students have to cancel their course because their application for a visa has been refused, they will need to provide documentary evidence from the relevant embassy before any refund can be considered. Once the school has received a copy of all pages of the visa refusal letter including the last page with the signature of the ECO and date of refusal, we will refund all monies received minus the registration fee, accommodation booking fee, courier and insurance fees where applicable and any bank charges. Refunds will be made within 14 working days of receipt of the visa refusal letter
- For bookings made 'at distance' (for example, via our website, by telephone, by email), students have the right to cancel with a full refund of monies paid, without giving a reason, within 14 days (the Cancellation Period) of our confirmation. The school must receive notice of the cancellation in writing by post or email within the Cancellation Period. We will not start providing services to students during the Cancellation Period unless students request us to do so in writing. We will refund fees paid within 14 days of the date we receive confirmation of cancellation. However, in the case that students have confirmed in writing that they wish us to start providing services within the Cancellation Period, LSE can charge a reasonable sum for the services based on the proportion of the course undertaken and deduct this from any refund payable.

Cancellation fees are as follows:

- Cancellation more than 28 days before the start of the course – Full refund.



- Cancellation from 28 days to 7 days before the start of the course – 50% of the course fees may be refunded.
- Cancellation less than 7 days before the start of the course – No refund.

Accommodation cancellation fees are as follows:

- Cancellation more than 14 days before the start of the accommodation – Full refund.
- Cancellation less than 14 days before the start of the accommodation – 1 week of accommodation is payable to the school.
- This policy applies throughout the student's stay.

Postponements

- If a booking is postponed within 7 days of the arrival date, cancellation charges apply as detailed above. If a booking is postponed more than 7 days prior to the arrival date, no charges apply.
- If students want to postpone their course, they must request this in writing.
- Students may only postpone if there is space available on the new course dates that they wish to attend.
- Students can postpone their course to start up to 12 months after the original start date.
- Students who have applied for a General Student Visa (Tier 4) and need to postpone their course may need a new CAS Statement. If students need a new CAS Statement, the school will cancel the previous CAS Statement and deal with any future requests on a case by case basis. There are no refunds for a cancelled CAS Statement. Students will need to pay for each CAS Statement they request.
- We may have to inform the Home Office about any non-EU students who do not arrive on the agreed date and we may not be able to postpone the course dependent on visa regulations at the time of booking.

Cancellation/Change of Course after Arrival

- If students have to stop their course early, tuition fees are non-refundable under any circumstances.
- Fees are non-transferable. Students cannot transfer their fees to another person or onto another course.
- If students are here on a General Student Visa (Tier 4) and finish their course early, we have to inform the Home Office of their new arrangement.
- All refunds will be paid to the payee only.
- Accommodation will be refunded as per the conditions outlined in our cancellation policy.
- For cancellation of 1:1 private lessons, we require 24 hours' notice in order to rearrange the lesson. If students cancel less than 24 hours before their lesson they will be charged the full fees.
- Periods of absence due to accident or sickness are not refundable.

Find out more about our [Terms and Conditions here](#)



USEFUL LINKS

Online Courses: www.lse.uk.net/online-english-courses

Admissions Team: admissions@lse.uk.net

Marketing Team: marketing@lse.uk.net

UK Government Covid-19 Advice and Guidelines: www.gov.uk/coronavirus

English UK Advice and Guidelines: www.englishuk.com/coronavirus

The Covid-19 situation is constantly evolving as are the UK Government's rules and guidelines. All the information in this document is correct as of 6th July 2020. We will continue to update it as the Covid-19 situation changes in the UK.