



LIVERPOOL SCHOOL OF ENGLISH COVID-19

FREQUENTLY ASKED QUESTIONS

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COURSES

What courses are available?

All our in-school courses are currently running and we are delivering them face-to-face in Liverpool. We are also continuing to run our online courses. Students can study online or face-to-face only or do a blended option of the both.

POSTPONED STUDENTS

What if I had to postpone my course due to the first lockdown and want to return to Liverpool?

We have been welcoming back our postponed students since we reopened on 7th September. If you haven't already told us when you want to return please get in touch (admissions@lse.uk.net) and we can book you back in. We're looking forward to seeing you again! Remember you have 24 months from the start of your original booking to use your course credit.

What should I do if I can't return at the moment?

There is no rush to return and you can do this when you are able to and are ready. Just make sure you use your course credit within 24 months from the start of your original booking. Alternatively you can convert your in-school course to online and restart your studying now. Please contact us admissions@lse.uk.net to book in your online course. There is more information about the online options on our website [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.

WHAT IF THE SITUATION CHANGES

What if there is another lockdown in the UK and the school has to close and I am already in Liverpool?

If the school has to close due to government restrictions we will move all of our classes online. We have plans in place ready for this and all of our teachers are trained in online teaching.

What if I want to return to my home country when I'm in Liverpool?

If you want to return home you can either continue the online lessons in your home country or postpone your course. You have 24 months from the start of your original booking to use your course credit.

If you have booked homestay accommodation with us then 1 week of homestay is payable to the school. The rest of your homestay cost can then be refunded back to you.

If you have booked residential accommodation with us we are unable to refund this unfortunately. We need to follow our residence providers terms and conditions and they don't issue refunds. Because of this we recommend booking your residence in blocks of minimum 2 weeks and maximum 4 weeks. You can extend and pay for more blocks in-school. We also recommend checking your insurance to make sure you are covered for cancellation for Covid-19.



What if there is another lockdown in the UK and the school has to close and I have a course booked but I am still at home?

You can postpone:

You can postpone your course until the school is open again or you are ready to travel again. You have 24 months from the start of your original booking to use your course credit. If a booking is postponed more than 7 days prior to the arrival date, no charges apply. If a booking is postponed within 7 days of the arrival date, cancellation charges apply.

Or you can cancel:

Course 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:
- Homestay – 1 week of homestay is payable to the school.
- Residence – No refund. (LSE use external residence providers who do not issue refunds upon cancellation). Because of this we recommend booking your residence in blocks of minimum 2 weeks and maximum 4 weeks. You can extend and pay for more blocks in-school. We also recommend checking your insurance to make sure you are covered for cancellation for Covid-19.

What if my home country stops people from travelling and I can't leave?

You can switch your course to study online, postpone, or cancel. Please see the postponement and cancellation terms above.

QUARANTINE

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](#).

If you are travelling from a country without a travel corridor you will need to quarantine on arrival for 14 days. There is more information about what you should do on the [UK Government Website](#). If you book accommodation through LSE you can quarantine in either your residence or homestay depending on which option you choose.

What can I do during the isolation period?

You will be able to access our online classes for free while self-isolating. These online classes are designed to bring LSE to you. You can find out more about these courses [here](#). 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.

Will I get any support during the quarantine period?

If you need help or support during the 14 days our friendly team will be on hand. You will be provided with your 'Teams' log in so that you can message our supportive staff or give us a call if you need anything. If you would like support with food on arrival please contact



admissions@lse.uk.net for more information. [Here](#) are some tips on how to make the most of your isolation period.

ACCOMMODATION

What accommodation is available?

We are still providing our high quality residences for our students. All of our residence providers have to follow strict UK Government guidelines to reduce the risk of Covid-19. If you have to quarantine on arrival you can do this in your residence. All of our residences are in the city centre so students can avoid taking public transport and walk to the school.

We use external residence providers who do not issue refunds upon cancellation. Because of this we recommend booking your residence in blocks of minimum 2 weeks and maximum 4 weeks. You can extend and pay for more blocks in-school.

For now we are only offering homestay accommodation for under 18 year olds. We are working with our homestay hosts to ensure our students are safe in homestays. They have been 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. Please note that for now our homestay have limited availability during this period.

STAYING SAFE

What have you done to reduce the risk of students contracting Covid-19?

We have completed a full risk assessment based on the UK Government's guidance and regulations. You can read this on our website [here](#).

Our key measures include:

- E books are used to reduce the risk of transmission. Please bring a tablet or laptop to be able to access this on.
- Students are 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 are using the Track and Trace App in school so everyone needs to scan in when entering.
- 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 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 being in 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.
- We limit access to shared areas in the school including the common room, garden, café and computer spaces.

You can find out more about our measures on our school tour video [here](#).



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 a test, 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 and 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. 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 and on arrival.

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

You can find out about the current face mask guidelines on the [UK Government Website](#). It is mandatory for everyone to wear a mask in communal areas of the school (such as the corridors and toilets) but they do not need to be worn in the classroom. If students prefer to wear a face covering in class they may do so.



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 will need to book a transfer with us 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](#).

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

LSE Terms and Conditions: www.lse.uk.net/terms-conditions/

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 1st October 2020. We will continue to update it as the Covid-19 situation changes in the UK.