

2016



More than an English School





INDEX

4	About the school	20	Social programme
5	Our mission	22	Benefits
6	Our accreditations & memberships	23	FAQs - Frequently asked questions
7	School facilities	24	Social media
8	Our courses	25	Contact us
16	Why Speak Up London?	26	Terms & conditions
18	Airport transfers & Accommodation		

ABOUT THE SCHOOL

ABOUT US

The school is located in Central London, Zone 1, on the world famous Oxford Street, renowned for its world class shopping, vibrant ambiance and endless selection of entertainment.

We teach English in small groups of students and with our flexible timetable, we give you a schedule which works with your busy lifestyle.

You are tested regularly and you are given feedback on your progress so you will know how fast you are improving. In lessons, teachers use a wide range of activities, online resources, videos, games, pair work, group work and resources to make your learning experience both useful and enjoyable.

In order to help every student to overcome their language issues, we prepare a needs analysis for each one of our students in order to best tailor lessons to learners' individual needs.

Our British Council accredited courses give you the confidence that you will be getting a course which is based on quality. Behind this important achievement are fully-qualified teachers, who contribute to making the daily lessons a pleasure for our students.

Our location and newly-refurbished school take care of the rest.

Speak Up London, choose the best!

TEACHERS AND STAFF

The Speak Up London team is there to help you get the most out of studying English in the shortest time possible. Our teachers provide useful and fun lessons, all taught in a fantastic environment. Your teachers will not only teach you but help you to build your confidence, settle into the new environment and make sure you are progressing. All of our team come from very different walks of life but one thing we all have in common is that we are all passionate about the English language and how it is shared with you.

OUR MISSION

Our mission is to provide high-quality English language instruction which will enable our students to achieve personal, academic and career success.

Speak Up London is more than a language school!

OUR ACCREDITATIONS & MEMBERSHIPS

SCHOOL FACILITIES

Surrounded by many different restaurants, shops and pubs, Speak Up London is just seconds away from the primary lines of the underground (metro) system.

Common areas and classrooms

Reception, Main Administration Office, Student Lounge, Self study & Reading area (with computers and free Wi-Fi), Classrooms (Capacity: up to 20 students)

Student lounge, self study & reading area

The place where all students socialise and meet for breaks. The students can study quietly, do homework, read for pleasure or use one of our computers to browse the internet, all for free.

Classrooms

The classrooms can accommodate up to 20 students and are fully-equipped with computers and overhead projectors.

Council Accreditation means that we have been assessed against internationally recognised standards and operate to the highest levels of quality and service - providing further assurance to you that the courses we deliver are both of high-quality and valuable to your learning experience.

Accredited by the
BRITISH COUNCIL
for the teaching
of English

ENGLISHUK
member

Cambridge ESOL Exam Preparation Centre

member
Association for
Language Learning

Speak Up London
Private Further
Education
educationaloversight.co.uk/2063
Educational Oversight 2015

OUR COURSES

GENERAL ENGLISH

Our General English classes develop all aspects of the English language including speaking, pronunciation, listening, reading and writing. The focus is on improving your ability to communicate clearly and effectively. The syllabus for your lessons is based on your coursebook, but your teacher will also use lots of other materials, including suggestions from students so the content of the class is useful and interesting. You will be expected to participate as much as possible. You will work individually, in pairs and groups as well as the whole class. Each week, you will be given homework and at the end of the week you will have the opportunity to revise what you have learnt.

KEY FACTS



- Maximum 15 students per class
- 5 lessons per week
- Choose from 1-48 weeks
- 15 Hours per week + 5 Hours
- Free Speaking & Accent reduction class
- Start any day



- Certificate of completion at the end of the course
- 3 hours per lesson (There is a 15-minute break in each lesson)
- Free in-class materials



Minimum age: 16

CAMBRIDGE EXAM PREPARATION

Our Cambridge Exam preparation courses: International English Language Testing System (IELTS), First Certificate in English (FCE) and Certificate in Advanced English (CAE) are delivered by experienced and qualified teachers. The syllabus for your lessons is based on your coursebook, but your teacher will also use their experience to give you top tips on how to pass any of your Cambridge exam courses. Each week, you will be tested with a practice exam for the unit you have studied throughout the week.

Speak Up London also has the benefit of being a Cambridge ESOL Exam Preparation Centre, which means you can book your FCE or CAE exam at the school without having to go to the test centre. You will also have the benefit of the school being able to view your results as soon as they are published.

KEY FACTS



- Maximum 14 students per class
- 5 lessons per week
- Choose from 1-48 weeks
- 15 Hours per week + 5 Hours Free Speaking & Accent reduction class
- Start any day



- Certificate of completion at the end of every course
- 3 hours per lesson (There is a 15-minute break in each lesson)
- The number of taught hours per week is 13 hours & 45 minutes



Minimum age: 18

INDIVIDUAL LESSONS

Our individual lessons in English, also commonly known as One-to-One English lessons are suitable for those who wish to have very focused lessons. The individual lessons are made to suit your needs, so before your lesson starts, you have a 30-minute induction with our Director of Studies; this gives you and your teacher a chance to set realistic goals for you and it is also a chance for you to be tested in all the major areas of your English language. You and your teacher will create a personal learning plan. The lessons are completely flexible so they can be booked in accordance with your schedule and the teacher's availability. Lessons can be used for any purpose, whether you have to prepare for a job interview, need to improve your presentation skills, want to improve your English for daily use or need to sit a Cambridge Examination. If you think it will be too expensive for you, then you can always have a lesson with a friend to share the costs (2 to 1).

KEY FACTS



- Anytime from 8:30 until 21:00
- Mon - Sat
- Start any day
- + 5Hours (speaking)



- Certificate of completion at the end of the course
- Any number of hours per week



Minimum age: 16

ENGLISH FOR BUSINESS

Our individual lessons in Business English, are made to suit your goals. These courses are focused on your needs and learning style so before your lesson starts you have a 30-minute induction, which gives you and your teacher a chance to set realistic goals for you and it is also a chance for you to be tested in all the major areas of your Business English language. You and your teacher will create a personal learning plan which will clearly outline your objectives and deadlines. The lessons are completely flexible so they can be booked in accordance with your schedule and the teacher's availability. These lessons will focus on improving your Business English, so whether you have to prepare for a job interview, need to improve your presentation skills or want to improve your Business English for daily business use, we can tailor it to your needs. If you think it will be too expensive for you then you can always have a lesson with a friend to share the costs (2 to 1).

KEY FACTS



- Anytime from 8:30 until 21:00
- Mon - Sat
- Start any day
- + 5 Hours (speaking)



- Certificate of completion at the end of the course
- Any number of hours per week (dependent on availability of student and teacher)



Minimum age: 18

SUMMER SCHOOL ENGLISH

The school can cater for any size group and are happy to arrange everything else the group needs other than just an English language course.

We can arrange accommodation, activities and excursions, airport transfers, London-based activities or out of town experiences such as trips to Cambridge, Oxford, Bath and many more popular destinations.

We are completely flexible in the type of programme we put together so if you require a subject-specific group course then we can design a package which reflects this in both the course and activities we plan. We can cater for groups all year round so if you are planning a group visit to London, get in touch with us now!

KEY FACTS



- Closed groups
- Minimum of 5 people to qualify as a group
- Flexible course duration
- Start any day



- Certificate of completion at the end of the course
- Any number of hours per week to meet your requirements
- Free materials

Minimum age: 16



INDUSTRY SPECIFIC

These courses are delivered for groups who request an industry specific English language course. So no matter what your area of study or expertise is we can design and deliver a course for you. We arrange accommodation, activities and excursions, airport transfers, London-based activities or out-of-town experiences. We are completely flexible in the type of programme we put together so if you require an industry specific group course, then we can design a package which reflects this in both the course and activities we plan.

KEY FACTS



- Minimum of 5 people to qualify as a group
- Start any day



- Certificate of completion at the end of the course
- Any number of hours per week to meet your requirements



FREE SPEAKING & ACCENT REDUCTION

Our free speaking & accent reduction classes are available to all our students. All you need to do is book your place online.

This course focuses on strengthening your speaking skills and reducing your accent. You will learn how to pronounce words which many people find difficult and learn new phrases and vocabulary that will help you speak with confidence in everyday life.

Why is it free?

Speak Up London is passionate about the English language so we wanted to contribute our share to the industry. It is also a chance for students who do not have the financial means to attend more than one course.

KEY FACTS



- 3 Lessons per week



- Certificate of completion at the end of the course
- Lesson duration 1 hour
- 12.30 pm - 13.30 pm
- 15.30 pm - 16.30 pm



WHY SPEAK UP LONDON?



KEY FACTS

- British Council Accredited School
- English UK Member
- Cambridge ESOL Exam Preparation Centre
- Association for Language Learning Member
- ISI Accredited
- Qualified teaching staff
- Caring and friendly support staff
- Most importantly - because we care about each and every student's learning experience.
- Free career advice service
- Flexible timetable
- Free course books in class
- Communicative and student-centred approach
- Free Wi-Fi
- Free speaking class
- Study in one of the most exciting cities in the world
- Student ID card
- Free social events
- 30% Oyster card discount
- Free accommodation advice

AIRPORT TRANSFER & ACCOMMODATION

We are very happy to arrange for you to be collected at your arrival airport, and to be taken directly to your accommodation. This is a simple and trouble-free start to your course.

This is ideal for all those students who do not have any geographical knowledge of London and would like to have someone pick them up at the airport and drop them off at the end of their stay.

Student rates available for all transfers.

If you wish to obtain this service please specify your requirements when booking a course with us.

ACCOMMODATION: HOST FAMILY / RESIDENCE

London has always been famed for its hospitality and staying with a host family is one of the best ways to experience this first-hand. Students find staying with an English family a very rewarding experience as it offers them a unique insight into English culture and provides the perfect opportunity to improve their English by practising it in a natural everyday context.

When you book your home stay with the school, you are given a few families to choose from. We send their profiles to you and let you choose the one you like best. The profile includes pictures of the rooms, details about where the nearest station is and much more. Once you have chosen, we confirm the booking and send you all the travel details.

Learning English as a foreign language can be a difficult task. We are here to help you choose an English course that suits your language level and that is right for you. Our courses range from General English, through FCE, CAE and IELTS preparation, to Professional and Business English.

BENEFITS OF STAYING WITH A HOST FAMILY

- Experiencing the British way of life within an English family and English culture.
- Having the opportunity to apply your English in a safe, natural and friendly environment.
- Being encouraged to continue using your English outside of class.
- Being continuously integrated into a completely English-speaking environment.
- Being treated as a member of an English family.
- Staying with a host family provides the opportunity to make lifelong international friendships.

BENEFITS OF STAYING IN A STUDENT HALL

- A high level of security.
- A variety of hall options.
- An extensive range of facilities across the halls, such as computer rooms, sports facilities, music rooms and libraries.
- Life in halls offers the opportunity to meet people from diverse social and cultural backgrounds, to develop social skills and widen intellectual horizons.
- A comfortable living environment good for both study and relaxation.
- Student halls are conveniently located with easy reach of central London.

SOCIAL PROGRAMME

A group of young people are sitting on a grassy area. In the foreground, a woman with long dark hair is smiling, with a yellow sticky note on her forehead. To her left, a man is partially visible with a yellow sticky note on his forehead. Behind them, another man and a woman are also visible, both with yellow sticky notes on their foreheads. The background is a blurred green lawn.

The Social Programme is a very important part of your learning experience and we try to make sure that we have something for everybody. We really do believe that it is important that while the students are learning English with us, they are also learning about the culture and people they are living with.

We run a regular social programme for students to take part in.

There's more to an English School than just studying! Social and cultural events are a great way of improving your spoken English, making life-long friends and discovering London's secrets...

A VARIETY OF ACTIVITIES EACH WEEK:

- Musicals
- Parties
- London walks
- Museum visits
- SUL film nights
- Picnics in the park
- Cultural festivals

FAMOUS LONDON ATTRACTIONS:

- Thames cruise
- The London Eye
- Madame Tussauds
- Hampton Court
- British Museum
- London Aquarium
- Hyde Park

Join our social programme and you will find countless events to enjoy!



BENEFITS

Oyster card

In order to travel in London you will have to get a TFL (Transport for London) Oyster Card.

Get a 30% discount on travel with TFL's Student Oyster Scheme. Available to Speak Up London students over the age of 18 who are studying with us for 14 weeks or longer.

Student ID

Available to students who join for more than 12 weeks.

Ready for collection in 3 days.

Get discounts in restaurants, shops, cinemas and theatres. (Not everyone offers student discounts, so be sure to ask first!)

Free speaking classes

All our students can register for Free Speaking Lessons. More information available at our reception desk.

Student welcome pack

All students will receive a welcome pack when they first arrive at the school.

The pack contains general information about our school, timetable and a certificate of registration. The welcome pack also includes local and transport information, a useful pre-arrival guide & a student handbook.

FAQS - FREQUENTLY ASKED QUESTIONS

How do I register for a course?

Please complete the online registration form. You will normally receive a confirmation by email within a few hours.

Can I start my course on dd.mm.yyyy?

We have availability for all courses and you can start your class any Monday. If Monday is a public holiday then courses start on Tuesday.

Can I start my course on a day other than Monday?

Wherever possible, you should try to start your English course on a Monday. However, it is also possible to start in the middle of the week when you are not able to arrive on a Monday.

How far in advance do I have to make my booking?

For the biggest choice of accommodation options please book as early as possible but, in general, it is also possible to enrol on a course at fairly short notice.

Where is the school located?

Where better to study than in the heart of London? The school is based on Oxford Street just a few steps away from Tottenham Court Road tube station. Oxford Street is a major road in the City of Westminster in the West End of London. It is Europe's busiest shopping street, and as of 2011, boasts approximately 300 shops.

Is the school accredited?

We are accredited by the British Council and the ISI (Independent Schools Inspectorate) so all of our teachers are fully-qualified.

What qualifications do the teachers have?

All of the teachers have a degree or equivalent and a recognised certificate in teaching English to foreign students.

What teaching methods does your school use?

Our school uses a variety of teaching methods depending on what is being taught: grammar, comprehension, conversation etc. as well as providing valuable practice. All teachers are fully qualified and selected for their teaching skills.

Will I get a certificate at the end of my course?

Every student receives a statement of attendance at the end of his course. It states the duration of the course as well as the student's level of English.

How close are the host families to the school?

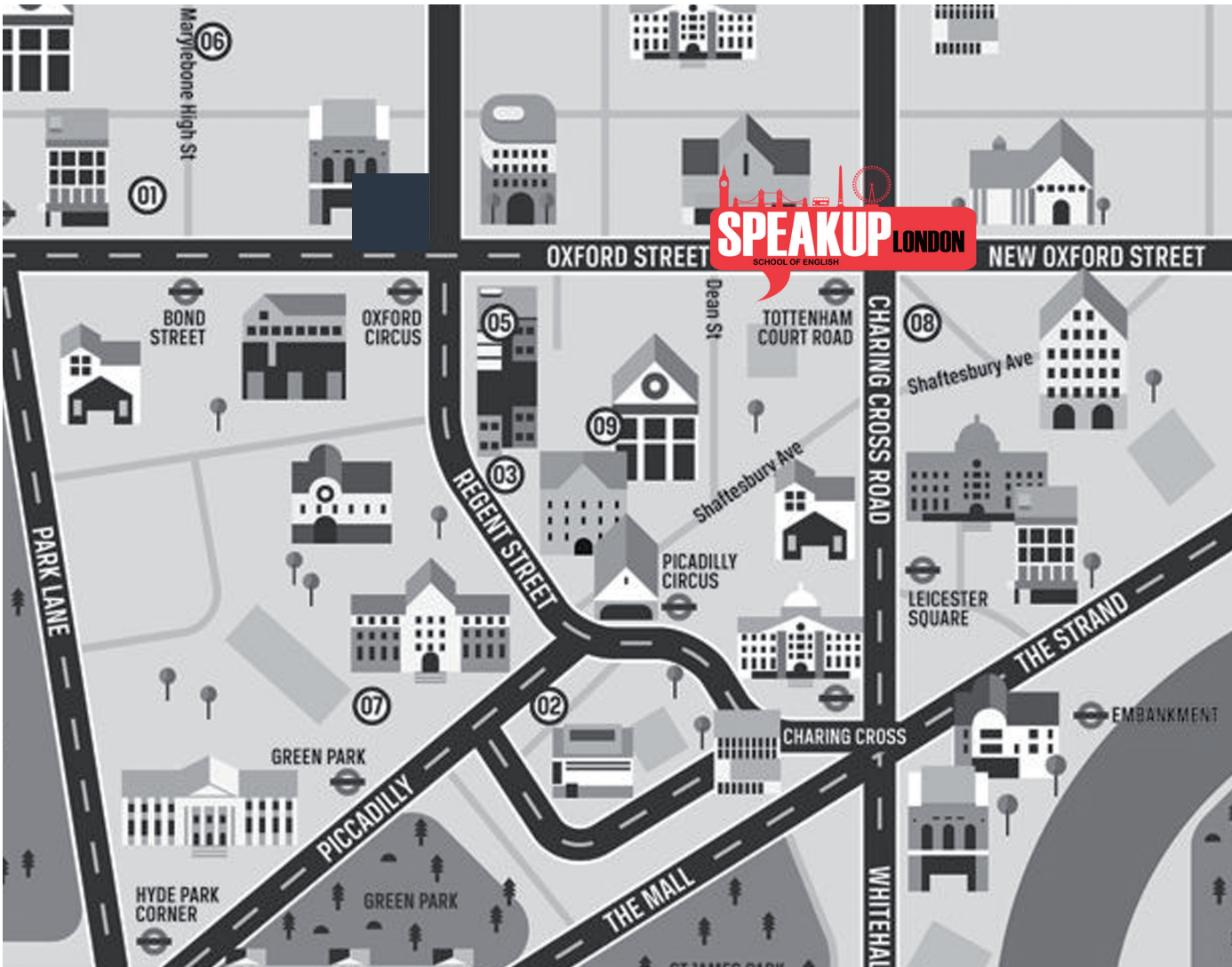
Most of our host families do not live within walking distance from the school but in one of the lovely suburbs in South London. You can choose if you want to stay with a family in zone 1, 2, or 3. All our host families are close to public transport. You will travel up to 60 minutes to school depending on the travel zone you choose.

What happens if I don't like my accommodation?

Should there be any problems with the host family, we will help you to solve them and if necessary, you can change your accommodation.



CONTACT US



SCHOOL 1

45 Oxford Street
London W1D 2DZ
T: +44 (0) 2077340444

SCHOOL 2

37-39 Oxford Street
Second Floor
London W1D 2DU
T: +44 (0) 20728 78868

-  www.facebook.com/sulschool
-  www.twitter.com/speakuplondon
-  www.linkedin.com/in/speakuplondon
-  www.instagram.com/speakuplondonofficial

TERMS & CONDITIONS

Payments

Payments may be made by bank transfer or credit card and must be received in full 14 days prior to the course start date. A deposit must be paid immediately upon booking.
A booking confirmation will only be sent when a deposit has been received. Bank details are provided on the invoice. Payment must include all bank transfer charges (including intermediary bank charges).

Refunds on course

- A written request must be submitted to Speak Up London at least 7 days prior to the start date for it to be considered. If a refund is granted it will be subject to a 20% administration charge of whatever the student has paid to the school regardless of the length of course.
- If the student has made a payment to an agency it is the responsibility of the agent to deal with that refund request. If a student does not request a refund at least 7 days prior to their start date then no refund will be given. In extenuating circumstances management reserve the right to approve/reject refunds on a case by case basis.
- For visa national students who are given entry clearance to the UK at the airport and are refused entry, a full refund will be given less the registration fee.
- Payment must be received in full prior to any visa documents or confirmation of studies being issued. There is a charge of 50GBP each time documents have to be sent by courier. If a visa application is rejected and we receive written evidence by the UK Border Agency at least 14 days prior to arrival we will refund the fees less a 20% administration charge of the tuition fee, less any bank charges or courier fees).
- A cancellation fee equivalent to 1 week of accommodation and accommodation booking fee will apply on all refunds for accommodation.
- Should Speak Up London receive result of a successful visa application fewer than 7 working days prior to arrival, we reserve the right to offer alternative accommodation.
- Should the arrival day be postponed due to delayed visa applications, we cannot guarantee the original accommodation offered.
- Speak Up London cannot be held responsible for decisions taken by embassies or immigration police regarding entry visas or visa extensions.
- Speak Up London can assist with queries in regards to visas however it is the responsibility of the applicant to ensure that the most updated regulations/ processes are being followed. SPEAK UP LONDON cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the then existing regulations.
- Written notification of cancellation must be submitted in order to provide refunds.
- If Speak Up London cancels a programme after a student's enrolment, Speak Up London will refund all monies already paid by the student less anytime studied (pro rata basis).
- Students who require a visa/temporary residence permit may not be able to shorten their course due to the terms of their visa/temporary residence permit.
- In the event that a refund is due, prorated refunds will be calculated on a weekly basis. When determining the number of weeks, Speak Up London will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

Accommodation Cancellation Prior to Arrival

- Speak Up London accommodation: Students cancelling fewer than 14 days before arrival will be charged a one week accommodation fee charged at the standard accommodation rate and accommodation placement fee.
- Non - Speak Up London accommodation (i.e. accommodation contracted by SPEAK UP LONDON through external suppliers) have different cancellation terms.
- Therefore Speak Up London will hold no responsibility for any accommodation refunds booked for any other type of accommodation other than homestay.

Accommodation cancellation after arrival

- Bookings of 7 weeks or fewer:
No accommodation refund. Bookings of 8 weeks and over: Students must give notice in writing 4 weeks prior to termination, otherwise a 4 week cancellation fee will apply.
- Please note: certain accommodation options may be subject to special cancellation changes. Should these differ from above, students will be notified at the time of cancellation.
- Students cancelling 14 days or fewer prior to the course or ommodation start date (whichever comes first) will be charged a cancellation fee equivalent to 1 week of accommodation, accommodation placement fee, registration fee, courier fees and bank charges.

Refund due dates

- For students cancelling before arrival, refunds will be made within 30 calendar days of the first scheduled day of class or the documented date of cancellation, whichever is earlier.

- For an enrolled student, the refund due will be paid within 30 calendar days from the documented date on the student's written notice of withdrawal.
- Any refunds due will be paid to the person or organisation who originally paid the fees.
- Speak Up London reserves the right to charge an administration fee of £50 each time the course, accommodation or centre is changed or postponed after Speak Up London has confirmed the initial enrolment. This also includes requests for changes whilst the student is at school.

Public holidays 2015 - falling on a weekday:

- Speak Up London will be closed on Public Holidays. Any days lost for public holidays will be reimbursed as extra days for study and not reimbursed financially.

Christmas & new year opening dates

Speak Up London will be closed from 21st Dec to 1st Jan. Lessons can be made up on these days.

Reduction of lessons

Speak Up London reserves the right to reduce the number of lessons in a class due to insufficient number of students. If this is the case we endeavour to find alternative lessons for the student but reserve the right not to do so. If we cannot find alternative lessons Speak Up London will calculate a refund on a pro rata basis.

Reissuing lost/misplaced student certificates: £15

Reissuing lost/misplaced student id cards: £10

Level of English

If a student does not have the minimum level of English required to follow a specific course, as determined by Speak Up London's Placement Test, Speak Up London reserves the right to move the student to an appropriate course for their level.

Transfers

Flight details including: arrival time, flight numbers, airline and point of origin must be advised 7 days prior to arrival in order for Speak Up London to provide airport transfers. No refunds will be granted on transfers if flight details are not sent to Speak Up London at least 7 days prior to arrival. Airport transfer fees include a maximum of 1 hour waiting time. In the event of delays exceeding 1 hour, students will be charged the additional fee at the school.

Class information

- Private lessons will be scheduled subject to teacher/ classroom availability.
- Speak Up London reserves the right to use classrooms in alternative premises of a similar standard.

Homestay

- Speak Up London may use carefully selected partners to house students with suitable host families.
- From the airport, students must arrive at the Homestay before 22.00.

Force majeure

Speak up London will not be responsible for any failure to comply with any of its obligations (and therefore shall not be required to provide any compensation) if the failure is occasioned by any cause beyond Speak Up London's reasonable control. Nor shall SPEAK UP LONDON be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

Supervision

Please note Speak Up London does not provide supervision for students who book an adult course.

Expulsion

Speak Up London reserves the right to expel students for unacceptable behaviour or lack of attendance. No refund will be given. Repatriation is at student's own expense.

Damage to property

Students must pay the full cost of any damage they cause to property.

Liability

Speak Up London will not be held liable for loss, damage or injury to persons or property.

Photography & Filming

Speak Up London may take promotional photographs and video footage of students. If students do not wish to participate, Speak Up London will respect their wishes but it is students' responsibility to absent themselves from the photograph/video.



45 Oxford Street · London W1D 2DU · +44 (0)207 734 0444

www.speakuplondon.com · info@speakuplondon.com