



LANGUAGE *in* ACTION



Student Pre-Arrival Pack 2019

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Introduction



We look forward to welcoming you to Language in Action!
So that you can settle in well when you arrive we have prepared an information pack with the essential information you will need to know during your stay. Please make sure you read this thoroughly before you leave for the UK.



Things to bring with you

- An umbrella, sunglasses, t-shirts, raincoat and jumpers. The weather is changeable!
- An electrical adaptor. In Britain the electrical supply is 3-pin 240 volts.
- An Ipad or MP3 player, or smartphone if you want to download language practice materials
- Your mobile phone charger
- Any medicine that you regularly take and details of specific medical conditions that require monitoring.
- A laptop computer, if you have one. We have WiFi, or you can connect to our LAN internet by cable. A USB memory stick may be useful too.
- A towel
- A toothbrush
- Shampoo
- Soap
- A pen, pencil and notepad
- An English dictionary
- Travel insurance document
- European Health Insurance Card (EHIC) if you are from an eligible European country.

See more info here:

<http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/about-the-ehic.aspx>

Phoning

To make an international call

dial 00 + the country code + the area code + the number

To call the international operator

dial 155

To call the operator in your country

dial 0800 89 00 + your country code

To call directory enquiries

dial 118247

To call the emergency services (Fire Police Ambulance)

dial 999 or 112 from a mobile phone

UK Currency

The UK currency is pounds sterling (£).

There are 100 pence in £1.

Pennies (pence) come in 1p, 2p, 5p, 10p, 20p and 50p pieces.

There is also a £1 and £2 coin.

All sterling coins feature a portrait of the Queen's head on one side.



Bank notes come in £5, £10, £20 and £50.

They are legal tender in England and Wales but are generally accepted throughout the UK, Isle of Man and the Channel Islands.



One pound sterling is divided into 100 pence.

There are copper brown coins of 1 p and 2 p, silver coins of 5p, 10 p, 20p and 50p
£1 coins are gold and £2 coins are gold and silver

Foreign Currency

Foreign currency can be easily changed into sterling at Banks, Post Offices, Travel agents and Bureau de changes. All towns will have at least one facility where you will be able to exchange your money. It is worth shopping around for exchange rates as they can vary and also ask if they charge commission. A lot of Bureau de Changes now offer 0% commission. Exchange rates for the most popular currencies will be displayed on a board and travel agents tend to have this board on display in their shop window.

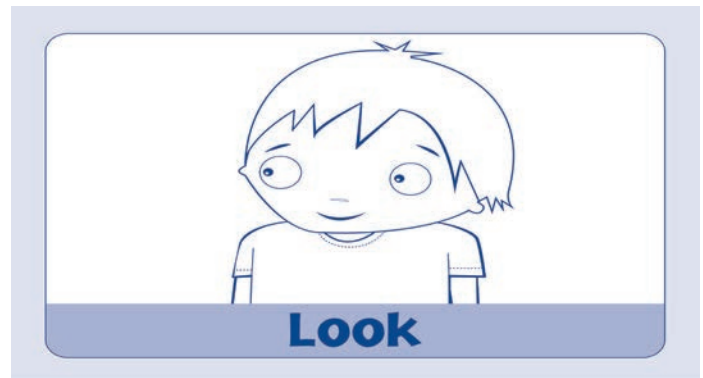
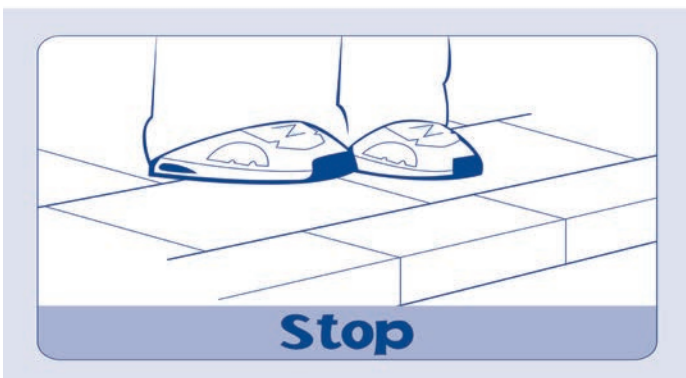
To view current exchange rates you may find the following websites useful:

www.exchangerate.com

www.xe.com Exchange Rates & Universal Currency Converter

Road Safety

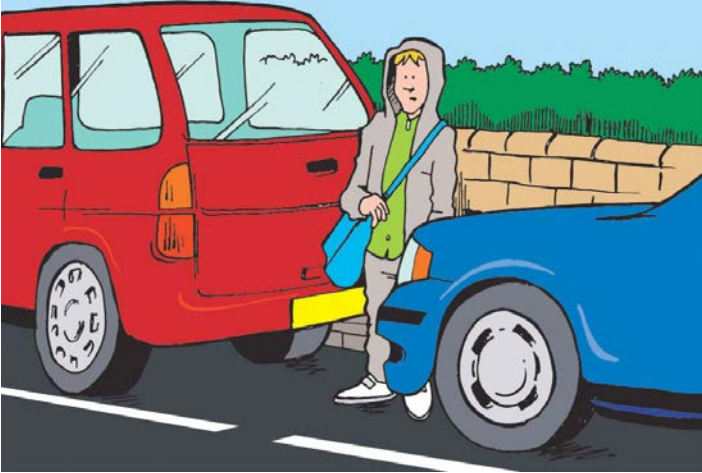
Cars can come from the left or right so make sure you look both ways when you are crossing the road.



Stop, Look, Listen and Think each time you cross the road



Road Safety - cont



Be aware that parked cars can block your view of traffic

Don't use your mobile phones when crossing the road or when in traffic



A Traffic Island can help you cross the road in two parts. Stop on the island and Look, Listen and Think before continuing to cross.



A Zebra Crossing has black and white stripes and yellow flashing lights. It is important to make sure all traffic has stopped before you cross the road.



At a Pelican Crossing you control the traffic by pressing the button. Only cross when the green man shows

When using a safer crossing place, it's good to remember:

- Never stand on the edge of the kerb
- Make sure you can clearly see traffic in both directions before crossing
- Use Stop, Look, Listen and Think every time you cross the road

Emergency Services

The three most commonly used emergency services in the UK are the police, fire service and emergency medical service. Other services available include mountain rescue, cave rescue, coastguard and lifeboat.

You must only call the emergency services number in the case of a real emergency. You should not call them because you get locked out of your house or if you have a nose bleed for example.

To contact the services in case of an emergency, you call **999** or **112**. These calls can be made from any phone and are free of charge.

Police

The police deal with the safety of the community and act to reduce crime towards people and property. As a tourist the most likely reason to contact the police would be if your purse was stolen.

Fire Service

The fire service deal with fire and rescue operations. They also attend other emergencies and it is quite common to see a fire engine at a car crash.

Emergency medical service

The emergency medical service provides ambulances and staff to deal with medical emergencies. An ambulance would usually be called if someone is hurt too badly to be taken to the ER by a friend.

Read more:

<http://www.tourist-information-uk.com/guides/tourist-information-advice/emergency-services/#ixzz4B6VfO3cE>

Travel

Getting to and from the airport for disabled students

[Heathrow Airport](#)

Info

Green-tick ramps for wheelchair access
Green-tick wide paths
Green-tick disabled toilets
Green-tick disabled seating in check-in areas

Train

Both Heathrow and Paddington stations are step-free between the train and the platform. Heathrow Express trains are accessible for wheelchair users.

Bus

National Express buses from Heathrow are able to carry wheelchairs weighing up to 23kg. They must be stowed in the cargo hold.

Tube

At Heathrow Terminals 123 and Terminal 4 tube stations there is step-free from the train to platforms and ticket offices. There is a lift to the airport. Staff help is available on request. Heathrow Terminal 5 tube station has no step-free access, but staff can offer help to passengers where possible. See Getting around in London below for more information about travelling by tube.

[Gatwick Airport](#)

Info

Green-tick ramps for wheelchair access
Green-tick wide paths
Green-tick disabled toilets
Green-tick disabled seating in check-in areas

Train

Gatwick Airport train station has step-free access and a ramp to help you board the train. Gatwick Express staff can offer help if you speak to them at the station, or contact them in advance.

Bus

National Express buses from Gatwick can carry wheelchairs weighing up to 23kg. They must be stowed in the cargo hold.

[Stansted Airport](#)

Info

Green-tick easy wheelchair access
Green-tick disabled toilets
Green-tick disabled seating throughout the airport
Green-tick low-level information monitors

Travel - cont

Train

Stansted Airport train station has step-free access and a ramp to help you board the train. If you know when you will be travelling, you are advised to contact the station in advance to discuss assistance.

Bus

National Express buses from Stansted are able to carry wheelchairs weighing up to 23kg. They must be stowed in the cargo hold.

Luton Airport

Info

Green-tick wheelchairs available to borrow

Green-tick disabled toilets

Green-tick assistance boarding and leaving the plane

Train

Luton Airport Parkway train station has step-free access with lifts and escalators from street level to all platforms.

You should contact the station in advance if you think you will need staff assistance boarding a train.

Bus

National Express buses from Luton are able to carry wheelchairs weighing up to 23kg. They must be stowed in the cargo hold.

For more info click here:

<https://www.visitbritainshop.com/world/articles/disabled-travel-guide/>

UK Laws

Hate crimes and racial harassment

Police forces are taking what are called 'hate crimes' increasingly seriously. This means a crime where the person committing the crime is doing so because of a hate or prejudice about the person or group being attacked.

The victim might be attacked because of their race, their religion or because of homophobia; and the crime might range from harassment, stalking, and verbal abuse through to physical assault. There are specific laws against racial harassment, most recently in the Racial and Religious Hatred Act 2006 which came into effect in autumn 2007. It makes it a criminal offence to use threatening words or behaviour with the intention of stirring up hatred against any group of people defined by religious beliefs or lack of religious beliefs.

Smoking

It is not against the law for a child to smoke (although the smokefree law applies to all). From October 2007, the legal minimum age to purchase tobacco is 18 years.

Drugs

If a child of 10 or older buys or is given an illegal drug, he or she can be arrested and charged with possession of drugs, or with supplying drugs. If there is an illegal drug in your house, it is an offence and you could be charged with possession.

The Government has launched a drugs helpline and website for young people, parents and carers, called www.talktofrank.com. The national Frank helpline is **0800 77 66 00**.

Gases, Glues and Aerosols

It is not illegal for children and young people to use solvents, but a shopkeeper can be prosecuted for selling solvents to anyone under 18, if they know the solvents will be used for sniffing. No-one under 18 can buy a butane gas lighter. The Government has recently banned the sale of aerosols to all under 16 year-olds, with a maximum fine of £2,500 if they break the law. Police have powers to stop and search young people they believe are carrying spray paint. The reason for the Government's action is to try to reduce graffiti.

Knives

Carrying a knife or similar object in a public place (including schools) is an offence. Shops must not sell knives or similar items to children under 16 (with the exception of small pocket knives). The Violent Crime Reduction Act 2006, expected to come into force in 2008, will restrict sale of such knives to over 18 year-olds only. It will also give new powers for a head teacher (or other authorised person e.g. another teacher) to search pupils and their possessions for knives, if they have reasonable grounds to believe the pupil has a knife at school.