



DEPARTURE GUIDE

TORQUAY

Welcome to Kaplan International Languages. This guide will help you make the most of your chosen course and will give you useful information that you can refer to during your stay.

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ACCREDITATIONS AND MEMBERSHIPS

Accredited by the

for the teaching
of English in the UK


member

This Kaplan International Language school is accredited by the British Council and is a member of English UK. These are highly respected organizations that represent and help maintain the best English language schools in the country.

 Last updated 08/11/2022



BEFORE YOU LEAVE

Here are some important things you need to know to make your arrival as smooth as possible. Use our checklist to ensure you don't forget anything and are prepared for the exciting times ahead.



POCKET MONEY

Separate to your travel expenses, we recommend a weekly budget of £80–100. This should cover personal expenses, laundry and Kaplan activities. You will need additional money if you want to take weekend trips. Bring £100 with you in cash and a debit or credit card. Do not bring foreign currency. It is not wise to carry around large amounts of cash.

BANK ACCOUNT

If you're staying longer than six months, you may wish to open a bank account. If possible, set up your account before you arrive as rules, regulations and policies between banks vary. You may be required to bring personal documentation with you; remember it may take a long time to set up the account, so make sure you still have access to money during this process.

CLOTHING

Most students dress casual for classes, but you should bring nice clothes for going out and active clothes for sports and outdoor activities. The climate is changeable and may be different from your own. The typical temperature is 20°C in the summer and 0°–10°C in the winter, although it can drop below freezing. Bring waterproof clothing if you're arriving in the winter and an umbrella as it often rains in the UK.

ELECTRICAL CURRENT

Standard voltage in the UK is 240 volts; remember to bring an adaptor with you or buy one when you arrive.

MOBILE PHONE

Ensure your phone is unlocked before you purchase a local SIM card, otherwise you will need to purchase a temporary mobile phone when you arrive. Please be advised it is easier to unlock your phone before you depart your country.

CHECKLIST

Is everything ready for your trip? Double check the list below to ensure you don't forget any vital documents or necessary items for your study abroad adventure.

- ☐ Passport
- ☐ Enrollment agreement, including acceptance letter and Kaplan documentation
- ☐ Visa
- ☐ Accommodation fact file (available to download from website)
- ☐ Proof of health/medical insurance
- ☐ £100 in cash
- ☐ Weather-appropriate clothing
- ☐ Adaptor for electrical appliances
- ☐ Prescription medication
- ☐ Emergency information
- ☐ Mobile Phone, Laptop or Tablet
- ☐ Relevant payment if you are taking an exam (£160–200 IELTS)





WHEN YOU ARRIVE

Arriving at the airport in a foreign country can be overwhelming. To better prepare yourself, make sure that you have read the information below about your arrival and how to get to your accommodation. If you get lost or confused upon arrival, don't be afraid to ask the airport staff for help as they will be happy to give assistance.



KAPLAN TRANSFERS

Students should arrive at Heathrow, Bristol, Exeter, Gatwick or Stansted Airports. We request that you book your flights according to the starting date of your specific program. You must arrive on the Saturday or Sunday prior to your course start date. If you book a taxi a driver will meet you at the airport terminal when you arrive and have a sign with your name on it. Please ensure you arrange and pay the transfer fee in advanced.

TRANSFER SERVICE PRICES (ONE WAY)

- Heathrow (taxi): £200
- Heathrow (coach): £60
- Bristol (taxi): £110
- Bristol (coach): £50
- Exeter: £60

INDEPENDENT TRANSFERS

LONDON HEATHROW AIRPORT TO TORQUAY:

- National Express Coach: 4 hours

BRISTOL AIRPORT TO TORQUAY:

- Train: 3 hours; airport bus to Bristol train station

EXETER AIRPORT TO TORQUAY:

- Train: 30 minutes airport bus, then 50 minutes

LONDON GATWICK TO TORQUAY:

- National Express Coach: 6 hours

LONDON STANSTED TO TORQUAY:

- National Express Coach: 6.5 hours



FIRST DAY AT SCHOOL

Orientation starts every Monday at 09:15. There will be an academic induction, a placement test, an informative presentations on academics, student services, accommodation, and the social program, a tour of the local area, and the distribution of class timetables. The day will conclude with a welcome evening for new and existing students. On their first day, students are expected to bring their passport, visa, and a pen. Photos will be taken for student ID cards.



ABOUT THE SCHOOL

NUMBER OF BUILDINGS:	2
NUMBER OF FLOORS:	2
TOTAL NUMBER OF CLASSROOMS:	10 (Classrooms without windows: 0)
SCHOOL FACILITIES:	Air conditioning, heating, Wi-Fi, computer lab/ multimedia center, library, self study center, cafeteria (hot meals available), vending machines, garden, sun terrace/ patio, swimming pool (free), parking facilities, prayer room, student lounge/ common room, school minibuses
WHEELCHAIR / DISABLED ACCESS:	Yes but limited
EXTRA COST OF FACILITIES:	No
OTHER SERVICES PROVIDED:	Travel support, airport transfer, UPS (University Placement Service)
EXTRA COST OF OTHER SERVICES:	Airport transfer (£40 - £240)
NUMBER OF COMPUTERS AVAILABLE:	15 (additional chrome books available for student use)
LEVELS OF ENGLISH OFFERED:	Beginner, Elementary, Lower Intermediate, Intermediate, Higher Intermediate, Advanced, Proficiency

CLASS TIMETABLE

MORNING	AFTERNOON
Class: 09:15 - 10:45	Class: Tutorials and 1:1 tuition
Break: 10:45 - 11:15	Break: N/A
Class: 11:15 - 12:45	Additional study 15:30 - 17:00

SPECIFIC SKILLS CLASSES TIMETABLE

MORNING CLASS (MONDAY TO FRIDAY)	AFTERNOON CLASS (MONDAY TO THURSDAY)
N/A	13:45 - 15:15



SCHOOL MATERIALS

MATERIALS PROVIDED FOR STUDENTS:

K+ Course Books, K+ Learning Clubs, K+ Online, K+ Online Extra, Chromebooks, Interactive whiteboards, TV in class, DVD in class

IS THERE A BOOK DEPOSIT?

Yes (Price: charity donation)

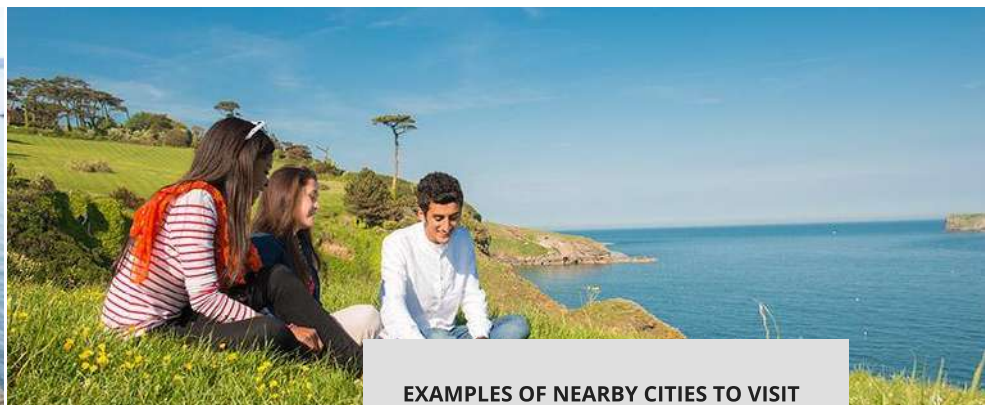
IS THERE A MATERIALS FEE?

No



LOCAL INFORMATION

NAME OF LOCATION:	Torquay
TOP 5 REASONS TO CHOOSE THIS CITY:	World famous for hospitality and a warm welcome, surrounded by outstanding natural beauty, rich in history and folklore, over 4 million visitors a year from around the world, lively harbourside lifestyle
FAMOUS LANDMARKS:	Kent's Cavern, Thatchers Rock, Dartmoor National park
CITY PERSONALITY:	Active nightlife, charming, eco-friendly, foodie scene, friendly, hiking, historical, laid-back, natural landscape, ocean views, picturesque, popular, sports scene, traditional
WHAT MAKES THIS CITY UNIQUE?	Astounding literary heritage (home to Agatha Christie, Elizabeth Barrett Browning, and Rosemary Pilcher); Situated in the UK's only UNESCO listed urban geo park
TRANSPORT WITHIN A 10-MINUTE WALK:	Buses
CUISINES WITHIN A 20-MINUTE WALK:	American, British, Chinese, Greek, Indian, Italian, Japanese, Middle Eastern, Seafood, Turkish
ALTERNATIVE THINGS TO DO:	Embark on a breathtaking hike in Torbay, discover a wealth of local folklore and history, visit the world's first 'Transition Town' of Totnes



TYPICAL 2-WEEK SOCIAL SCHEDULE

DAY	FIRST WEEK	SECOND WEEK
MON	Orientation and welcome evening	Boat trip across the Bay
TUE	Bowling	Movie night
WED	Mystery pub tour	Kent's Cavern
THU	Cockington and Devon Cream Tea	Torre Abbey / Dartmouth
FRI	Exeter day trip Half day trip	Agatha Christie tour
SAT	Dartmoor National Park	Plymouth

REGULAR SOCIAL ACTIVITIES

National Marine Aquarium in Plymouth	£20-35
Water sports	£8-32
Dartmoor National Park	£25-35
Bowling	£5
Cornwall trip	£25-35
Boat trip around Torbay	£6-8
Agatha Christie tour	£15-25

Number of social activities per week: 6

EXAMPLES OF NEARBY CITIES TO VISIT

EXETER

Travel time: 25 minutes, price of return ticket: £10

LONDON

Travel time: 2.5/3 hours, price of return ticket: £65

LIVING COSTS

(SAMPLE PRICES FOR ITEMS IN THIS CITY)

Bottle of water: £1

Coffee: £2

Can of coke: £1

Meal out for two: £20

Takeaway pizza: £7

Sandwich: £1-3

Local bus ticket: £2

Local train ticket: £4

Bike rental: £15/week

Cinema ticket: £7



ACCOMMODATION

STUDENT RESIDENCE

THINGS STUDENTS NEED TO BRING:

Toiletries, personal items to make their room feel like home, prescription medication and towels

SERVICES INCLUDED:

Basic appliances and furniture, cooker, microwave, fridge, freezer, crockery, utensils and bed linen

EXTRA COST OF SERVICES:

Average cost per load of laundry is £5

MEALS PROVIDED:

Meals are self-catering; all apartments have a fully-equipped kitchen

PHONE USE:

You will have access to a telephone for incoming and outgoing calls. You must buy a phone card to use for calling out. Please limit your calls to 20 minutes

LAUNDRY FACILITIES:

There are laundry facilities in the basement; an iron and ironing board are available

SECURITY:

You are responsible for keeping your own room secure. Kaplan International Languages cannot be responsible for items that go missing in the residence.

PRIVATE ACCOMMODATION

Only students aged 18 and over are permitted to go into private accommodation. If you are 16 or 17 years old you will be housed in a homestay and should be home by 11 pm each night.

If you are over 18 here are some tips if you want to find your own apartment or share a house with friends:

- The school's Accommodation Officer can provide a list of local letting agencies
- Check whether the accommodation you are going to see is in a safe area
- Take a friend with you when you go to view any accommodation
- If you are sharing an apartment or house find out who has access to it
- Make sure the accommodation has a recent safety certificate – all cookers are electric fires are safe and smoke alarms are fitted
- Make sure your room is secure and that you have insurance for your laptop, camera, TV, DVD, personal music player and other valuable items
- If you rent your own accommodation you will be expected to pay Council Tax. If you are a student you will receive a 10% discount but be aware that it could be up to £1,200 per year.

HOMESTAY



THINGS STUDENTS NEED TO BRING:

Toiletries, prescription medication

SERVICES INCLUDED:

Bed linen, towels, laundry once a week (free of charge), telephone use for emergencies

EXTRA COST OF SERVICES:

No

MEALS PROVIDED:

Yes

ABOUT HOMESTAY MEALS

BREAKFAST:

Breakfast is usually a light meal consisting of cereal, fruit, toast, juice, or coffee. Hosts will usually ask you to prepare your own breakfast.

LUNCH:

You will be responsible for buying your own lunch at school, from a local restaurant, or the local shops.

DINNER:

You will usually eat dinner with your host, or occasionally you may prepare your own meal with food supplied by your host.

WILL THE HOMESTAY ARRANGE TO PICK UP THE STUDENT FROM THE AIRPORT?

No but all homestays will pick up students from the train or coach station as they arrive in Torbay

TRANSPORT TO SCHOOL:

Your host will help you to find your way to and from school on your first day and will show you how to use public transport.

WHERE ARE THE HOST FAMILIES LOCATED?

All host families are located in central Torquay

ADDITIONAL INFORMATION:

Homestays are 5–40 minutes of commute time to the school; there are also excellent bus and transport services in the area



HEALTH AND SAFETY

MEDICAL INSURANCE

All students must have medical insurance for the duration of their stay in the UK. Students need to organize their own medical insurance before they travel. Kaplan does not offer travel and medical insurance in the UK, but students can either use the link on the Kaplan International Languages website to book travel and medical insurance directly with an insurance provider, or they can choose their own.

IF YOU GET SICK

If you get sick while in the UK you should visit a doctor. You can ask the Welfare Officer or your host family where the nearest doctor is. If you have a minor illness you can ask staff at a local chemist for advice. Remember to bring any relevant insurance or medical documentation with you. You may need to register with a local doctor.

PROTECTING YOUR BELONGINGS

We strongly recommend you take out insurance for your personal belongings, especially cameras, music players, mobile phones and laptops. Personal items cannot be covered by Kaplan homestay or residence insurance.

UNDER 18 STATEMENT

Kaplan recognizes its responsibility to safeguard and promote the welfare of students aged under 18, within the UK legal framework and criteria of our educational oversight and accrediting bodies. We endeavor to ensure a safe, positive and pleasant study and home environment for all students. We show an additional duty of care towards our students who are legally minors, monitoring them more closely than other students and requesting all parents of Under 18s to sign a Consent Form

- All Kaplan staff and host families adhere to our Safeguarding Policy, which includes training and regular guidance
- All staff and hosts in regular contact with under 18s are subject to rigorous recruitment procedures and necessary police checks
- Each KIE school has a named contact person for under 18s who meets the students on a regular basis, explains the legal status of under 18s, monitors any accommodation issues and liaises with the home stay and students' parents if necessary
- We ensure there are activities in the school which are suitable for students under 18 to participate in and inform Under 18s about learning and socializing outside of the classroom

LAWS

- No one under the age of 18 in the UK may buy or consume tobacco or alcohol, including beer and wine. It is against the law to buy tobacco or alcohol for someone you know is under the age of 18.
- Driving under the influence of alcohol is a very serious crime and police make regular random checks.
- You will need international ID to enter bars, clubs or pubs (e.g. passport, ID card, driving licence).
- Buying, selling and using drugs is illegal.

EMERGENCY SERVICES

Call 999 in case of fire, medical emergency or if you need the police.

MEDICAL COSTS

Medical costs are at the discretion of your local doctor or hospital.

Minimum medical costs are as follows

- Consultation with a doctor: £40
- Prescriptions at a chemist: £6.50 per item
- Dental treatment: £50
- Eye test or new glasses: £30



LOCAL CUSTOMS

- Women in the UK are equal to men and should always be treated fairly.
- Always stand in line and wait your turn when buying tickets, at a bank or post office, or waiting for a bus. Keep to the left when standing on escalators.
- English people talk to strangers in public areas. This is a great way to practise English, but caution should be taken. You should not give out your address and telephone number, or accept inappropriate invitations. Although most people are friendly, some may be reluctant to speak with strangers.
- "Please" and "thank you" are very important words! Always use them if you ask someone to do something for you, or if they help you or give you information.



KAPLAN INTERNATIONAL LANGUAGES RULES

- If you leave your Kaplan International Languages course, the government may revoke your student visa and advise you to return home.
- You must attend all classes. If you do not attend your classes your representative will be informed. If a student is under 18, parents will be informed. If you do not then improve your attendance you will be sent home.
- Be on time for all your lessons.
- Always tell Kaplan International Languages if you are going to be absent from school for any reason and tell your host family if you are going away overnight.
- If you commit a criminal offence or have to be severely disciplined you will be sent home and no refund will be given. We will also inform the immigration authorities.

UK PUBLIC HOLIDAYS 2022

New Year	3-Jan-22
Good Friday	15-Apr-22
Easter Monday	18-Apr-22
Early May Bank Holiday	2-May-22
Spring Bank Holiday	2-June-22
Summer Bank Holiday	29-Aug-22
Christmas Day (Substitute Day)	27-Dec-22
Boxing Day	26-Dec-22

* The above dates are observed as holidays in the year. If you arrive on a week where the Monday is a holiday, your first day of school will be a Tuesday.

HOLIDAY POLICY

ACADEMIC YEAR AND SEMESTER STUDENTS

There are preset holiday dates for all Academic Year and Semester students. These dates depend on your start date and cannot be changed. Please check with the school if you are not sure when these are.

SCHOOL CLOSURES

The school will be closed from "26 December 2022" to "3 January 2023" with an additional closure for New Years on January 1st

✓ Last updated: 11 August 2022