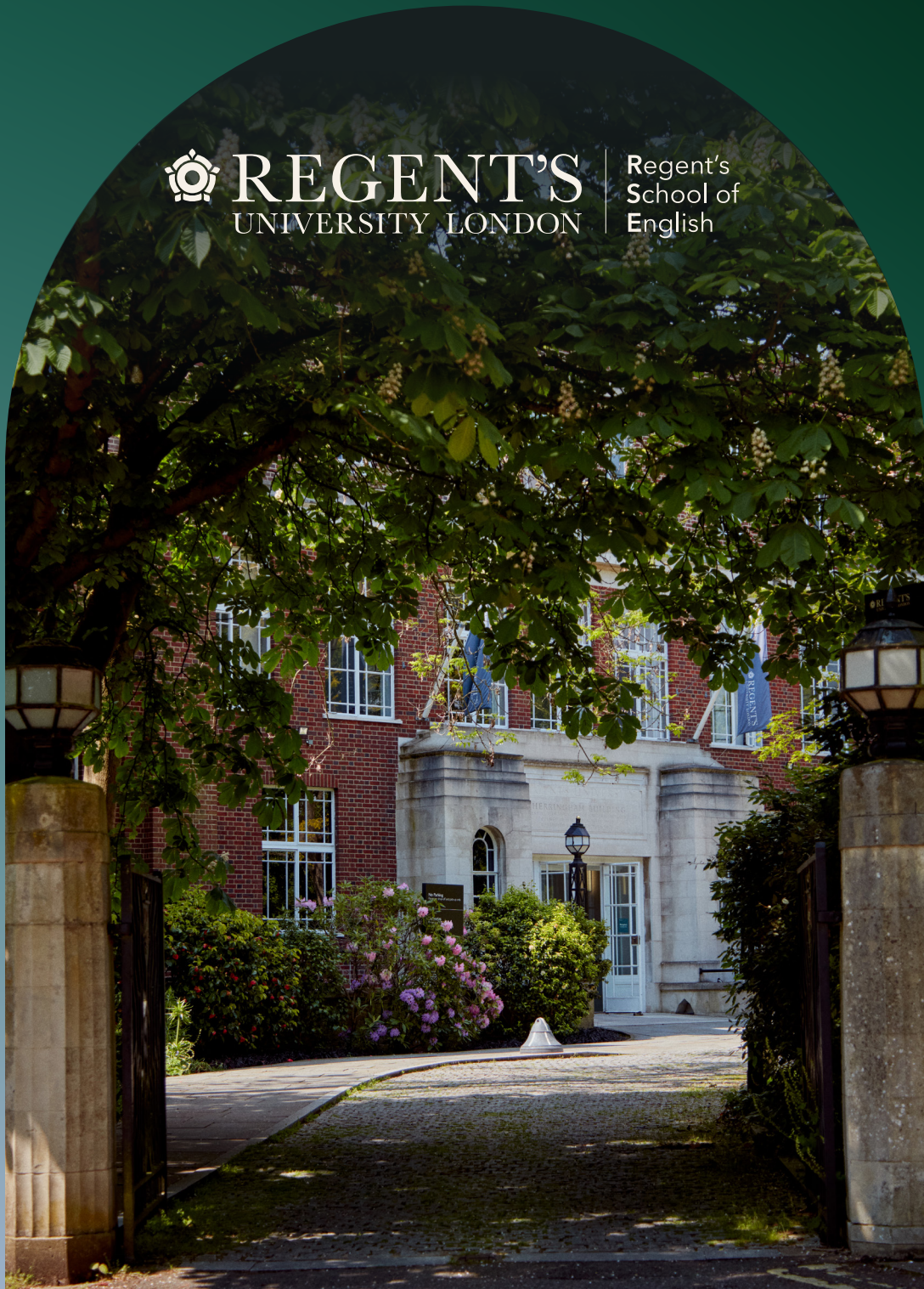




REGENT'S  
UNIVERSITY LONDON

Regent's  
School of  
English



# Student handbook

2025/2026

Your guide to life at Regent's, academic success and our facilities and support services.



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## Welcome to London, and welcome to Regent's School of English

The information in this book is very important. If you do not understand something, or you have questions, we are always happy to help.

### Contact Details:

Regent's School of English email: [rse@regents.ac.uk](mailto:rse@regents.ac.uk)

Regent's main reception: +44 (0) 207 487 7700

University emergency number: + 44 (0) 207 487 7777

Regent's School of English number: + 44 (0) 207 487 7477

# Introduction

## Who is who at the Regent's School of English

The Regent's School of English team consists of the Director of Regent's School of English, the Academic Manager, the Student Support Manager, the Business Development Manager, Enrolment Officers and the Teaching Team. You can read more about the team on our [website](#).

## Your first day at Regent's School of English

On your first day at Regent's, you will be invited to attend an induction. The induction consists of sessions with information about the University facilities, academic schedule, trips and activities, health and safety on campus etc. In addition, you will take a campus tour accompanied by a member of the Regent's School of English team to make yourself familiar with Regent's University London premises. We will also ask to see your passport and visa/boarding pass.



# Courses & classes

## Lesson schedule and course description:

Course Type	Number of Hours	Class Times
General English (morning)	15 hours per week	Monday to Friday 9:15 - 12:30
Intensive English; General English + Business English	21 hours per week	Monday to Friday 9:15 - 12:30 Monday to Thursday 13:30 - 15:00
Pre - sessional Course & General English + IELTS Academic	21 hours per week	Monday to Friday 9:15 - 12:30 Monday to Thursday 13:30 - 15:00 Exam preparation
General English + Business English	21 hours per week	Monday to Friday 9:15 - 12:30 Monday to Thursday 13:30 - 15:00 Business English
<b>Summer courses</b>		
Summer English + Sightseeing	24 hours per week	Monday to Friday 9:15 - 12:30 Monday, Tuesdays & Thursdays 13:30-17:00 sightseeing in London
Super Intensive English	23 hours per week	Monday to Friday 9:15 - 12:30 Monday to Thursday 13:30 - 15:00 Skills/Business English/IELTS Tuesday & Thursday 15:15 - 16:15 Speaking + Writing workshops

The morning class hours include a 15-minute break. A lunch break between 12:30 - 13:30 is also provided.



## General English classes (morning classes)

These 3-hour classes are General English classes, focusing on all aspects of English: reading, writing, listening, speaking, grammar, vocabulary and pronunciation.

We currently offer 5 levels:

**A2 (pre-intermediate):** You can give your opinion on something familiar, offer help, describe your hobbies, friends and other people, and where you live.

**B1 (intermediate):** You can give reasons for your opinions, offer advice and talk easily about familiar topics such as family and studies.

**B2 (upper-intermediate):** You can give a prepared presentation or talk, put your point across persuasively, communicate with reasonable accuracy, and correct your mistakes.

**C1 (advanced):** You can both follow and give a detailed presentation on an area of your studies, participate in a formal discussion about less familiar or more abstract topics and talk about many topics fluently and naturally.

**C2 (proficient):** You can express yourself naturally and effortlessly on most topics, follow and give presentations, and deal with complex information and transactions.

## Afternoon classes:

### IELTS Academic course

This afternoon class focuses on the IELTS exam. IELTS Reading, Writing, Listening and Speaking are covered. Students are taught exam techniques and skills and given opportunities to test their knowledge through regular mock exams.

Students are assisted with the IELTS exam registration.

## Business English

This afternoon class is a mixed level Business English session that helps students develop key language skills needed to communicate effectively and confidently in the modern workplace. In this course, students explore various business-related topics such as cultural awareness in business, management styles, international marketing strategies, and overcoming communication barriers. Classes include how to succeed in job applications and interviews, deliver effective presentations, use language for negotiating, write business emails, and master vocabulary and grammar for business contexts.

## Pre-sessional Course

This course is designed for students who have been accepted onto a Regent's University Degree programme on condition that they achieve the required level of English (dependent on the programme they will study). There are eight different entry points (34, 24, 20, 16, 12, 10, 8 and 6 weeks) dependent upon the level of the student and the score required for their programme of study. The first part of the course is Intensive English and the last 12 weeks are a combination of General English with academic-focused exam preparation including tests and regular mock exams in the afternoon

## Super intensive speaking + writing workshops

These are mixed level speaking and writing workshops offered as part of our summer super intensive course, in addition to your afternoon classes. These workshops will help you develop your fluency and confidence in spoken English and the ability to write clear, concise, grammatically correct sentences and paragraphs.

**WiFi Connection Instructions**

**Apple**

'eduroam' Network

- Settings → WiFi → select eduroam
- Enter your complete username@regents.ac.uk
- Enter your current Regent's password
- When prompted, select Accept to trust the certificate

A checkmark next to eduroam will indicate successful connection

**Android**

'eduroam' Network

- Go to Settings → Wireless and Networks
- Enable WiFi if not already on
- Select eduroam from available networks

EAP method	PEAP
Phase 2 authentication	MSCHAPV2
CA Certificate	Use system certificates
Online certificate status	Request certificate status
Domain	wifi.regents.ac.uk
Identity	username@regents.ac.uk
Anonymous identity	username@regents.ac.uk
Password	Regent's password

→ Select Save

You'll see 'Obtaining IP address from eduroam...' and then be connected

## MS Teams

The MS Teams online platform allows the Regent's School of English team to communicate with students. Students are part of the wider body of Regent's University London, therefore they can download the app and login with Regent's credentials (login details). The MS Teams platform is also used by teachers to upload online materials related to the course. Students are assigned to their class on MS Teams and they have free access to their class materials during the whole duration of their course.

# How we teach/attendance

## How we teach

All our teachers are qualified and experienced. Many of them have worked in other countries and in different types of schools. Every teacher is different and has their own teaching style: if there is something you want to study or practice, talk to your teacher! We are open to questions and ideas.

We focus on communication: using language to communicate with real people in real situations. We believe that grammar, vocabulary and pronunciation are important, but that speaking, listening, reading and writing are also essential to help you improve.

## Monthly progress tests

All morning group classes take a progress test once a month. This is to check how students are doing and what skills they need to improve.

## Attendance and punctuality

Students should attend (go to) all classes. We check everyone's attendance (%) regularly. Regent's School of English follows UKVI and British Council rules, so teachers will record attendance in class every day. Punctuality is very important: you must arrive for class on time. It is impolite to walk into class late, and you may disrupt other students and may miss important information.

If you miss your class (or come over 15 minutes late), your teacher will mark you absent from that class on our electronic register for the duration of absence from that class.

There are three exceptions to this:

1. If you are sick (ill) for more than seven days and you see a doctor (you need to give us a copy of the doctor's letter when you come back to school)

2. Some students can take holidays. The holidays policy is that for every 12 weeks of studies, students can take one calendar week holiday. The holiday week should be Monday to Friday. These can be combined, i.e. 2 weeks for 24 weeks of study. The holiday should be requested 4 weeks in advance. You should message the Student Support Manager on MS Teams, or please contact Regent's School of English at [rse@regents.ac.uk](mailto:rse@regents.ac.uk) in their absence. We may be able to offer you an extension to your course without an additional fee, only if you give us 4 weeks in advance notice, there are available spaces in classes and if your Visa requirement allows you to.
3. We strongly discourage students from taking a holiday during their Pre-sessional courses.

We monitor everyone's attendance every two weeks. If your attendance falls below 75%, we will send you a warning email. You will receive up to two warning emails if your attendance doesn't improve. The third email is a withdrawal email, with which we will request you to leave the University, and no refund will be given.

At the end of your course, if your attendance is 75% and above, you will receive a Certificate of Attendance.

# Extracurricular activities



At Regent's School of English, we have a programme of extracurricular activities available to students.

## Year-round activities

Weekly Conversation Club on a weekday from 15:15 to 16:15 - a relaxed and friendly space to practise speaking English, build confidence, and meet new people.

Friday afternoon trips to various places in London - weekly trips to popular London attractions and cultural sites - great for exploring the city and learning outside the classroom.

## Activities during the University's academic year

*Mid-September to mid-December and February to April.*

- Be Active sports programme and team sports
- Guest lectures organised by Regent's University London
- Parties, quiz nights, film nights and other social events run by the Student Union.

Activities are free of charge, with the exception of parties and social events run by the Student Union. More information about these is available on the [Student Union website](#). Students participating in the Friday trip are expected to cover the cost of transportation (bus or tube).

# Questions and feedback

## What to do if you have a question

If you need help with letters, such as a study letter, please contact the Student Support Manager by sending a message on MS Teams or email [rse@regents.ac.uk](mailto:rse@regents.ac.uk)

**Question:** I have a problem with my class/level Who can help me: Your teacher or write to the Academic Manager on MS Teams

**Question:** I cannot come to school (Sick, on holiday) Who can help me: Student Support Manager on MS Teams or email [rse@regents.ac.uk](mailto:rse@regents.ac.uk)

**Question:** I want to extend my course Who can help me: Student Support Manager on MS Teams or email [rse@regents.ac.uk](mailto:rse@regents.ac.uk)

**Question:** My friend/relative would like to apply for an English language course Who can help me: Enrolment Officer at [rse@regents.ac.uk](mailto:rse@regents.ac.uk)

**Question:** I want to book holidays Who can help me: Student Support Manager on MS teams or email [rse@regents.ac.uk](mailto:rse@regents.ac.uk)



## How we collect feedback

Feedback is collected from students on a regular basis.

There are 4 types of questionnaires used:

1. End of week 1 questionnaire - given to students at the end of week 1 to identify if they have settled in well and if there are any questions or issues
2. Continuers questionnaire - given to continuing students every 6 weeks
3. End of course questionnaire - given to students in the last week of their course
4. IELTS questionnaire - given to IELTS students only after completing their course to share their IELTS exam results with us

Questionnaires are distributed to students electronically by the Student Support Manager who also receives students' responses. The Student Support Manager and Academic Manager review students' responses, share the feedback received with relevant parties and appropriate action is taken if needed.

# Campus spaces/ID card/policies

## Regent's library

We have many resources which you can use outside of the classroom. You will find a wide selection of self-study materials in the university's library. There are also books to help with Grammar, Reading, Writing, Listening and Examination Preparation and, of course, the great selection of Graded Readers. You can take these books home as well. The library has areas where you can study quietly. There is also an area where you can do group work with other students. There are computers available to use and headphones if you would like to practice your listening. There are a number of on-line resources as well, including magazines, TV broadcasts and movies. For more information on resources please visit the library or speak to us for more advice.

The Tate Library is open seven days a week. You can use your student ID card to borrow books, journals and DVDS.

Contact the Library on 0207 487 7449, email: [library@regents.ac.uk](mailto:library@regents.ac.uk), or chat with a librarian via the chat feature on the library website: [here](#)

## Meditation & Prayer Rooms

Regent's provides dedicated meditation and prayer spaces. You can find those on the second floor of the Tuke Building. (Tuke 202 and Tuke 203).

## Student ID card

You will receive a student ID card on your first day after the induction. The student ID card is used to access the campus. Please note if you lose your ID card you will be required to pay a fee in order to replace it.

## Regent's University London and Regent's School of English Policies

All University and RSE policies are on Regent's University London website: Please find:

1. Safeguarding Policy [here](#)
2. Code of Conduct [here](#)
3. Student Disability Policy [here](#)
4. Disciplinary Policy [here](#)
5. Bullying, Harassment and Sexual Misconduct Policy for Students and Employees [here](#)
6. Complaints Policy [here](#)
7. Attendance Policy [here](#)

Note: University's and Regent's School of English policies are subject to ongoing updates.



# Fire protocol/safeguarding

## Fire alarm

If the fire alarm goes off while you are on campus, please leave the building by the nearest available fire exit and go to the assembly point.

## Assigned assembly point

### Tuke Lawns

During an emergency, our Fire Wardens and our teaching staff will direct you to the correct point. Please move to the exit quickly and leave all your belongings behind. Please wait until the all-clear is given to return to the buildings.

## Fire alarm tests

For your safety our fire alarms are regularly tested for 10 seconds. You do not need to leave the building during these routine alarms.

Friday 12:00 - whole campus

Friday 12:30 - Reid Hall

Monday 08:45 - Oliver and Pilcher buildings

## Evacuations: what to do

1. Leave right away: as soon as you hear the fire alarm, leave the building and go to the **Tuke Lawns** assembly/muster point.
2. Don't use the lift: always take the stairs
3. Leave your stuff behind: don't go back for your personal belongings.
4. Wait for the all clear: stay at the assembly/muster point until you're told it's safe to leave.
5. Get help if needed: if you need help evacuating, tell your Fire Warden so they can assist you.

## RSE Under 18s Safeguarding policy

- Under 18 students are expected to behave like adults and to assume adult-level of responsibility. Regent's School of English cannot assume parental responsibility for a student under the age of 18. Students are expected to have the necessary skills to study and live independently alongside people from a wide variety of backgrounds.
- Under 18-students study in the same classes with students who are 18+.
- Under 18-students are expected to be in class every day on time, and for the whole duration of their studies. If an under 18 is fifteen (15) mins late in class, the teacher will inform the Student Support Manager, and they will contact the student. If the student does not reply they will contact the parent/guardian immediately. In the absence of the Student Support Manager, a member of staff of Regent's School of English will contact the parent/guardian immediately.
- We have designated times for under 18s to return to their homestay accommodation in the evenings. Students under 18 must return to their accommodation by 23:00 hrs (11PM). This information is also found on the parental consent forms which must be signed by the parents/guardians.
- Under 18s meet weekly with the Student Support Manager to check how they are doing, if they have any issues and questions or if they need any help or support. In the Student Support Manager's absence, they will meet with a member of RSE team.

# Food & drink

## Food and Drinks on Campus

Our campus provides a variety of dining options for breakfast, lunch, and dinner, along with drinks and snacks available throughout the day.

**'The Social'** The main student dining area, situated in the Oliver building. Here, you can enjoy a wide range of dishes prepared with fresh, local ingredients. The menu changes daily and includes vegetarian options and other dietary considerations. If you have special dietary needs, please talk to a member of staff. The Social serves breakfast, lunch, and dinner every day, except for Saturday and Sunday dinners.

**'The Brasserie'** is in the Oliver building and has beautiful views of the lawns. The café offers fresh handmade sandwiches, tasty cakes, and other sweet treats made on campus every day.

**Starbucks** in the Quad is the perfect spot to grab a coffee or snack between classes.

The campus operates on a cashless system, so you'll need to pay by card. Alternatively, you can load meal credits onto your student ID card and use it to pay for your meals.



# Accommodation

We offer a range of accommodation options. Please note that a £130 booking fee applies to all accommodations booked by Regent's School of English.

The only accommodation option we can offer to students aged 16/17 is homestay half-board.

## Homestay:

Experience the British way of life with a homestay – living, eating, socialising and practicing your English with your host.

Our homestays are booked via external accommodation agencies and are British Council and English UK approved. We offer single furnished rooms with Wi-Fi, access to shared bathroom and living areas. To be matched with the right host, please book well in advance and inform us of any requirements (dietary, medical, smoking) upon application. Homestays are located all over London and the travel time from our campus is approximately 25-60 minutes. Prices vary depending on the area and meal plan (half-board or self-catering), as well as age, dates and special requirements. For more information, please see our website.

## On-campus residence - Reid Hall:

Reid Hall is a beautiful Victorian hall of residence, just moments from classes and campus facilities offering furnished twin rooms (to share with another student) with weekly linen change. There is a communal area with TV and PS5 and free Wi-Fi access. Each floor has three communal bathrooms and a pantry with fridge, microwave, sink and filter for cold and boiling water.

## Off-campus residence:

If you are looking for a single room or self-contained studio with easy access to our campus, our accommodation partners might be able to offer you some options. For availability and prices, please contact [rse@regents.ac.uk](mailto:rse@regents.ac.uk).

## Private rented accommodation

We provide students who choose to live in private rented accommodation with general information about the implications of doing so. This includes basic guidance on tenancy agreements, deposits, and safety considerations, which is provided during induction and ongoing support throughout the duration of their studies.



# Airport transfers

We can arrange a transfer for you—either from the airport or station to your accommodation when you arrive, or from your accommodation when you depart.

Airport/Station
London City Airport
Heathrow Airport
Gatwick Airport
Luton Airport
Stansted Airport
St Pancras International Station

If you prefer to use public transport, you can ask us, and we will show you how to get to the airport. There are many trains and buses which go to all London airports (Heathrow, Gatwick, City, Luton, and Stansted), and they are usually cheaper than a taxi.

	Train	Coach/Bus	Tube
Heathrow Airport	<a href="#">Heathrow Express Train</a>	<a href="#">Heathrow Coaches</a>	<a href="#">Tube</a>
Gatwick Airport	<a href="#">Gatwick Express Train</a>	<a href="#">Gatwick Coaches</a>	
Luton Airport	<a href="#">Luton Express Train</a>	<a href="#">Luton Buses</a>	
Stansted Airport	<a href="#">Stansted Express Train</a>	<a href="#">Stanstead Coaches</a>	
London City Airport	Train		<a href="#">TFL Citymapper</a>



# Transport

## Useful links for getting around London:

[Transport for London](#)  
[Citymapper](#)

Student Oyster Card: If you are enrolled as a full-time student for more than 14 weeks, you can get a student Oyster Card. For more information visit [18+ Student Oyster photocard](#).

## Bikes:

[Santander](#)  
[Lime](#)

## Useful links for travelling around the UK:

[Trainline](#)  
[National Rail](#)  
[National Express](#)  
[Megabus](#)



# Safety & useful information

## Safety

- Try not to use your phone in the street and keep it safe. Don't leave your belongings in a public area.
- Do not carry large amounts of cash and be aware of people around you when withdrawing money.
- Leave your passport safely at home if possible. Bringing a copy with you should generally be sufficient.
- Remember to check both sides of the road when crossing.

## Emergency when off-campus

### Useful numbers:

Emergencies (Police/Ambulance/Fire): 999  
(or 112 from international mobile)  
Non-emergency medical number: 111  
Non-emergency Police number: 101

## SIM card

You can buy a UK SIM card from a number of different providers or collect a free [giffgaff](#) sim card (no contract is needed) from the office (J-203)

## Bank Account

Banks may have different requirements for opening bank accounts, and we can provide you with a letter confirming your student status if required.



# London life

## London life

Students have an endless list of reasons for loving their studies in London. With a myriad of theatres, museums, vibrant nightlife, and renowned restaurants, the city truly offers it all. For those eager to explore what's happening in this dynamic city, the following websites are fantastic resources.

[timeout.com/london](https://www.timeout.com/london)

[londonist.com](https://www.londonist.com)

[visitlondon.com](https://www.visitlondon.com)

[thehandbook.com/tag/travel/london](https://www.thehandbook.com/tag/travel/london)

## Shopping

Shopping in London is a delightful experience, with over 4,000 shops to explore. Some of the world's most famous stores and shopping areas are here, including Harrods, Selfridges, Knightsbridge, Westfield, Oxford Street, Regent Street, Carnaby Street, and Covent Garden. For those who prefer markets, you can visit Camden Lock (on the other side of Regent's Park), Spitalfields, or Portobello Market in Notting Hill.

## Museums and Galleries

Museums and galleries in London are a paradise for culture enthusiasts. With over 300 museums and galleries, most of which offer free entry, the city is a cultural treasure trove. Whether you're interested in viewing some of the world's most renowned paintings, cutting-edge contemporary art, or Ancient Egyptian artifacts, living in London means you have access to an unparalleled selection of world-class cultural institutions right at your fingertips. For more information, visit [visitlondon.com](https://www.visitlondon.com).

## Eating Out

London has tons of places to eat, from fancy restaurants to lively food markets. As one of the most diverse cities in the world, you can find almost any type of food here. For tips from locals on where to eat, we recommend checking out:

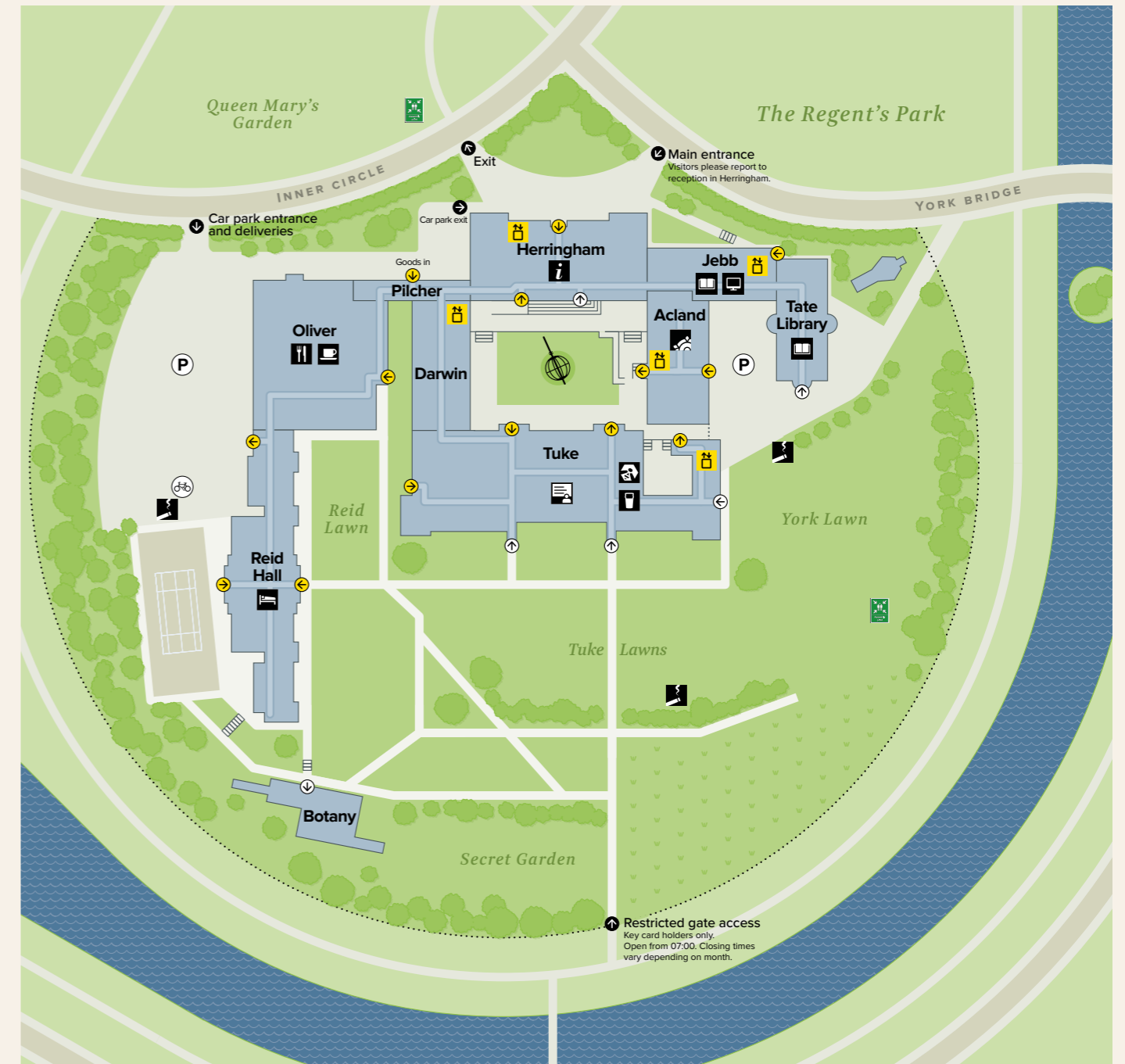
[theinfatuation.com](https://www.theinfatuation.com)

[timeout.com/london](https://www.timeout.com/london)

[squaremeal.co.uk](https://www.squaremeal.co.uk)

Most of London's main attractions offer student discounts, so make sure you take your student ID along with you.

# Campus map & how to find us



Our campus is located in the heart of royal Regent's Park, a 10-minute walk from Baker Street station, and easily accessible by public transport. Find us on Google Maps.

By Underground - take the London Underground (Tube) to Baker Street station. Plan your journey with the Transport for London Journey Planner: [tfl.gov.uk](https://tfl.gov.uk)  
From Baker Street station - take the Marylebone Road exit, turn left and walk past the entrance to Madame Tussauds. Turn left onto York Gate and continue over the bridge into the park. The entrance is on your left.

By road - our campus is just off the A501 (Marylebone Road) in central London. Use the postcode NW1 4NS.





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