

# Welcome to our school!

📍 45 Oxford St, London W1D 2DZ    🌐 [www.ggcolleges.com](http://www.ggcolleges.com)

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School Emergency Contact: +44 7593 703702    Under 18's emergency contact number: +44 7930 743626

We hope that you enjoy your time with us and learn as much as possible. Here is some information about studying at the college and living in London. If you have any questions, just ask a welfare officer in reception.

We pride ourselves on delivering a tailored learning experience. With small class sizes, students receive personalised attention from our experienced teachers. Our diverse course offerings cater to various needs, including:

- **General English**
- **Exam Preparation**
- **Business English**
- **One to One Lessons**



At GG Colleges, we promote a healthy learning environment where everyone is supported to achieve their fullest potential. Like our students, our team come from a diverse background and represent our commitment to quality, fairness, diversity and inclusion.

# Branches

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## GG Colleges - Oxford Street

**45 Oxford St, London, W1D 2DZ**

Located in one of London's busiest and most exciting areas, this branch puts you right in the heart of the city. Our bright and charming classrooms provide a perfect space for learning, while our location ensures that you are constantly immersed in London's multicultural and vibrant atmosphere.

## GG Colleges - Golders Green

**11 Golders Green Road, London, NW11 8DY**

Established in 1941, this branch is located in a vibrant, safe residential area just 20 minutes from Central London. Our bright, spacious classrooms spread over three floors welcome students from around the world, offering a unique multicultural experience.

## ABC School of English

**63 Neal Street, Covent Garden, London, WC2H 9PJ**

Founded in 2002, ABC School of English is a small, friendly school situated in the heart of Covent Garden. Our sociable, relaxed, yet professional environment ensures that every student receives personalised attention and a quality learning experience.

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*All our schools are accredited by the British Council to teach English in the UK and are members of English UK, ensuring high-quality teaching and student support.*

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# Programmes and Courses

At GG Colleges, we offer a variety of English courses designed to meet the diverse needs of our students. Whether you're a beginner or looking to refine your skills, we have something for everyone. Each course combines practical language use with engaging activities, ensuring a well-rounded learning experience.

• <b>General English</b>	Focusing on improving your speaking, listening, reading, and writing skills for everyday communication.
• <b>Exam Preparation</b>	Tailored courses for IELTS and Cambridge exams.
• <b>Business English</b>	Designed for professionals looking to enhance their language skills in a business context.
• <b>One-to-One Lessons</b>	Enjoy personalised English lessons that cater to your individual pace and goals, whether for pronunciation, interview preparation, or exam readiness.



# Teachers

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All our teachers are qualified and meet the standards set by the British Council. You should expect to be taught by a number of different teachers while you are here. When teachers are sick or go on holiday, a replacement teacher will teach the class. You may have a few different teachers each term.

# Class Times

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Morning classes are from 09.30-12.30 with a short 15-minute break. Afternoon classes are from 14.00-17.00 with a short 15-minute break.

# Homework

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You will be set homework to do and your teacher will mark this. Homework is important and you will improve faster if you do your homework. Ask your teacher for some learning tips.

# Course Books

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Students must buy a course book each term. You can buy it from Reception for around £35.

# Attendance

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Classes start at 09.30 or 14.00. It is important that you arrive on time. If you need to be late, arrange this with your teacher the day before. If you arrive late you will be marked late in the register.

# Attendance Policy

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At GG Colleges, we take attendance seriously to ensure you get the most from your course. Please note the following:

- Attendance is mandatory. Students must attend all their classes.
- If you are absent, you must inform the college by calling 020 7870 8728 or emailing [admin@ggcolleges.com](mailto:admin@ggcolleges.com).
- If you do not notify us of your absence, our reception team will contact you.
- If you are ill for **more than three consecutive days**, you must provide a medical certificate.
- If you are ill for **more than three consecutive weeks**, your course will be suspended.
- If we cannot reach you by phone or email, we will contact your **emergency contact**.

# Holidays

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If you want to take a holiday, please go to Reception and complete a Holiday Form. You must do this at least one week before you go on holiday. If you do not fill in this form and just go on holiday, we will mark you as 'Absent' in the register.

# Testing

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You will be tested regularly to see how you are improving. At the end of every term, the whole school is tested and levels are set again. Students will only move to a higher class if they have improved to the level required.

# Student card

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Provide a digital photo via email or WhatsApp to the reception team for a GGC student card which could entitle you to discounts at some shops, museums, and attractions.

# Certificates

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If you would like a certificate at the end of your course, please ask in reception at least 3 days before you finish.

# Exam Registration

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Students wishing to take IELTS or Cambridge exams (B2,C1 & C2) please ask reception for advice on where to register. Exams cost from £150.

# Internet Access

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We have free Wi-Fi access, just ask in reception for the password.

# Welfare Officers

If you need to speak to someone in your own language, please ask at Reception. We have welfare officers to help you and they speak a number of languages, including Japanese, Spanish, Arabic and French.

## Complaints Procedure

At GG Colleges, we value student feedback and aim to resolve any concerns quickly and fairly. If you have a complaint, please follow the steps below:

### Stage 1 – Informal Resolution

1. If you have a concern, please speak to your teacher or the registrar. They will try to help you informally.
2. If your teacher cannot resolve the issue, they will refer you to the Operations Manager or a member of the academic management team.
3. If the Operations Manager or a member of the academic management team cannot assist, they will escalate the matter to the Principal.
4. All complaints will be recorded by the Operations Manager or a member of the academic management team to ensure proper follow-up.

### Stage 2 – Formal Resolution

1. If the issue is not resolved at Stage 1, you should submit a written complaint to the Principal.
2. The Principal will review your complaint and may arrange a meeting with you to discuss the matter further.
3. If you are still not satisfied with the outcome, you have the right to escalate your complaint to English UK or the British Council for further assistance.

We are committed to ensuring a positive learning experience and will do our best to address any concerns promptly.

# GG Colleges Code of Conduct



## ☺ Be polite

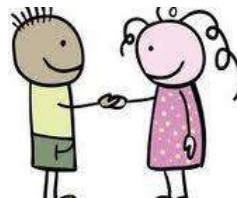


respect others

be well-behaved

speak politely

## ☺ Be considerate



care for people and their things

be patient and kind

be punctual

## ☺ Be prepared



be ready to work in class

bring a pen and pencil to class

## ☺ Be hard-working



start work quickly

follow instructions

listen to your teacher

## ☺ Be safe



walk around the school calmly

be sensible

follow safety rules

Certain forms of behaviour will not be tolerated under any circumstances

**BULLYING AND UNKIND TEASING, SWEARING, FIGHTING, STEALING, VANDALISM**



# Student Code of Conduct Statement

We want all students to learn in a safe and caring environment at GG Colleges.  
This code of conduct explains what we expect from our students.

## **WHO DOES THIS CODE OF CONDUCT APPLY TO?**

All students at GG Colleges.

## **WHO WILL MONITOR THIS CODE OF CONDUCT?**

All staff will monitor this code of conduct.

## **PROCEDURES**

- Treat everyone with respect regardless of culture, race, gender, age, religion, sexuality or disability
- Be on time and attend all lessons
- Inform reception if you are absent or delayed
- Participate in class
- Do your homework
- Treat college property with respect
- Switch your mobile phone to silent in class
- Abide by the law

## **WE WILL NOT TOLERATE:**

- Bullying
- Violent or threatening behaviour
- Drunkenness
- Drug taking

The disciplinary procedure below will be followed. However, it may sometimes be more appropriate to issue a written warning even though it may be the first time such behaviour has taken place. Suspected criminal offences will result in suspension pending investigation.

## **DISCIPLINARY PROCEDURE**

1. Verbal warning
2. Written warning
3. Final warning
4. Expulsion



# Accommodation

Choosing the right accommodation is as important as choosing the right course. This is why we work with well-established agencies which offer a range of accommodation options, including homestays, flat shares and students' halls of residence.

## Homestay



## House shares



## Student's residence



- You can choose bed and breakfast, half board or self catering.
- Accommodation can be arranged all over London.
- A British Council trusted agency is used to find accommodation.

More information:

[Accommodation - GG Colleges](#)

# Student Life

At GG Colleges, student life is an exciting blend of learning and adventure.



- **Weekly Activities:** Enjoy free activities led by our dedicated Welfare officers, exploring London's famous museums, iconic landmarks like the Tower of London and Big Ben, and hidden gems.
- **Cultural Experience:** Immerse yourself in London's rich culture while practising your English in real-world settings.
- **End-of-Term Parties:** Celebrate with students from around the world, relax, and create lasting memories in our vibrant social events.
- **Organised Trips:** Join excursions to historic sites such as Stonehenge, the picturesque Cotswolds, and the renowned universities of Oxford and Cambridge.

**At GG Colleges, we believe learning happens everywhere—not just in the classroom. Our social programme is designed to ensure your time in London is as enriching socially as it is academically, creating an unforgettable experience that combines language learning with cultural immersion and exploration.**

# Social Activities

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You can join the Social Activities WhatsApp group to keep up to date with our social programme.

Join the group and introduce yourself by telling everyone your name and what kind of activities interest you.

SCAN HERE





# Travel from GG Colleges

For the most current travel information in London, visit [www.tfl.gov.uk](http://www.tfl.gov.uk).

## Contactless & Oyster Cards

The most cost-effective way to travel in London is with a contactless payment card or an Oyster card. You can use your contactless debit/credit card, smartphone, or smartwatch directly at the ticket barriers without needing to buy a separate ticket. Oyster cards are also available at any tube station and can be loaded with pay-as-you-go credit or a daily, weekly, or monthly travel card.

## Tube (Underground)

Oxford Street is well-served by several Underground stations, including Oxford Circus (Central, Bakerloo, and Victoria lines) and Tottenham Court Road (Central and Northern lines), providing easy access to central London and beyond.

## Bus

Oxford Street is a major bus route with numerous services connecting to various parts of London. You can explore many iconic areas of London directly from Oxford Street.

## Coach

For longer journeys, National Express and other coach services operate from Victoria Coach Station, which is easily accessible via the Victoria line from Oxford Circus.

## Places of Interest Near the College



**The British Museum**



**Covent Garden & Soho**



**Oxford Street Shopping**

## Hospitals and Doctors

If you need to see a doctor and it's not an emergency, you can visit your local GP (General Practitioner) surgery. To register with a GP or to get more information on accessing medical services, please ask at reception or visit [www.nhs.uk](http://www.nhs.uk). The closest major hospital to the College is University College Hospital, located at 235 Euston Road, London, NW1 2BU. Telephone: 020 3456 7890.

For emergencies, always dial 999.

## Dentist

For dental care, you can visit Smilepod Oxford Circus, a highly-rated dental practice near the College. Call 020 7971 1909 to make an appointment.

## Fire Safety

Please familiarise yourself with the fire safety notices in your classroom. If the fire alarm sounds, exit the building immediately and proceed to the designated assembly point outside.

## Banks

Banks in London typically open from 09:00 to 17:00, Monday to Friday, with some branches open on Saturday mornings. There are several banks close to the College. If you need help opening a bank account, please ask at reception for guidance.

## Post Office

Post offices are generally open from 09:00 to 17:30, Monday to Friday, and from 09:00 to 12:30 on Saturdays. The nearest post office is located on New Oxford Street, just a short walk from the College. For sending parcels, visit the post office; letters can be posted in the red post boxes found on many streets.

## Your Safety and Security

Please report any accidents or incidents that could lead to accidents immediately. These will be recorded in the Accident Book, and steps will be taken to resolve the issue promptly to ensure safety. Keep your valuables secure at all times. Although Oxford Street is generally safe, it is a busy area, and pickpockets may be present. Your personal belongings are your responsibility.



*We want you to have a positive experience at GG Colleges. If you have any concerns about your classes, please speak with your teacher first. If the issue persists, visit Reception. For academic matters, you can book an appointment with the Director of Studies, and for financial matters, speak to the Principal. If you have any issues with your accommodation, ask to meet with the Accommodation Officer.*

# Health Services for International Students

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## Healthcare Entitlements

The healthcare you can receive in the UK depends on how long you are studying.

- **Studying between 6–11 months:** If you have paid the **Immigration Health Surcharge (IHS)**, you can use the National Health Service (NHS) for most medical care. This includes seeing a doctor (GP) and hospital treatment. However, NHS dental care and some special services may not be free. It is a good idea to get private health insurance for extra cover.
- **Studying less than 6 months:** You can only use the NHS for emergencies and urgent care from a doctor (GP). Other medical care is not free. The college offers private health insurance to help with your medical needs during your stay.

If you have any questions or need help registering with a doctor, please contact our Welfare Officers.



## The Police and the Law in Britain

- **Arrest and Legal Assistance:** If you are arrested by the police, you have the right to ask them to contact the College immediately on **+44 7593 703702**. We will provide appropriate support and guidance.
- **Driving in the UK:** If you plan to drive, you must have a valid driving licence (British or International). It is compulsory to have insurance for the vehicle, with yourself named as a driver. Driving without insurance or under the influence of alcohol is a serious crime in the UK and can lead to severe legal consequences.
- **Alcohol Laws:** You must be 18 years or older to purchase or consume alcohol in any shop, bar, or pub in the UK. Always carry valid ID to prove your age when buying alcohol.
- **Illegal Drugs:** GG Colleges has a strict zero-tolerance policy on illegal drug use. If there is any suspicion of a student using illegal drugs on College premises or in College accommodation, the police will be contacted immediately.
- **Our Values:** At GG Colleges, all students are expected to respect and uphold core British values, including democracy, the rule of law, individual liberty, and mutual respect for those with different beliefs. Radical or extremist views are not tolerated, and everyone at GG Colleges must comply with the Counter Terrorism & Security Act 2015.



### Conduct

The College will not tolerate any form of discrimination or abuse directed at staff or students from anybody, for any reason. We will not allow any intimidation or bullying of any kind. If you experience these problems, please speak to a member of staff.

# Useful numbers

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**School Emergency Contact:** If you need urgent assistance, you can call our school emergency number anytime: +44 7593 703702

**Under 18's Emergency Contact Number:** +44 7930 743626

**Emergency Services** (Police, Ambulance, Fire Brigade): 999

**NHS Non-Emergency Medical Advice:** 111

**Local Library:** 0207 641 1300

**Samaritans (24/7 Mental Health Helpline):** 116 123