

Frequently asked questions / Covid-19

1. When will the school re-open?

The school has moved to online classes only effective from Monday 11th January 2021.

2. What will happen on the first day of my course?

Before arrival you must do our online level test plus an oral test via video.

Please email the school a copy of your passport and visa page (if applicable). We will also ask you to fill in an electronic registration form either before arrival or on your first day.

3. What courses will be available?

We are currently running our 20, 15 and 5 hour courses.

What will the school look like?

Milner School will still be the same place as ever, a small school with friendly professional staff and personal attention

- all classes online.
- smaller classes
- no free pronunciation lessons, pronunciation lessons will be included as usual in your morning/afternoon courses
- in accordance with government regulations we will not be able to offer a social programme
- students should email any queries to info@milnerschool.co.uk students will be answered promptly
- we are unable to offer the free gym option due to Covid-19 restrictions. We will reinstate it as soon as we possibly can

4. How will the school keep me safe from Covid-19? (when we are allowed to re-open)

We will be following UK government guidelines in order to keep our staff and students safe. We will keep up to date with the regulations and make changes accordingly.

We have the GOOD TO GO accreditation from Visit Britain.

We will also go further than these guidelines in order to make the school as safe as possible. The measures include:

- extra cleaning
- social distancing, staff and students are required to maintain a distance of 1 metre+
- hand sanitiser will be available around the school and at the entrance to the building. Frequent washing of hands is essential to restrict infections. Staff and students will be required to wash or sanitise their hands on arrival and re-entry to the school. Your temperature will also be taken by a member of staff before your lesson
- classrooms will be arranged so that social distancing of one metre + can be maintained. Students should not move places during the lesson. Windows and doors will be open to ensure good ventilation. You may want to bring a jumper!

- Class start times will be staggered to maintain social distancing in the school
- Numbers will be restricted in reception, toilets, and corridors

5. Will I have to wear a face mask in school?

You must wear a face mask or covering on public transport and in shops. It is also recommended in public indoor spaces. However, even though it is not currently recommended in educational settings, we do request that students wear masks in common areas around the school. If students or staff wish to wear a face mask or covering in the classroom we understand but will not make it mandatory unless government regulations change

6. What should I bring with me?

Bring enough pens, pencils and paper with you as these cannot be shared. A lot of homework will be set digitally so it is recommended you have a laptop or tablet available.

Face coverings are mandatory in shops and on public transport and in taxis so we recommend you have more than one as they should not be worn for more than four hours.

7. What about the social programme?

During a national lockdown we are unable to run a social programme.

8. What can I do in London?

Most attractions in London are now closed

9. What happens if the school closes during my course?

The school may have to close again if government policy changes. In this case lessons will be moved online via Zoom. See question 11.

If anyone at Milner School displays Covid-19 symptoms then the school may need to close temporarily to be sanitised completely. In this case lessons will be moved online via Zoom.

10. What happens if someone displays COVID-19 symptoms in my class?

If anyone feels unwell it is essential that they let us know, either by calling the school (+44 20-8545-0300) or the emergency number (+44 7905233565) or by email info@milnerschool.co.uk

If they are displaying Covid-19 symptoms they should

- self-isolate immediately for at least 10 days
- phone 111 and follow their instructions
- take a test by ordering online or by phoning 111

If there is a positive test, anyone who has been in close proximity will be informed and may need to self-isolate for 14 days and take a test.

11. Can I cancel my course?

Future bookings:

Deferrals

If you have booked a future course with us, you will be able to defer your course & accommodation until a later date with no penalty. This option is available until the end of 2021.

Cancellation

If you wish to cancel rather than defer for reasons directly connected to COVID-19 you will be refunded in full (except our non-refundable registration fee and accommodation request fee). The notice period for cancellations is by the Friday before your course begins.

However, if you rebook with us in the future, the non-refundable fees will not be charged again.

Current Students:

Tuition

If the school is unable to open we will transfer classes online. Your course will continue online for the remainder of your enrolment or until we re-open. In accordance with our standard refund policy no refund or transfer will apply.

In the event of temporary school closure due to Covid-19, no refund will apply.

12. Will I have to quarantine on arrival to the UK?

If you're a resident or visitor travelling to the UK, you must provide your journey and contact details. Before you travel to or through the UK, you must complete this form. <https://visas-immigration.service.gov.uk/public-health-passenger-locator-form>

The information you provide will be used to contact you if a passenger on your flight, ship or train tests positive for coronavirus (COVID-19).

You must also give evidence of a negative COVID-19 test and also follow quarantine rules. Please check the country you are travelling from is not subject to quarantine rules. It is important to keep up-to-date as guidance is continually changing.

<https://www.gov.uk/uk-border-control>

If quarantine is required you will need to self-isolate in the place you're staying for the first 10 days after you arrive.

Version 4 Updated 04/01/2021.

This document will be regularly updated and the most recent version will be on our website

