

## **English UK Student Emergency Support Fund (SESF): FAQs for students**

English UK and the SESF are here to help students as best we can, but there are certain limitations and rules. If you still have any questions after reading this FAQ, please ask us.

### **1. Can I have a refund for the rest of / my whole course instead of taking the place at a new accredited centre?**

No, this will not be possible under any circumstances. The SESF exists to help students affected by a school closure to find an alternative course. English UK Ltd has no responsibility for administering the closed school and can take no responsibility for any money owed to creditors - including students. If you would like to try and claim your money back through the appointed liquidators, in most cases we can provide you with their contact details.

### **2. I'm not happy with my new course. Please can I change to a different centre?**

As stated in the terms and conditions that you have accepted, English UK will make ONE OFFER ONLY to each student. It is not always possible to place you very near to your home, your previous school, your work or in the same school as your friends. English UK will try very hard to place you at a centre whose location and course schedule is the best fit for you, but please understand that this will not always be possible. Remember that you will be placed at an accredited centre and so wherever you go, you will be going to a very good school.

### **3. What happens with my accommodation?**

The SESF can contribute to the cost of your accommodation where payment has been made to the centre and not passed on to the accommodation provider. We will require proof of payment. Please ask your accommodation provider (e.g. homestay or residence) to email English UK at [info@englishuk.com](mailto:info@englishuk.com), and English UK will deal directly with them.

If you are a student who is already in the UK when the school closes, English UK will contribute to the cost of your accommodation from the date of the school's closure for a maximum of four weeks.

If you have not yet started your course and you are due to arrive within ten working days of the date of the school closure, English UK will cover the cost of your accommodation from the date of your arrival until four weeks from the date of the school's closure.

As the fund exists to help students in an emergency situation following the closure of a school, unfortunately, we cannot cover any accommodation costs after four weeks from the date of the school closure and you will have to pay for accommodation after this point.

**4. I've finished my course but I didn't get my certificate before the school closed. Where can I get one?**

English UK can provide you with a replacement certificate. Please email [info@englishuk.com](mailto:info@englishuk.com) with your name, course dates, course title, course hours per week and proof that you attended the school along with your current address and we will post you a certificate.

**5. My new course is at different times to my old one. Please can I change it?**

As stated in the answer to question one above, English UK will try to place you on a course with a similar schedule to your previous one. However if this is not possible, you may be placed on a course with a different timetable to your previous one. It will not be possible to change centres as we can only offer one place to each student. If you would like to stay at the new centre but change your hours, this may be possible if another option is available. Please contact your new centre directly to arrange this.

**6. My travel costs at my new centre are more than I was paying before. Can you help?**

If your new centre is further away than your old one, the SESF can reimburse you for the extra travel cost. To do this, please email [info@englishuk.com](mailto:info@englishuk.com) with a receipt of payment, as well a completed travel invoice form that we will send you upon request. It is also possible to send these to us in weekly or monthly instalments if you cannot afford to pay up front for your travel for the rest of your course.

**7. My visa was refused but I've paid for my course in full. What do I do now?**

As stated in the answer to question one, English UK cannot provide you with a refund for your course. However, we can use the SESF to try to place you at a different centre. English UK will try to find an alternative centre for you, and then we will put you in touch with them to arrange your course. Please note that it may not always be possible to place students who have had their visas refused.

If you require a new letter for your visa application, your new centre can provide this, and you will then need to reapply for your visa.

If you have already paid for your accommodation and your course was due to start more than ten working days from the date of closure, unfortunately the SESF cannot cover this cost.

**8. What can I do if I can't get my accommodation costs covered?**

If you have already paid your accommodation fees but cannot get them covered by the SESF because your course starts more than one month from the date of closure, you can contact the appointed liquidators to register as a creditor. If the liquidators are able to get any funds back from the closing centre, you may be able to get some of your money back through them. English UK can provide you with the contact details of the liquidator upon request.