

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

### **1. Can I have a refund for the rest / 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 all of the English UK member centres are accredited and so wherever you go, you will be going to a very good school.

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

The SESF exists to help cover the costs of a student's accommodation in the event of a school closure. 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. This means that you can stay in your accommodation even though the centre has closed.

The SESF will cover the costs of your accommodation up to the amount that you have pre-paid. Any costs beyond that will be payable by you direct to your accommodation provider.

If you have not yet started your course but are due to start within one calendar month of the date of closure, your accommodation costs will also be covered by the SESF scheme.

If you are due to start your course more than one calendar month from the date of closure, unfortunately your accommodation costs cannot be covered. English UK can find you an alternative course at a different centre, but you will have to pay for accommodation directly to your new school.

**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 1 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 1, English UK cannot provide you with a refund for your course. However, we can use the SESF scheme 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 one month from the date of closure, unfortunately the SESF cannot reimburse these fees.

**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.