

International Prospectus

Chester Campus

NTG College, Scotsman House, The Sidings, Chester Street, Saltney, Chester, CH4 8RD
Tel: +44 (0)1244 678 100, Fax: +44 (0)1244 241 152, Email: info@ntgcollege.co.uk

<http://www.ntgcollege.co.uk>



The Student Experience - a foreword from the directors	02
Introduction to the NTG College	04
Changes to the Immigration Rules	06
The National Qualification framework	08
Edexcel Level 5 BTEC Higher National Diploma Health and Social Care	11
Edexcel Level 3 NVQ in Health and Social Care	12
Edexcel Level 4 NVQ in Health and Social Care	13
Edexcel Level 4 NVQ in Leadership and Management for Care Services	14
International Training Course Fees 2010	16
Fee Status Questionnaire	17
Fee refund policy	18
International Student Support Services	20
Data Protection	22
United Kingdom Information	24
Term Times 2010 - 2011	41

The Student Experience - a foreword from the directors

NTG College offers a very special student experience. We provide high quality teaching methods across a range of courses and subjects. We have a genuine and really friendly community of students and staff. Students at NTG College are well supported academically and personally, and the Welfare Officer provides excellent information and support on all matters - there is someone available at "all times".

Studying overseas is a life-changing adventure, full of challenges but also deeply rewarding. We are delighted that you have decided to come to the UK – where we have a long tradition of giving a warm welcome to international students. The quality of our education system is recognised as world class and support for international students is second to none.

You will acquire unique skills, knowledge and most importantly, friends for life and our society will be enriched by your presence. Preparing for this adventure is crucial and we will ensure that you settle quickly into both our way of life and your course of study. I hope this prospectus provides you with useful and exciting information in relation to our college, the courses of study and the wonderful city of Chester.

Studying in the UK

UK qualifications are recognised and respected throughout the world. NTG College can provide a diverse, creative and inviting environment, which will encourage you to reach your full potential. Courses in the UK must meet strict academic criteria and NTG College will encourage and motivate you to excel in your subject.

Career-based courses

Students studying career-based courses are encouraged to take responsibility for their own study, with extensive support from tutors and lecturers.

They learn through an experience that combines practical skills with an underpinning of knowledge, all relevant to a particular career or occupation.



Lee Morris
Education Director



Adam Leese
Operations Director



Introduction to NTG College

Where are we?

NTG College is located in the very centre of Britain: We are less than 1 hour from Liverpool and Manchester less than 2 hours from Birmingham.

Located in the heart of the UK, Chester city has a wonderful mix of shops, bars, cafes and architectural and archaeological features. Chester offers many events from arts, exhibitions, events and street entertainment, Chester is also well known for the Chester Races and Chester Zoo.

Why choose to study in Chester?

With many of the Chester attractions just a short stroll away, the city is packed out with things to do and see - probably one of the most impressive sights being the Rows, two-tier shopping galleries which date from the Middle Ages.

There are many other fine buildings, including the Cathedral, Amphitheatre and the second most photographed clock in Britain after Big Ben - The Eastgate Clock.

Did You Know?

Chester is the only place in Britain to have maintained the tradition of regular midday proclamations at the High Cross where proclamations have been made since the middle Ages.

Did You Know?

Chester Cathedral has the finest medieval quire stalls in the UK with some of Europe's finest carvings.



Changes to the Immigration Rules

Since March 2009 any college or university enrolling international students is required to be a licensed sponsor with the UKBA and all foreign students must be sponsored by a college or university licensed by the UKBA. Students must also be able to demonstrate that they can support themselves once they arrive in the UK to be granted a visa.

The following changes were made to the Immigration Rules (IR) on 3rd March 2010 as a result of recommendations stemming from the review of Tier 4 (all Tier 4 applications submitted on or after this date will be subject to the new arrangements):

- Students undertaking a course of study below foundation degree level will not be permitted to work more than 10 hours per week during term time, but will still be allowed to work full-time during vacations. Students on foundation or degree-level courses will still be permitted to work up to 20 hours per week during the term and full-time during vacations.
- From 6 April 2010 only those with 'highly trusted sponsor' status will be able to offer courses at National Qualifications Framework Level 3 (and its equivalents) and courses with work placements below degree level.
- There is now a requirement for students to demonstrate their English language ability by passing an approved secure test. The UKBA is currently reviewing the criteria that approved providers will be required to meet. The new arrangements are likely to be introduced by early summer.

As a result of the changes, NTG College will only be offering the Edexcel Level 5 BTEC Higher National Diploma Health and Social Care to international students (Non EU).



The National Qualification framework

The National Qualifications Framework

The National Qualifications Framework (NQF) sets out the level at which a qualification can be recognised in England, Northern Ireland and Wales. Only qualifications that have been accredited by the three regulators for England, Wales and Northern Ireland can be included in the NQF. This ensures that all qualifications within the framework are of high quality, and meet the needs of learners and employers.

NQF Level	Level Criteria	Example Qualifications	Equivalent FHEQ Level	Equivalent FHEQ Qualifications
Level 8	Level 8 qualifications recognise leading experts or practitioners in a particular field. Learning at this level involves the development of new and creative approaches that extend or redefine existing knowledge or professional practice.	Level 8 Advanced Professional Diploma, Certificate & Award	D (Doctoral)	Doctorates
Level 7	Level 7 qualifications recognise highly developed and complex levels of knowledge which enable the development of in-depth and original responses to complicated and unpredictable problems and situations. Learning at this level involves the demonstration of high level specialist professional knowledge and is appropriate for senior professionals and managers. Level 7 qualifications are at a level equivalent to Master's degrees, postgraduate certificates and postgraduate diplomas.	Level 7 Advanced Professional Diploma, Certificate & Award	M (Master's)	Master's Degree PGDip PGCert Postgraduate Certificate in Education
Level 6	Level 6 qualifications recognise a specialist high level knowledge of an area of work or study to enable the use of an individual's own ideas and research in response to complex problems and situations. Learning at this level involves the achievement of a	Level 6 Professional Diploma, Certificate & Award	H (Honours)	Bachelor's Degree Graduate Certificate & Diploma

NQF Level	Level Criteria	Example Qualifications	Equivalent FHEQ Level	Equivalent FHEQ Qualifications
Level 6	high level of professional knowledge and is appropriate for people working as knowledge-based professionals or in professional management positions. Level 6 qualifications are at a level equivalent to Bachelor's degrees with honours, graduate certificates and graduate diplomas.	NEBOSH National Diploma & British Safety Council Diploma in Occupational Safety & Health	H (Honours)	Professional Certificate in Education
Level 5	Level 5 qualifications recognise the ability to increase the depth of knowledge and understanding of an area of work or study to enable the formulation of solutions and responses to complex problems and situations. Learning at this level involves the demonstration of high levels of knowledge, a high level of work expertise in job roles and competence in managing and training others. Qualifications at this level are appropriate for people working as higher grade technicians, professionals or managers. Level 5 qualifications are at a level equivalent to intermediate Higher Education qualifications such as Diplomas of Higher Education, Foundation & other degrees that do not typically provide access to postgraduate programmes.	Level 5 Advanced Professional Diploma, Certificate & Award	D (Doctoral)	Doctorates
Level 4	Level 4 qualifications recognise specialist learning and involve detailed analysis of a high level of information and knowledge in an area of work or study. Learning at this level is appropriate for people working in technical and professional jobs, and/or managing and developing others. Level 4 qualifications are at a level equivalent to Certificates of Higher Education.	Level 4 Professional Diploma, Certificate & Award	C (Certificate)	Certificate of Higher Education

The National Qualification framework

NQF Level	Level Criteria	Example Qualifications
Level 3	Level 3 qualifications recognise the ability to gain, and where relevant apply a range of knowledge, skills and understanding. Learning at this level involves obtaining detailed knowledge and skills. It is appropriate for people wishing to go to university, people working independently, or in some areas supervising and training others in their field of work.	A Level AS Level Advanced Diploma National Diploma, Certificate & Award Level 3 Diploma, Certificate, Award & NVQ Access to Higher Education Diploma
Level 2	Level 2 qualifications recognise the ability to gain a good knowledge and understanding of a subject area of work or study, and to perform varied tasks with some guidance or supervision. Learning at this level involves building knowledge and/or skills in relation to an area of work or a subject area and is appropriate for many job roles.	GCSE at grades A*–C Higher Diploma First Diploma & Certificate Level 2 Diploma, Certificate, Award, DiDA, CIDA+, CiDA, AiDA, NVQ & City & Guilds.
Level 2	Level 1 qualifications recognise basic knowledge and skills and the ability to apply learning with guidance or supervision. Learning at this level is about activities which mostly relate to everyday situations and may be linked to job competence.	GCSE at grades D–G Foundation Diploma Introductory Diploma & Certificate Level 2 Diploma, Certificate & Award Level 1 DiDA, CIDA+, CiDA, AiDA, NVQ & City & Guilds.
Entry Level	Entry level qualifications recognise basic knowledge and skills and the ability to apply learning in everyday situations under direct guidance or supervision. Learning at this level involves building basic knowledge and skills and is not geared towards specific occupations.	Entry Level Certificate Foundation Diploma BTEC Level 1 Certificate

Edexcel Level 5 BTEC Higher National Diploma Health and Social Care

Two Year Course

The College runs these programmes in association with Edexcel and are a route to direct progression onto degree level programmes.

Who is the course for?

Students from overseas will be assessed on an individual basis but will be expected to have the equivalent of 4 GCSE passes at Grade C or above and an IELTS score of 5.5 or equivalent.

This course is not suitable for students with no formal health associated background.

What will I study?

You will study on average 19 hours per week.

The following topics are covered in the course:

- Communicating in Health and Social Care Organisations
- Principles of Health and Social Care Practice
- Health and Safety in the Health & Social Care Workplace
- Personal & Professional Development in Health & Social Care
- Working in Partnership in Health and Social Care
- Social Policy
- The Sociological Context of Health and Social Care
- Empowering Users of Health and Social Care Services
- Safeguarding in Health and Social Care
- The Role of Public Health in Health & Social Care
- Physiological Principles for Health & Social Care
- Managing Human Resources in Health & Social Care
- Understanding Specific Needs in Health & Social Care
- Contemporary Issues in Health & Social Care Organisation
- Health Promotion

Students must complete a Professional Development Plan and will have access to a weekly Tutorial with a Personal Tutor.

How is the course assessed?

Through a range of methods throughout the year to include Case Study Analysis, Individual Presentations, Group Presentations, Reflective Portfolio, Work Experience, Essay, Evaluation, Oral Presentation, Time Constrained Tests, Reviews/Critiques. Students must pass all modules in order to pass the course.

What qualification could I achieve?

By the end of this one year course, you will have achieved a Higher Education national diploma.

Edexcel Level 3 NVQ in Health and Social Care

These NVQs will enable candidates to develop more specialist competencies for use in the health and social care sector. There are two endorsed titles — one for those whose work role is predominantly with Adults and another for those whose work role is predominantly with Children and Young People. The units recognise the growing breadth of skills of those in the health and social care workforce.

These qualifications are suitable for:

People who deliver and supervise health and social care services.

Entry requirements:

There are no formal entry requirements for these qualifications.

Qualification structures:

To achieve qualification, candidates must achieve 8 units made up of 4 Core units and 4 Optional units (including the choice of the specialist unit/route). Candidates can also undertake additional units, although these are not required to complete the qualification.

Assessment and grading:

Like all NVQs, this qualification is **competence-based**.

This means that it is linked to a person's ability to competently perform a range of tasks connected with their work.

National occupational standards:

This qualification relates to national occupational standards for Health and Social Care at Level 3.

Key Skills:

Signposting to Key Skills is provided in the award.

Target market:

The Health and Social Care NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 3 working with service users/carers.

Edexcel Level 4 NVQ in Health and Social Care

The NVQs at Level 4 also have two endorsed titles, as described for Level 3. It is a requirement of the Care Standards Act 2000 that each registered care service has a registered manager who is responsible for the service.

The Level 4 NVQ in Leadership and Management for Care Services along with the NVQ level 4 in Health and Social Care (or an equivalent formal qualification) are the minimum standards and form part of the care competencies.

These qualifications are suitable for:

People who deliver and manage health and social care services.

Entry requirements:

There are no formal entry requirements for these qualifications.

Qualification structures:

To achieve qualification, candidates must achieve 8 units made up of 4 Core units and 4 Optional units (including the choice of the specialist unit/route). Candidates can also undertake additional units, although these are not required to complete the qualification.

Assessment and grading:

Like all NVQs, this qualification is **competence-based**.

This means that it is linked to a person's ability to competently perform a range of tasks connected with their work.

National occupational standards:

This qualification relates to national occupational standards for Health and Social Care at Level 4.

Key Skills:

Signposting to Key Skills is provided in the award.

Target market:

The Health and Social Care NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 4 working with service users/carers.

Edexcel Level 4 NVQ in Leadership and Management for Care Services

The leadership and management for care services is designed to reflect the work of senior care givers, supervisors and managers.

Qualification aims:

The aim of this qualification is to recognise the skills and competences of candidates in the workplace.

The qualification is about the management and delivery of physical, emotional or enabling care to clients/service users. The candidate will be delivering care in support of others, and will be accountable in the area of practice.

Candidates will be working without direct supervision or on their own, such as in a client's/service users own home.

Candidates will have autonomy, and will be required to make decisions within boundaries and limits agreed with their team.

Entry requirements:

The NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practices in their work. This is open to candidates of any age, of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning.

There should be equality of access for candidates regardless of work setting and patterns of work.

Candidates must be enabled and supported to undertake this qualification.
In addition, the NTG College will actively attempt to address the needs of under-represented groups.

These include specific needs in relation to candidates:

- From ethnic minority communities.
- Experiencing disability.
- Experiencing sensory impairment.

All The NTG College staff involved in the assessment or delivery of this qualification should understand their requirements and match them to the needs and capabilities of individuals before entering them as candidates for this qualification, through initial assessment.



International Training Course Fees 2010

Course Title	Course Duration	Deposit (Before CAS)	Monthly Payment	Total Payable
BTEC HND in Health & Social Care	2 years (24 Months)	£4000.00	20 x £150.00	£7000.00
NVQ Level 3 in Health & Social Care	1 years (12 Months)	£750.00	10 x £100.00	£1750.00
NVQ Level 4 in Health & Social Care	1 Year (12 Months)	£950.00	10 x £100.00	£1950.00

- All prices are inclusive of VAT, Edexcel Registration and Certification.
- To complete the HND course all units will need to be completed and passed. Should you fail any units and not complete the course - additional fees may apply to complete any outstanding units.
- Prices do not include flights, airport transfers or accommodation.



Fees - what will you have to pay?

Please refer to the student guidance notes on the UKCISA website (Fees and Student Support) to help you to assess your fee status.

You must complete and return the fee status questionnaire with your application form.

Fees for one academic year must be paid in advance, and no letter of final acceptance (which is necessary in order to obtain/renew a Tier 4 student visa) will be issued until fees have been paid.

Fees should not be paid until specifically requested by the NTG College.

The overseas student tuition fee for one academic year is £4000.00

If you have any doubt as to your fee status, please contact the admissions Centre on **+44 (0)1244 678100**

Fee Status Questionnaire

UK government legislation allows publicly funded educational institutions to charge 'overseas' student fees to international students unless they fulfil certain residence and immigration status requirements.

If you meet the residence and immigration status requirements you will be charged a lower 'home' student rate of fee and may be eligible for a student loan for fees.

Details of these requirements are given in the UK Council for International Education - UKCISA Guidance Note: Fees and Student Support (<http://www.ukcisa.org.uk/>).

Please note that the information provided will be used only to assess your fee status and this form does not constitute an offer of a place at the NTG College.

International Students Refund of Fees and Fee Deposit Policy Statement

Policy Statement

NTG College has a refund of fees and a fee deposit policy for international students regarding the return of money paid or owed to NTG College for course fees or paid as a deposit against reserving a place on a course.

The letter of confirmation of acceptance to study is produced on receipt of a deposit and ensures that a student has a necessary piece of paperwork in order to attempt to obtain entry clearance to the UK to study at the NTG College.

Payment of Course Fees

NTG College requires that international students pay their full course fees for the first year of study less any deposit already paid. Instalment payments for the balance of course fees can be arranged at the discretion and with the permission of the Education Director.

Refund of Fees

NTG College will not refund course fees other than for reasons of ill health. If a student chooses to leave NTG College prior to the end of their course, the student will not receive a refund of fees and will be liable for payment of any outstanding balance of fees. NTG College Finance Department will actively pursue payment via debt collection agents and court action to recover any outstanding fees.

Students claiming a refund of fees must provide documented evidence of their health and prove that they are unable to attend NTG College for the rest of the course of study. This evidence will be submitted to the Education Director for review before any refund is approved.

Fees cannot be transferred to another Training provider or institution, should a student wish to leave NTG College and study elsewhere. In the case of students in the UK on a study visa, NTG College reserves the right to notify the Home Office that the student has left his/her course and is no longer studying at the NVQ Training Group.

Refusal of Visa Application

Visas are refused for a number of reasons including forged documents, lack of proof of funds, lack of proof of commitment to learning, no evidence of intent to leave the country on completion of studies etc. Applicants who are refused a visa are issued with:

GV51 (FRA) 'Notice of refusal of entry clearance to a student who has a right of appeal'

GV51 (LRA) 'Notice of refusal of entry clearance to student who does not have the right of appeal'

IS82C 'Notice of refusal of leave to enter/cancellation of leave where there is a right of appeal'

IS82A 'Notice of refusal of leave to enter where there is no full right of appeal'

Reasons for Refund of Deposit

In the event of a refusal to grant visa/entry clearance the deposit will be refunded, less the sum of £200.00 administration fee.

Actions after refusal of visa

If a student is intending to appeal against the refusal of his/her visa they will need to let NTG College know within a week of receiving the refusal NTG College will need to be informed of the reasons for refusal and may be able to assist with preparation for the appeal. The student should keep NTG College informed of progress regarding the appeal.

Refund of Deposit

If the student is not intending to appeal or if his/her appeal has been rejected the student or his/her representative should supply the Education Director with a copy of the refusal and statement that they do not intend to appeal or, if applicable, the negative outcome of the appeal.

The Education Director will then raise a 'request for refund' from the director of finance who will authorise the refund of the fee.

The Refund will be made as soon as possible after receipt of the signed authorisation form.

The student is required to return the original confirmation of place to study letter to NTG College as part of the refund procedure.

International Student Support Services

NTG College staff aim to provide all international students with the highest level of service and can help you with the following:

Academic Support

If you chose to study at NTG College you will receive high quality teaching and excellent support for your learning.

Every student is allocated a Personal Tutor who will monitor progress on your course and provide academic support and advice to help you improve your grades to ensure you pass your exams.

The international student support service will:

1. Deal with all international student enquiries and applications
2. Give assistance in preparing visa applications
3. Give assistance in preparing travel to the UK
4. Provide information about the cost of living in the UK
5. Pick up service from Manchester International Airport on arrival
6. Assist in providing information on accommodation options
7. Tour of City and College on arrival
8. 24 hour emergency mobile phone contact
9. Welfare advice and support throughout studies
10. Help with visa extensions
11. Help with personal medical and welfare problems
12. Arranging social activities
13. Giving advice on working in the UK
14. Helping you to open a bank account
15. Helping you to register with the police (if applicable)



Data Protection

The Data Protection Act 1998 came fully into force on 1 March 2000.

It sets out rules for processing personal information and is applicable to paper records as well as those that are held on computers.

The Act works in two ways. It gives the individual data subject certain rights, but also stipulates that those who record and use personal information must be open about how that information is used and use the information correctly.

Further guidance is available on the Data Protection web pages.

Data Protection Act - Data Collection Notice - Use of Students' Personal Information – Information Note for Students

NTG College needs to collect and retain certain types of data, in various formats, about its current and past students in order that it can fulfil its functions as an education provider. In complying with the Data Protection Act 1998 ("DPA") this statement describes the purposes for which the information is collected, the company's obligations in processing this data and the rights afforded to students under the DPA.

The type of information NTG College may collect

The Company may collect:

- Personal Data (as defined in the DPA) which includes, for example, names, addresses and other contact details, age, gender and photographic images, academic details, information relating to family, lifestyle and social circumstances, education and training details, employment details, financial details and other information.
- Sensitive Personal Data (which is a particular category of Personal Data which is specifically defined in the DPA) and includes: physical or mental health or condition, racial or ethnic origin, religious or other beliefs of a similar nature and criminal offences.
- Other information which does not comprise of Personal Data about you. This notice relates to the Personal Data and Sensitive Personal Data the University processes about you; these are collectively referred to below as "Personal Information".



Purposes for which NTG College may use information about students

Personal Information held by NTG College will or may be used for purposes associated with:

- The maintenance of student records (including both personal and academic details) and management of academic progress (e.g. assessment, examination boards, degree classifications)
- The provision of advice and support to students through the Student Progress Service, Student Wellbeing, Careers Service, personal tutors, etc.
- Academic audit and internal research, including monitoring quality and performance
- Institutional directories
- Equal opportunity monitoring
- The production of returns required by government agencies (in particular the Higher Education Statistics Agency (HESA))

This is a summary rather than an exhaustive list.

Third parties to which NTG College may transfer your Personal Information

NTG College allows access to employees of the Company to Personal Information where it is necessary for the normal discharge of its operation. Student information may also be disclosed to the following third parties or their agents.

- Students' sponsors (e.g. Local Education Authorities, Student Loan Company, funding councils, and embassies).
- Relevant government departments to whom the Company has a statutory obligation to release information, for example the Higher Education Funding Council for England (HEFCE), HESA (please see below for further details on this), Council Tax officers, Immigration Authorities.
- Any service providers the Company may use to help us with the administration or practical day to day running of the University.
- In the event that your education at NTG College involves you working with vulnerable adults then the company may transfer your Personal Information to relevant external bodies such as the Criminal Records Bureau, in discharge its statutory responsibilities to enable routine vetting to be carried out. Sharing of Personal Information in such circumstances will be kept to a minimum and where this would include the sharing of your Sensitive Personal Data, NTG College would only do so having asked for and obtained your consent in advance. If you do not wish your Personal Information to be transferred in this way then you may be unable to proceed with your chosen course of study.
- Sensitive Personal Data, the company would only do so having asked for and obtained your consent in advance.

Disclosures to organisations not listed above will be made only where there is legitimate reason.

UK Information

United Kingdom Culture

Basics

You should remember that the UK, while politically unified, is essentially four separate nations, each identifying with itself more than the whole. Do not refer to the people of Scotland or Wales as "English", it causes offence. They are "Scots" or "Scottish" (DEFINITELY not "Scotch") and "Welsh" respectively.

Owing to the tensions in Northern Ireland, people are usually "British" or "Irish", but it is not advised to question this, just accept it if you are told. The people of England are "English" and are the only people in the UK who should be referred to as such.

The population of the UK is predominantly Caucasian (91.1%) but many different communities are well-established here (Chinese, South Asian and Afro-Caribbean being the main three). As such, discriminatory behaviours, attitudes and comments are not tolerated. If the police become involved, they won't make light of the offence. Sanctions include anything from monetary fines and community service right through to custodial sentences and deportation (with a ban on re-entry).

Language

English is the major language of the UK and is universally spoken; a myriad of dialects and accents exist and can confuse visitors (such as Geordie, Tyke, Scouse, Cockney). Many other languages are also spoken, especially in the major cities. However, the only language (other than English) to have legal status throughout the UK is Welsh; in Wales all road signs, public documents, broadcasting, etc are bi-lingual.

Scots Gaelic is spoken in the Western Isles and the western fringes of the Scottish Highlands and has legal status in Scotland. Many of the road signs in the highland and islands are bilingual and include the Gaelic version of the place name, which can be interesting and fun to try to work out the pronunciation. Scots is much more widely spoken but is a member of the same language family as English so most Scottish people are bilingual. Don't be confused if you can't understand what people are saying to each other in Scotland, many people mix English and Scots in normal speech but will switch into English once they realise you are a visitor. Nevertheless, throughout the UK, if you address people in Standard English, they'll reply in Standard English 99.9% of the time.

Laws

The countries of the UK have separate legal systems which can result in something being legal in one part of the UK but an offence in another. Generally speaking the laws are similar and you will not encounter problems. One thing worth mentioning is that whilst you have the famous 'right to roam' in Scotland, in England and Wales that could be trespassing and could be illegal.

Driving

If you don't know by now, traffic in the UK drives on the left. The steering wheel is the right (that's right-hand drive) in all UK registered cars. Stay to the left unless you are overtaking (passing) someone.

Speed limits are generally 30mph (50kmh) in towns and cities, 60mph (100kmh) on single carriageway rural roads, 70mph (110kmh) on motorways and other dual carriageways. These limits only apply where no other speed limit is indicated or when you pass a "National Speed Limit" sign (a round white sign with a black diagonal stripe). Lower speed limits apply if you are towing a caravan or trailer. To convert mph to km/h, divide by 5 and multiply by 8.

Speed limits are usually indicated by a number (in mph) inside a red circle on a white background sign. However, in urban areas there may be no such signs. If there are street lamps every 50 yards, this indicates a 30 mph zone. If such a lit street has a higher limit, this will be indicated on small circular signs as described earlier. On motorways, overhead lit signage and signs in the central reservation indicate temporary speed restrictions and any incidents/problems ahead. These speed restrictions are the speed limit on the motorway from that point until you see a sign saying 'End'.

Speeding offences carry a £60 fine, payable within 28 days.

According to the Highway Code, traffic signals go RED ('Stop'), RED AND AMBER ('Stop! Do not pass through or start until GREEN shows), GREEN (you may go, if the way is clear), AMBER ('Stop' at the stop line. You may go on only if the AMBER appears after you have crossed the stop line or are so close to it that to pull up might cause an accident) then RED ('Stop'). Only proceed when signals are green as a number of drivers will "shoot the amber" and occasionally "the red" (neither is recommended, both are very dangerous, the latter being illegal and often enforced by licence plate recognition cameras at accident prone junctions).

Read the Highway Code before you travel. It details all rules and recommendations for driving in the UK. Pay particular attention to Rules 110 and 111 as the "flashing headlights" signal is interpreted differently in many other nations. The Highway Code makes it clear that you should only flash your headlights to let other people know you are there. Nevertheless, people flash their headlights for various reasons, from letting you know they are giving way to you (note that the Highway Code offers the sensible advice that you should use your own judgement on when it is safe to proceed) as well as to remonstrate fellow road users for what they perceived to be bad driving.

Public Transport & Under Your Own Steam

You don't need a car in the major cities. London and Glasgow have subway (underground train) systems that link many parts of the city and suburbs to each other and the main railway stations. The London subway, known as the Tube (and signed by a red circle with a blue line, inscribed with Underground, through the centre) is fairly complex but maps are available everywhere and are very easy to follow. Manchester, Nottingham, Birmingham and Sheffield have tram systems, serving most.

Central areas and some outer districts. Newcastle has a Metro light rail system, similar to the S-Bahn found in German cities. All cities offer good bus services.

Pedestrian lights display a red man in a standing position when it is unsafe to cross, and a green man in a walking stance (sometimes accompanied by bleeping noises) when pedestrians should cross. Jaywalking is not illegal in the UK but unless you have a good knowledge of the road and the way people drive on it, it is highly ill-advised.

Britain's railway system is one of the most extensive in Europe, and although the network suffers from its Victorian heritage and the legacy of successive governments' interference; it is the best way to travel from one end of the country to the other and appreciate its highly diverse landscape and culture - once you have worked out the network's many infuriating quirks and idiosyncracies! There are five long distance trunk routes that link London to all the major cities and regions, and along each of these there are "principal stations" from which regional routes radiate out to local towns and rural areas. The key to successful rail travel in Britain is to avoid travelling in or out of London near the peak rush hour period (as the trains will be both very crowded and no cheap advance tickets will be available) and book your tickets in advance through either The Trainline or directly at the train operator's website - a web portal for the entire network can be found at National Rail Enquiries.

Because of the island's small size, domestic air travel is at its most dense on the routes linking London with the major cities in the north of England and Scotland and if booked well in advance the fares are very competitive compared to the long-haul rail routes although the ever more stringent airport security rules and the improving rail service in recent years has eroded their attractiveness. There is a bewildering range of small regional air routes between secondary and tertiary population centres in the country, and between the Scottish islands, but in general the fares are very expensive compared to rail.

Smoking in Public Places

It is illegal to smoke in any enclosed public space across the entire of the UK. This includes, but is not limited to, all pubs, bars, cafés, shops, restaurants and government buildings .

It is forbidden to smoke whilst on any form of public transport, including whilst waiting on open-air platforms, and is only permitted in designated external areas of airports (usually situated by the pick-up and drop-off points).

Pubs & Bars

Go up to the bar counter to place your order. Drinks will be pulled or poured for you there and then, unless the bar staff say they'll bring it over (e.g. slow Guinness). Payment is then taken before you leave the bar. Very occasionally, payment may be taken before drinks are poured. Food is usually ordered and paid for at the counter, sometimes at a separate place, in the same way. They'll usually want to know where you are sitting, so find a table before you order. Some establishments will let you run up a 'tab' - especially if you are having a meal - if you give them your credit card. Don't forget to settle up at the end!

In pubs and most bars, few people tip, though if you receive good service or you've spent a good evening in the 'local', you can offer the person who serves you 'one for yourself' when you buy a round or pass a 'couple of quid' over the bar when you leave at last orders.

The law regarding alcohol purchase is quite complex. Here are a few pointers to help out in this minefield. The two laws currently enforced in the UK are the 2003 Licensing Act and the 2000 Young Persons (Alcohol) Act.

1. Persons under 18 cannot buy a drink anywhere on licensed premises, to attempt is a criminal offence punishable by a fine of up to £1,000, more normally, an £80 on-the-spot fine.
2. Proxy Purchase: To buy alcohol, whilst on licensed premises or in an alcohol exclusion zone, on behalf of a person under 18 is a criminal offence, punishable by a maximum £5,000 fine, more usually, an £80 on-the-spot fine.
3. Alcohol exclusion zones are in force in some UK towns and cities in areas where street drinking is a problem.
4. It is technically legal for persons over 5 to consume alcohol on licensed premises providing proxy purchase did not occur (this means the person over 18 must offer to buy the drink and not take any payment from the person under 18), but see point 5.
5. In practice, licensees and their representatives will confiscate alcohol from under 18s, owing to "Duty of Care" regulations and the high likelihood that proxy purchase did actually occur.
6. Over 5s can consume alcohol under parent/guardian supervision in non-public spaces (houses, hotel rooms etc).
7. It is an offence to give anyone under the age of 5 an alcoholic drink anywhere, except under medical supervision in an emergency.
8. Persons 16 or over can drink beer, cider or wine for consumption with a meal served on the premises, this must be bought by a person over the age of 18 and the person under 18 must not pay for this or rule 2 applies.
9. Persons under 14 are not allowed to approach the bar in licensed premises and their entry to the premises is dependent on the licensee's policy.
10. Persons between 14 and 18 can approach the bar to purchase non-alcoholic beverages.

Pub-Restaurants

Some pubs are now closer to gastro pubs or restaurants, where the food is the main draw as opposed to the beer. If the outside sign reads "restaurant" then they usually serve a full menu. If it just says "food served" then it will be a more limited menu, possibly offering sandwiches, ploughman's lunches (bread, cheese and pickles), and maybe chips with everything grilled.

Children are generally welcomed, but after the end of food service, and certainly by 9pm, most places will ask for under 14s to leave the premises or ask for families to move to the "Family Area" or the "Beer Garden".

Most British pub-restaurants seem very casual and can confuse foreign visitors, especially those from the USA. As in all drinking establishments, there is an unspoken etiquette -

- Wait your turn at the bar (don't make audacious attempts to attract the bar staff's attention (i.e. coin-tapping or waving); they'll know you're waiting),
- Speak in moderate tones,
- Don't argue with bar staff, it generally leads to a distinct lack of friendly service (if there's a problem with your order, just point it out politely instead of making a large fuss about it, mistakes happen!).

Some smarter pub-restaurants will seat you, especially at busy times. If the place has a 'reputation', it may be worth booking if you plan to eat during a busy time (generally speaking, between 12noon and 2pm then 6 and 10pm). Otherwise, you walk in and find your own seating. The menu will either be displayed near the bar or menus will be placed on the tables.

If you order at the counter, you will generally pay at the counter as well, then the food is served to table. Some establishments take orders at table and provide full table service, with payment taken afterwards. Where table service is offered, it is more common for tips to be offered, with a 10% gratuity more than sufficing.

If you are handed a numbered token, then find somewhere to sit and keep your ears open as your number will be shouted out when the order is ready. In most places, the order is brought over to you, some others, you go up to a serving hatch. Breakfast in a pub, though few do it, tends to be eggs, toast, bacon, sausage, mushrooms, tomatoes/ baked beans and fried bread, however there are regional variations on this.

Nightlife

Nightlife in the UK is generally some of the best around and each city has its own distinct vibe and feel, though each one offers a good variety of venues and entertainment. All major cities have at least one theatre and concert hall. Theatres will showcase interpretations of West End and Broadway productions as well as the local dramas and plays. Concert halls will host a range of performances from classical Bach and Tchaikovsky to more contemporary music. Tickets tend to go quite quickly for the more well-known shows, so it's worth booking over the Internet before you come to the UK or asking your hotel's concierge upon arrival.

If you want to sample the UK's popular music scene, it's worth checking out the arenas ubiquitous to every major city in the UK. Most of the UK's more popular bands will play at these, as well as the internationally known artists. For the New Music scene (up-and-coming raw talent as well as the slightly less established performers), you're better off looking for an "Academy" or student unions.



Prices, for entry and drinks, will be a lot cheaper than at an arena and in two years' time, you might be saying that you "saw their first live gig and got their autograph on a set list."

Clubbing in the UK is among the best in the world. London, Manchester, Nottingham and Newcastle all feature in a list of the world's top 10 party cities (on another travel website) and many other UK cities follow closely behind. Entry policy and prices vary greatly, though as with everything, expect to pay slightly more in London than elsewhere. All scenes are catered for and you'll be able to find a club to suit your tastes mostly everywhere. Just ask for local knowledge!

For the LGBT community, London and Manchester are the UK's major "gay" centres and well worth visiting, though "the scene" exists in most other places too.



United Kingdom Weather

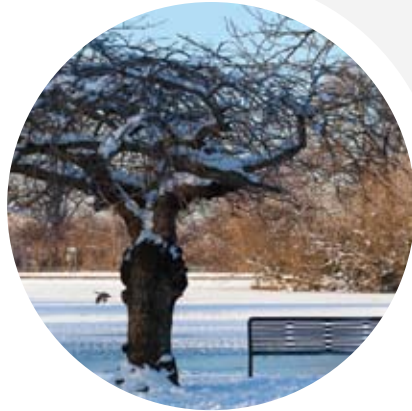
Although the UK is barely the size of Florida, its weather can be more varied on one day than the weather over the entire United States. This is due to its geographical location, just off the North West coast of mainland Europe and being completely surrounded by the various branches of the Atlantic Ocean. The weather in the UK can be influenced from any direction at any time, though the weather can be generally placed into four categories:

1. Tropical Maritime, wind SSW-W (the prevailing influence on UK weather stemming from the North Atlantic Drift, an extension of the Gulf Stream; weather is mild to hot and can be wet.)
2. Polar Maritime, wind W-NNW (this weather comes from Northern Canada and Greenland. Usually brings cold, wet and often windy weather, snow is a distinct possibility in winter and spring, though it tends to only fall in upland northern regions)
3. Polar, wind NNW-NE (direct from the Arctic, almost always occurs in winter, this influence will bring some snowfall across most of the country; accumulations are highest in Scotland and North-East England)
4. Continental, NE-SSW (a mixed bag really, in summer, this is a pleasant airflow and brings hot, dry weather. In winter, it is very cold and dry, although the eastern coast will see snow flurries)

Winter (late November to mid March) - temperatures range from -15C in the north to 10C in the south west, though with windchill, it can feel colder. Indoor shopping malls and entertainment centres are the order of the season, though in dry spells, outdoor Christmas markets and a crisp walk through a forest are experiences you'll not want to miss. Typical winter clothing should keep you right: woolly hats, warm overcoats and gloves.

It is ill-advised to fell walk or mountain climb in this season as temperatures drop sharply at higher altitudes and daylight is at a premium. Storms, with torrential rain, the occasional blizzard and winds up to 70mph (110kmh) occur almost every winter, usually in January. Be prepared for the nation coming to a halt when there is snow; many trains don't run, cars have no winter tyres and slide all over the place, schools close!

Spring (late March to late May) - Often wet and mild, but in between the rain showers, things can get warmer. Typical temperatures range from 5C to 20C. Harsh winter "kick-backs" can occur as can blasts of warmer weather from the Sahara but overall, no real extremes of weather happen. May tends to be the most settled month of the year, a good time to visit too, with nature in full swing and the tourist season still a couple of months off.



Summer (early June to mid September) - For the most part, summer is warm, quite dry and the best time to visit the UK if you're after reliable weather and an outdoor holiday. Temperatures stay above 15C by day (usually dipping no lower than 10C by night) over the entire UK and can exceed 35C in a heatwave. If the humidity index rises sharply, it is almost a sure sign of an imminent summer thunderstorm, which can be fairly spectacular; 100mm of rain can fall in 30 minutes or less. July 2006 was the hottest month ever recorded in the UK, with the average temperature, both day and night, being 17.8C, way above the 14C average. Schools finish for summer mid July in England and at the end of June in Scotland. All universities finish mid June.



To avoid the crowds and still get warm weather, early to mid June is your best bet. Daylight hours are long too; owing to the latitude, places from Manchester northwards get no darker than twilight for 6 weeks either side of the solstice (21st June). Up in the Shetland Islands, situated at 60 degrees North, there is no proper darkness between mid-May and early August and they play golf at midnight at midsummer.

Autumn (late September to mid November) - A changeable season, but it's the UK at its most picturesque. The colours of the leaves are on par with those seen in New England and are only enhanced with an "Indian Summer".

Weather from the south west is generally not great news at this time of year as it brings remnants of hurricanes from the south-east USA and Caribbean, winds of 60mph (100kmh) and heavy rain being the situation. October 1987 saw a Category 3 hurricane hit the south of the UK, with sustained winds of 105mph. Extensive damage occurred and 18 deaths were reported. Be prepared for many trains to be delayed due to leaves on the tracks [it's not a joke].

There you have it! The UK's weather in a nutshell! Basically, every season has its highs and lows, April to early October is the best period to visit. If, however, you want some exciting weather, any other time of the year is good too.



United Kingdom Tipping & Etiquette

Tipping

- Tipping is not expected in the UK, in the way it is in the United States or Canada, but is much appreciated.
- It is not necessary to tip in taxis - but running costs are high and the drivers work hard & unsociable hours.
- A tip is normally not added onto a restaurant bill. It is left up to you to decide how much you want to give. However, some of the restaurants now add a service charge onto the bill automatically, usually when you are dining in a party of 6 or more, so look carefully. If it is not added, the amount most people leave, if the meal/service has been good, is 10% of the total cost.
- If you are in a pub, and you will be at some stage, when it's your round, you're "shout" or your turn to "get them in", remember to tip the barperson. Do this by saying "...and one for yourself" after you've finished your order. You are actually inviting them to have a drink on you, but, in most cases, they will thank you and take a discretionary amount (anything from 20p to £2, depending on the size of the order). You are not expected to do this every time, however.

Etiquette

- Avoid controversial and highly subjective lines of conversation if you don't know the people you're talking to that well. Religion, racism, homophobia, and criticism of government are ones to avoid, especially if you're only after a quick natter and not a 3 hour lecture.
- Avoid the middle finger or reverse peace signal (known as the V) whilst in the UK, unless you are intent on making your feelings known about someone's presence. Accompanied by the words "Yeah, mate, do one", you have an effective way of being all alone.
- It should go without saying, but 'please' after you ask for something, and 'thank you' upon receipt are two phrases you should use. People can get offended when these are not used and may not be forthcoming the second time round.
- When you first meet someone, a firm handshake and verbal greeting such as 'Hi, I'm (your first name), how are you?' usually breaks the ice well and makes people amenable. A limp handshake is perceived as rude and insincere. Using a fake hand is a classic "funny". Using someone else's hand is a poor effort.
- When talking or listening to someone, a decent amount of eye contact is a good idea. It shows interest and sincerity in the conversation. Don't stare at people, however, unless you're "interested" in them. Even then, don't stare; it makes you look like a stalker.
- Don't discuss the cost of your possessions, how much your holiday cost etc when first getting to know people. It's not an important subject.
- Smoking in all indoor public places (this includes platforms at train stations) in the UK is now illegal. Do not light up unless you are outside or in a designated smoking shelter. If you do light up in a shopping mall, pub or cinema, for example, you will find yourself thrown out rather swiftly and could get yourself fined £50 or even arrested.
- Avoid talking loudly on your mobile/cell phone in a quieter public place, such as a library or museum. The curator or librarian will beckon you and tap on the "Quiet, please. Mobile phones should be switched off" sign. This is the ultimate humiliation for any visitor and is embarrassing for a native to have to witness.

- The two classic signs a person would like to be left alone are reading a newspaper or listening to music through headphones. This means don't start probing their nostrils with a car aerial or braiding their long flowing British hair for them.
- In the UK, people like to be on first name terms almost immediately as a way of breaking the ice and opening up discussion, and just possibly, becoming a friend. Awwwww! Sweet!
- If you are addressed as "Sir" or "Madam", it will generally indicate you are in a formal environment and you should behave as such. No inhalation of drugs or dancing on the table tops, thank you...
- When eating in the UK, it is usual to use cutlery (fork, knife and spoon) in order to get food from plate to mouth. There are some popular meals, however, that don't need cutlery. You'll know which ones when you see them.
- Belching, burping and breaking wind are considered rude during a meal. If it's heard, excuse yourself. If you're aware of a loud one building, leave the room. The British generally prefer to taste their food and not your gaseous emissions.
- When you enter or exit a room or building and someone is following you, it is well received for you to hold the door for them.
- On escalators and moving pavements, stand to the right and walk to the left, as a general rule.
- When getting off or on a public transport vehicle, you should allow people to disembark before you board.
- When waiting in line for an ATM, stand a good few paces behind the person using the ATM, to afford them privacy whilst carrying out their transaction.
- Try to move with the flow of pedestrians when walking in a crowded area. If you need to cut across, try to wait for a reasonable gap or feign medical issues, grab a travelling partner and shout "He/she's going to be sick" whilst wading through the quickly parting tide. If you cut someone up, apologise and move on.
- If you are travelling on public transport and seated in the designated seats, you will be asked by the driver to give up your seat if a pregnant woman or a person with reduced mobility should board. It is a legal requirement that you comply. The best advice is to offer your seat to these people before having to be asked.
- Never share your personal and/or bank details with strangers or your children, both groups can have a nasty habit of taking advantage.
- When you join a queue, make sure you join it at the back and wait your turn. If the end of the queue isn't obvious, ask someone in the line.
- If you're lost or need directions, just ask. So long as you ask politely, most people will be as helpful as they can. Do use your discretion and avoid the "dodgy" types, as you would elsewhere.

United Kingdom Banks & Money

Currency

The currency of the United Kingdom is the Pound Sterling (£). In colloquial speech, the pound is also called "quid". There are 100 Pence (p) in the pound. The word "pence" is usually just abbreviated to "p" in speech and writing.

Coins



All coins have a portrait of the reigning monarch, Queen Elizabeth, on one side (colloquially, the 'heads'). The £1 coins have emblems representing the nations of England, Scotland and Wales on the obverse side (colloquially, the 'tails') and the legends "NEMO ME IMPUNE LACESSIT", "DECUS ET TUTAMEN" and "PLEIDIOL WYF I'M GWLAD", respectively around the milled edge. 50p and £2 coins have been issued with many different commemorative and other designs, but the alternative designs are just as well accepted by shops and are worth no more or less.

When handling coins, be careful not to dismiss the small ones as unimportant—some small coins are worth much more than larger ones. For example, the one pound coin is significantly smaller than the 50 pence piece, and is about the same size as the one penny piece!

Banknotes

Banknotes are issued in England and Wales by the Bank of England. In Scotland, promissory banknotes are issued by the Bank of Scotland, the Royal Bank of Scotland and the Clydesdale Bank and in Northern Ireland, by the Bank of Ireland, First Trust Bank, Northern Bank and Ulster Bank. Banknotes are issued to £5, £10, £20 and £50 by the Bank of England, with some Scottish banks also issuing £1 and £100 notes.

The only legal tender currency in the UK is that issued from the Bank of England, but businesses generally accept the Scottish & Northern Irish notes. Technically, Scotland has had no legal tender since 1707 and all notes are promissory, but this is a mere aside.

High-value Scottish notes (£50 & £100) are mostly refused by English businesses (for security and forgery reasons). Northern Irish money is rarely seen in the mainland UK, but is still generally accepted. £1 Scottish notes, although becoming quite rare, are not accepted outside Scotland.

English notes are more universally accepted, though the £50 note is rarely seen, as it is primarily a banking note, and is commonly refused by retailers and service providers, due to security and forgery risks, as well as a reluctance to part with change.

It is also common in northern Scotland to find signs stating that English banknotes larger than £10 will be refused due to the number of forged English £20 notes in circulation. This can be problematic if you are in the Highlands, miles from an ATM, with only a stash of £20 English notes in your wallet.

As a general rule use Scottish banknotes in Scotland, English banknotes in England, and anything in Northern Ireland. The easiest way to avoid problems is to take money from the ATM (cash machine) in the country you want to use it in. Treat them as separate countries, which is what the locals do anyway.

Rule of thumb: low denomination (£20 and below, though not £1 in England) and the note printed with 'pounds sterling' will be accepted 99 times from 100. Spend or change all Scottish and Northern Irish notes to English before departure from the UK as bureaux de change back at home will not accept these for exchange purposes, due to legal tender issues previously mentioned.

Bank of England Notes

£5 note and £10 note- all Bank of England notes have the same front design in the appropriate colour.



This is the new design £20 note, the old design is still in circulation, but is becoming less common.



The £50 is not widely accepted, but is in circulation. Retailers have the right to not accept this note, so it is advised that you use this for currency exchange and banking purposes only.



Obtaining UK money

Obtaining money in the UK is quite easy. ATMs tend to cluster around stations and main shopping streets. In more rural areas, cash machines are rarer and tend to be located near supermarkets or at the odd bank - if it's open, you can always get cash over the counter. Post Offices can give you cash over the counter against a card, but some lightly used ones may refuse, simply because they haven't got enough cash. Beware of cash machines inside shops and bars as these can charge around £1 per transaction (and in some cases as much as £3!).

If you are using your debit card and are accustomed to entering your PIN alphabetically, make sure that you also know its numeric equivalent.

Most UK cash points have only a numeric keypad.

BE WARNED! Before you use a cash machine, always check that it has not been tampered with. Always cover the keypad with your other hand, while you input your number (this will prevent people behind you and any devices fitted with cameras seeing your number). If you think a money machine has been tampered with, **DO NOT USE IT!**

Credit Cards

Visa and Mastercard are also widely accepted, but be warned that there may be a 1% - 3% transaction fee, depending on the card issuer, on every transaction. You'll want to find out from your credit card company exactly what their fees are. It is also a good idea to let your bank and Credit Card Company know you will be using the cards overseas so they don't suspect "unusual activity" and put a hold on your account.

Businesses (outside the big chain stores and cities) accepting debit and credit cards are also on the rise. Since the advent of chip-and-PIN cards and Internet banking, almost every major retailer and food outlet accepts payment by card. Smaller shops only take cards when you spend more than a certain amount (usually £4-£6) or will add a nominal surcharge. Some independent service companies (e.g. lawyers, estate agents) won't accept credit cards either.

One of the growing crimes in the UK is credit theft (where people steal your credit card details through the use of scanners attached to money machines, then use your details illegally and without your knowledge). To alleviate this problem, chip & PIN cards were widely implemented in February 2006. These cards have "smart cards" inserted in them that remember a PIN that you have to enter when making purchases, rather than simply signing a receipt. Visitors from countries not yet using chip and PIN will have their card swiped and sign in the usual way.

Also, be sure you never discard credit card receipts from purchases in rubbish bins. It's still not completely unheard of for these receipts to contain your complete credit card details (including your credit card number and expiry date), though normally, the receipts will only show the last four digits of your card number. Your safest bet is to securely destroy these receipts back in your hotel room, or better still, retain the receipts and take them home with you so you can match your purchases up with what you have been charged on your next credit card or bank statement.

Cash Back

Cash back is a system where by you can get cash when purchasing items using a UK issued debit card. This is usually restricted to a maximum of £50. For example you spend £15 on goods and ask for £20 cash back. Your total bill will be for £35 and you will be handed your goods and £20. This system mainly operates in supermarkets where it is quite usual to be asked if you want cash back. However, other shops offer it as well. If you are unsure, ask. Do not rely on being able to get money this way, as not all shops operate this system.

Useful Info

Here is a listing of many of the major banks, building societies and credit unions controlling and providing High Street banking facilities around the UK.

- Abbey
- Allied Irish Bank
- American Express (AMEX)
- Bank of England
- Bank of Ireland
- Barclays (UK)
- Citibank
- Clydesdale Bank
- First Trust Bank
- Halifax Bank of Scotland (HBOS)
- HSBC
- Lloyds TSB
- Nationwide
- NatWest
- Northern Bank (Northern Ireland)
- Northern Rock



United Kingdom Telephones

General phone numbers have 01, 02 or 03 prefixes, for example 020 8594 0000 or 01332 999 999 .

London numbers all start with 020 and the local number is 8 digits long. Generally speaking, central London numbers will start with a 7, outer London numbers will start with an 8; however, this is not always the case, and there are new numbers starting with a 3. The first part of the number, which is specific to one town or city, may be referred to as the STD (Subscriber Trunk Dialling) code.

If you are making a local call within one area, you do not need to dial the STD code. However, it does not matter if you do.

Landlines all start with 01 or 02. Most are 11 digits long. A few are still 10 digits. Numbers beginning 03 are charged to the consumer at the same rate as calling a geographic number. However, 03 numbers are not yet that common.

Numbers beginning 07 are either mobile phones or personalised numbers. It is proposed to change personalised numbers to begin 06.

0845.... and 0870.... numbers are similar to 1-900 numbers in the States (pay per call). 0845 numbers are charged at 'local rate' and 0870 numbers at 'national rate' . In the weekday daytime national rate from a BT residential line is just over 7.5p per minute, local rate 3p per minute. It is less in the evenings and they fall to 1.50 and 1p respectively at weekends.

0808.. 0800....& 0500 numbers are the only free numbers when dialled from a landline. Some mobile phone providers still charge for calls to these numbers, so be wary.

09.... numbers are premium rate phone lines and can cost anything up to £1.50 per minute to call.

By law, the cost must be advertised. 0901... numbers have a fixed charge - no matter how long you are on the phone, you will only pay the amount stated. 0906 and 0908 ... numbers are charged per minute. 0908 and 0909 ... numbers are for adult services. Mobile phone providers usually bar access to premium rate services as standard.

Numbers which begin with 118 are Directory Enquiry services and are special rate numbers. There is a one-off fee per call, usually in region of 50p. The operator will ask if you wish to put be through to the number you require. By doing this a per minute charge will be added, making it an expensive call. You can say "no", hang up, and redial the number at a much cheaper rate.

To get the operator, just dial 100. For international assistance, it's 155. Phoning from a hotel can be expensive, as

they can charge more than the standard rate. There is no set cost of phoning from your hotel room, so it is advisable to check the rate before making the call.

Telephone boxes now permit a national call (anywhere on mainland UK) for up to 15 minutes for 30p. Details are given inside the telephone booth. Note that the price will rise to 40p for 20 minutes as of November. Most British people have given up using payphones now, preferring their mobiles. But they still have their place, for those times when you're caught short without a working mobile phone.

For a visitor from overseas, one big advantage of a payphone is that it's generally cheaper than a mobile for international calls. Payphones are unfortunately a traditional target for vandals and anti-social behaviour, so you'll find that many are dirty and smelly inside, and they may not work at all.

If you're planning to spend a while in the UK, it's worth getting a local SIM card. The UK's mobile industry is fiercely competitive and SIM cards are often given away or sold for £5, which can include credit. This will definitely reduce your bills for phoning home from a mobile phone.

Phone cards are also offered or given away outside many Tube stations, though be sure to read all the small print. It's usually better value to go and buy a BT phone card from a newsagents - they may not be the best value available, but you certainly won't get ripped off.

The UK's emergency numbers are 999 & 112 for fire, police, ambulance, coastguard and mountain rescue. The operator will ask you what service you need then put you through. Calls to both of these numbers are completely free.

To dial out of to another country from the UK, first dial 00, then the country code + number.

When calling from abroad to the UK, you first dial your international access code. This varies depending which country you are in. For example, it's 011 in Canada, 0011 in Australia and 001 in Singapore. Then dial the country code for the UK (44) and the UK phone number, leaving out the zero at the start.

Override Providers

One of the cheapest ways to make calls, from any land-line telephone, is to use the override providers, You dial a special phone number (usually 0845 something) depending on the country you want to call. Then after a brief intro message (10 seconds or so) you dial the number you want starting with 00 and press the # key at the end and they connect you. The fee is simply put onto the phone bill. They charge typically only 1p or 2p a minute to the USA and offer cheap calls to many destinations. A well-known one is Phonecheap.

00 is the International Access Code to dial out from within the UK, the Republic of Ireland and most other EU countries. 44 is the Country Code for the UK.353 is the Country Code for the Republic of Ireland.

United Kingdom Emergencies

The Emergency Numbers in the UK are 999 or 112.

The operator will ask which service; Ambulance, Fire, Police, Mountain Rescue or Coastguard; you require.

Please ensure you have a good idea of your location before calling (the street name, the postcode or the town and a nearby landmark, for example), do not end the call unless instructed to do so by the operator, they may need to convey vital information to you.

In the event of a member of your party being injured or becoming ill, request an Ambulance. Tell the operator any additional information that may help them get the best assistance to you. For example, the local Mountain Rescue or Coastguard services may additionally be required.

Ambulance services are staffed by highly trained paramedic teams. They provide on-the-spot emergency medical assistance and if necessary they will take the injured or ill person to the nearest emergency medical centre. In the UK, all major emergency medical centres will be signed as Accident and Emergency (A&E) or Emergency Department.

If you are transporting the injured party to hospital by car, look out for the following road sign:



In rural areas, they may be a local Walk-In centre or Minor Injuries Unit, which are equipped to deal with non-life-threatening illnesses or injuries. If it is more serious, you will be transferred, usually by ambulance, to the nearest appropriate hospital.

The National Health Service (NHS) provides ambulance and medical care, free at the point of contact.

European Union citizens visiting or residing in the UK are entitled to this level of treatment. You will be required, at some point, to provide evidence of your nationality or your EHIC, so as to avoid being charged.

Non-EU visitors and residents will be treated, regardless of ability to pay in an emergency, but the NHS is now aggressively pursuing outstanding bills from those not entitled to free care.

It is therefore essential to have comprehensive travel insurance when traveling to the UK.

Term Times 2010 - 2011

Date	Sessions
20th September 2010	Induction
27th September 2010	Start Learning block 1
25th October 2010	Occupational placement review
1st November 2010	Learning block 1 (continued)
14th December 2010	End Learning block 1
17th December 2010	Christmas Break (3 weeks)
10th January 2011	Start Learning block 2
3rd & 4th February 2011	Learning block 2 review
7th February 2011	Half term break (2 Weeks)
21st February 2011	Learning block 2 (continued)
15th April 2011	End Learning block 2
18th April 2011	Easter Break (2 Weeks)
3rd May 2011	Start Learning block 3
17th June 2011	End Learning block 3
20th June 2011	Reviews of occupational placements
15th July 2011	Summer Break 6 weeks
5th September 2011	Summary and final assessments of year 1 study

How to Apply?

To apply for one of our courses simply visit the following webpage and download the NTG College application form:

<http://www.ntgcollege.co.uk/application-form.pdf>