UKLC

Educate | Inspire | Enrich

London
Queen Mary University of London
Centre Handbook

2027



Contents

Contents 2

Summary 3

The Centre 4

Location 5

Airport Transfers 5

Local Amenities 7

Accommodation 9

Room Allocation 9

Housekeeping 9

Key Loss 9

Deposits 9

Meals 10

Meal times 10

Queen Mary University - Sample Menu 10

Technology 11

Security 11

Safety 11

Insurance and valuables 11

Teaching 12

Placement tests 12

Programme 13

English Plus London Explorer 13

London, Queen Mary University Sample Programme 14

Facilities 15

Evening entertainment 15

Thank you very much for your interest in our Queen Mary University Centre. We hope you find everything you need in the following pages but if you have any questions or specific requests then please get in touch with us at Head Office on +44 (0)1244 577995.

The contents of this handbook are updated regularly. The latest version will be sent before your arrival.

We look forward to a successful summer 2027 at Queen Mary University, London!

Summary

Amazing City Centre Location

University

London Explorer

Short Transfers

The Centre

London is truly one of the world's great cities. Every year it welcomes thousands of international students who want to visit Europe's most popular attractions.

Queen Mary University of London is one of the UK's leading research-focused higher education institutions and a member of the elite "Russell Group" of British universities. It is the perfect base from which juniors can explore the capital. A closed campus in Zone 2, Mile End is just 7 minutes from Bank Station in central London. We have up to 380 beds available at Queen Mary's University all single en-suite bedrooms. In this centre, we accept students travelling in groups from 11- 18 years old.



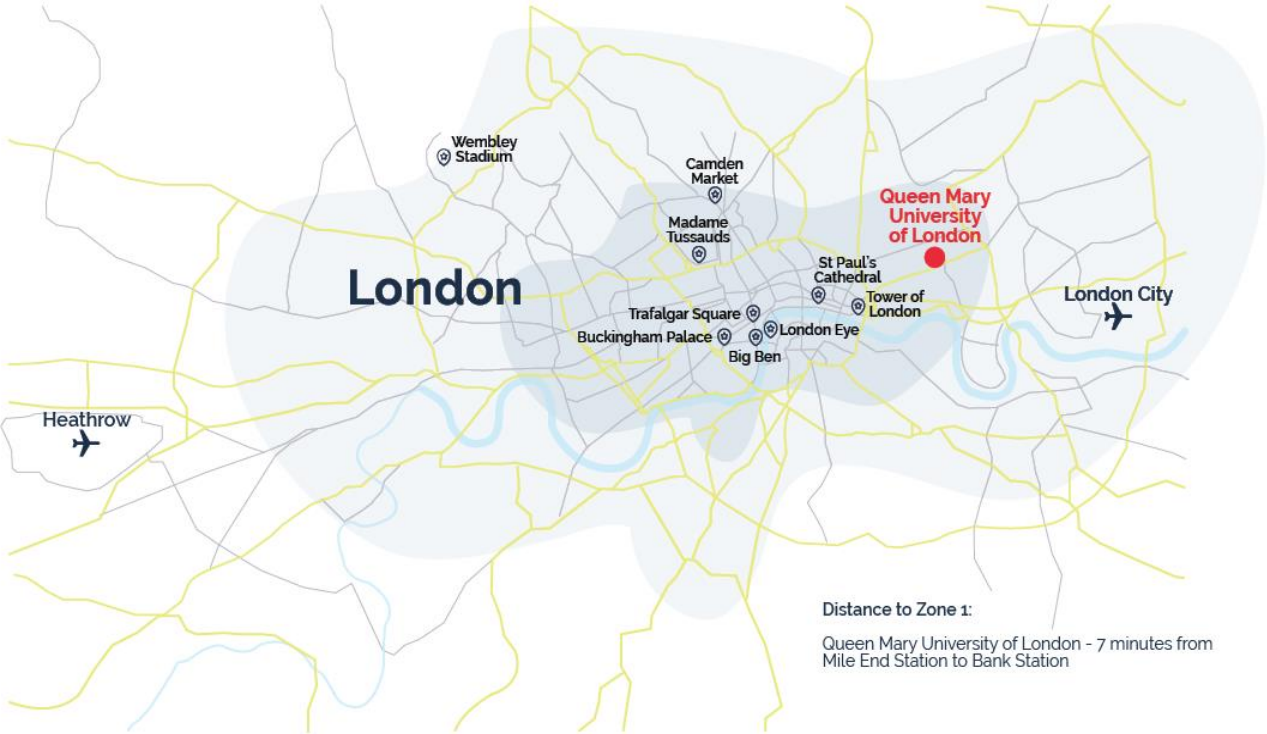
Location

Queen Mary University of London
Mile End Road
London E1 4NS
+44 (0) 20 7882 5555

Queen Mary University, Mile End Campus is situated in zone 2, just a 5 minutes' walk to Mile End Tube Station.

Airport Transfers

London Gatwick: 1 hour 15 minutes
London Heathrow: 1 hour 15 minutes
London Stansted: 45 minutes
London City: 20 minutes



Mile End Campus

Educational/Research

ArtsOne	37
ArtsTwo	35
Arts Research Centre	39
Bancroft Building	31
Bancroft Road Teaching Rooms	10
Peter Landin Building (Computer Science)	6
Engineering Building	15
G.E. Fogg Building	13
G.O. Jones Building	25
Geography	26
Graduate Centre	18
Informatics Teaching Laboratories	5
Joseph Priestley Building	41
Library	32
Law	36
Lock-keeper's Cottage	42
Mathematical Sciences	4
Occupational Health and Safety Directorate	12
People's Palace/Great Hall	16
Queens' Building	19
Scape Building	64
Scape Canalside Teaching Rooms	65
Temporary Building	61

Residential

Albert Stern Cottages	3
Albert Stern House	1
Beaumont Court	53
Chapman House	43
Chesney House	45
Creed Court	57
France House	55
Feilden House	46
Hatton House	40
Ifor Evans Place	2
Lindop House	21
Lodge House	50
Lynden House	59
Maurice Court	58
Maynard House	44
Pooley House	60
Selincourt House	51
Scape Canalside (Residents only)	66
Varey House	49

Facilities

Advice and Counselling Service	27
Bookshop	22
Canalside	63
Careers Centre	19
Clock Tower	20
CopyShop	56
The Curve	47
Disability and Dyslexia Service	31
Drapers' Bar and Kitchen	8
Ground Café	33
The Nest	24
Housing Hub	48
IT Services	19
Mucci's	29
Occupational Health Service/ Student Health Service	28
Octagon	19a
Portering and Postal Services	17
Qmotion Sport & Fitness Centre Sports Hall	7
Santander Bank	62
Security	38/54
St Benet's Chaplaincy	23
Student Enquiry Centre	19
Students' Union Hub	34
Union Shop	9
Village Shop	52
Westfield Nursery	11

Building closed for major refurbishment 40

Information

Visitors who require further information or assistance should please go to the main reception in the Queens' Building.

The smoking of cigarettes or tobacco products are **only** permitted at designated smoking areas / shelters indicated on this map.

Electronic cigarettes permitted on outside spaces **only**.

These premises are alarmed and monitored by CCTV; please call Security on +44 (0)20 7882 5000 for more information.

Key

- Library/bookshop
- Fitness centre
- Refreshment: Bar/Eatery/Coffee place
- Staff car park
- Bicycle parking
- Bicycle lockers
- Cash machine
- Water fountain
- Smoking area / shelter



UKLC

Local Amenities

Post Office
Address: 13 Burdett Rd, Mile End, London E3 4TU (0.3 miles / 5 minutes' walk)

Supermarket
Sainsbury's Local
Address: 430 Mile End Rd, London E1 4PE (400 ft / 1-minute walk)

Co-op
Address: On the University Campus

ATM
Sainsbury's Bank
Address: 430 Mile End Rd, London E1 4PE (400 ft / 1-minute walk)

Chemist
Medichem Pharmacy
Address: 100 White Horse Lane, Stepney, London, E1 4LR (0.2 miles / 5-minute walk)

Hospital
Royal London Hospital
Address: Whitechapel Road, London E1 1FR. This is the local hospital with an Accident & Emergency department; use NHS 111 for urgent-care advice and 999 for emergencies. Confirm the correct entrance and route before travel.
Healthcare: If a student feels unwell, tell a member of UKLC staff immediately. For urgent, non-life-threatening medical advice, UKLC staff will support the student to contact NHS 111 (online or by phone) and follow the advice given, including which service to attend. Do not assume that a GP, walk-in service or hospital can provide a same-day appointment. For a life-threatening emergency, call 999. If hospital treatment is required, the Group Leader must accompany the student. If the Group Leader is unavailable, a UKLC team member must accompany the student instead. Centre Management must be informed and the Senior Leadership Team notified. If a student is injured during an excursion and requires hospital treatment, both a UKLC team member and the relevant Group Leader must accompany the student. Any costs or charges incurred in connection with the hospital visit, including transport, are the student's responsibility. UKLC staff will support arrangements and communication.

Dentist
Mile End Dental Practice
Address: 227 Mile End Rd, Stepney, London E1 4AA
Telephone: 020 7790 6066

Bus Stops
Turn out of the college and they are approximately 25 metres away. There are frequent buses that run to the City of London.

Train Stations
Mile End Tube Station
Address: Mile End Rd, Mile End, London E3 4DH
Mile End Tube Station is on the Central, District and Hammersmith & City line.
Walking distance to Mile End Tube Station: 0.3 miles (5 minutes' walk)

Taxi Companies
Addison Lee: 020 7407 9000

Coffee Shops

Ground Café
Address: On the University Campus

The Curve
Address: On the University Campus

Starbucks
Serves a variety of light bites and main meals with relaxed surroundings.
Address: 389 Mile End Rd, Mile End, London E3 4QS Walking distance from: 0.3 miles (5 minutes' walk)

Restaurants

Verdi's
Pop into Verdi's for high end Italian at this modern neighbourhood restaurant that's become a bit of a local gem. Fresh Italian pastas are the knockout here with the pizzas not far behind. The menu changes regularly but keeps everything affordable. Great for a mid-week low key meal.
Address: Mile End Rd, Stepney, London E1 4AA. Walking distance from Queen Mary University: 0.2 miles (2 minutes' walk)

Palmer's
Palmers is a bit of an institution. This family-run restaurant focuses on British cuisine with most of the ingredients from Billingsgate and Spitalfields markets to keep things proper East End. There's no jellied eels in sight though, more asparagus and Stilton quiche or decent juicy steaks, all served in a really welcoming atmosphere.
Address: 238 Roman Rd, Bethnal Green, London E2 0RY. Walking distance from Queen Mary University: 0.6 miles (12 minutes' walk)

Accommodation

The University has up to 380 beds available which contain a mix of single en-suite and single standard bedrooms. Each corridor has a kitchen on every floor that can be accessed, but the students will not be allowed to use any appliances, only the fridges. We use different house [e.g. Feilden House, Beaumont, Creed, and many other]

Each house is made up of single rooms, and each flat has its own kitchen, where students will only be allowed to use the fridges. All houses are ensuites.

Room Allocation

We divide the students up according to their age, gender and group where possible. The Group Leader will be in charge of assigning the rooms. Group leaders will stay in the same house as their students. Room allocation is normally done on arrival. If you would like any further information on this, please contact us.

Housekeeping

Rooms will be cleaned once a week, including bathroom and kitchen facilities. Rooms to be checked every other day including emptying bins and bathroom check. There will be one linen/ bedding change once per week and one towel change per week. Towels will be included. Student laundry will be done by Group Leaders via app operated washing machines and tumble dryers located in Frances House. The cost for a wash and a dry is between £5 and 6.

Key Loss

Lost keys: if a key or key set is lost, the replacement charge may be up to £120 per set.

Deposits

We will ask each student for a deposit of €25/£25 on arrival. We will check their rooms before they arrive and before they leave, returning the money if everything is in order. If there is damage to the houses and nobody admits fault, we will ask everyone in the house to share the cost.



Meals

When the students are on campus, they will eat their meals in the dining hall on site. When they are out on full day excursions, they will be provided with packed lunches.
Cooked breakfast is supplied once a week.

Meal times

Breakfast: 08:00 – 09:00
Lunch: 12:45 – 13:45
(Lunch on Thursdays will be a BBQ cooked on campus)
Dinner: 18:45 - 20:00

If we are aware in advance, we can advise the catering staff of any dietary requirements or allergies and the canteen staff can cater to these.

*Mealtimes are subject to change – different meal times [depending on zig zag] will be explained during the Welcome Talk.

Queen Mary University - Sample Menu

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	Croissants Toast, Cereal, Yoghurt Butter and Jams	Croissants Toast, Cereal, Yoghurt Butter and Jams	Croissants Toast, Cereal, Yoghurt Butter and Jams	Croissants Toast, Cereal, Yoghurt Butter and Jams	Croissants Toast, Cereal, Yoghurt Butter and Jams	Croissants Toast, Cereal, Yoghurt Butter and Jams	Croissants Toast, Cereal, Yoghurt Butter and Jams Full English Breakfast
Lunch ***(V) Vegetarian option available**	Beef Lasagne Vegetable Lasagne (v) New Potatoes A Selection of Fresh Vegetables Jacket Potatoes with a variety of Fillings Salad Selection Fresh Fruit Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day Grilled Cajun Chicken Baguette Hummus & Roasted Vegetable Baguette (v)	Coq au Vin Risotto with Charred Leeks (v) Rice A Selection of Fresh Vegetables Jacket Potatoes with a variety of Fillings Salad Selection Fresh Fruit Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day Chicken or Ham & Margarita or Mediterranean Veg Pizza (v)	Steak & Guinness Sausages Quorn Sausages (v) Mash Potatoes & Gravy A Selection of Fresh Vegetables Jacket Potatoes with a variety of Fillings Salad Selection Fresh Fruit Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day Tuna & Sweetcorn Baguette Feta Cheese Baguette (v)	BBQ Burgers and Sausages with meat and vegetarian options. Fries and Salad Selection.	Battered or Grilled Haddock with Fennel Mushroom Carbonara (v) A Selection of Fresh Vegetables Jacket Potatoes with a variety of Fillings Salad Selection Fresh Fruit Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day Southern Fried Chicken Pieces & fries Pepper & Bean Burritos (v)	Sweet and Sour Chicken Chilli & Pepper Frittata (v) A Selection of Fresh Vegetables Jacket Potatoes with a variety of Fillings Salad Selection Fresh Fruit Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day BLT Baguette or Beef Baguette Spiced Falafel and Spinach Wrap (v)	Cheddar Roast (v) Roast Potatoes A Selection of Fresh Vegetables Jacket Potatoes with a variety of Fillings Salad Selection Fresh Fruit Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day Tuna or Cheese & Bacon Panini Cheese & Tomato or Soft Cheese & Pepper Panini (v)
Dinner ***(V) Vegetarian option available**	Chilli Baked Bassa Polenta & Lentil Cakes (v) Quarter Pounder Beefburger Spicy Bean Burger (v) Fries, Lemon Cous Cous A Selection of Fresh Vegetables Salad Selection Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day	Beef & Mushroom Pie Butternut Squash Pie (v) Chicken Nuggets Vegetable Spring Rolls (v) Mash Potato, Rice A Selection of Fresh Vegetables Salad Selection Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day	Chicken Tagine Bean and Squash Tagine (v) Fish Goujons Vegetable Nuggets (v) Fries, Cous Cous A Selection of Fresh Vegetables Salad Selection Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day	Roast Chicken Tortellini Ricotta (v) Hot Dogs Vegetarian Hot Dogs (v) Roast Potatoes, Tomato Pasta A Selection of Fresh Vegetables Salad Selection Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day	Chilli Con Carne Vegetarian Sausage Jambalaya (v) Pasties Cheese and Onion Pasties (v) Fries, Rice A Selection of Fresh Vegetables Salad Selection Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day	Thai Fish Cakes Broccoli and Cheddar Quiche (v) Pepperoni or Cajun Chicken Pizza Margarita or Mediterranean Veg Pizza (v) Wedges, Noodles A Selection of Fresh Vegetables Salad Selection Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day	Chicken Tikka Chick Pea & Lentil Dahl (v) Chicken Burger Spicy Bean Burger (v) Fries, Rice A Selection of Fresh Vegetables Salad Selection Soup of the Day Bread Roll with Olive Oil & Butter Pasta & Sauce of the Day
Pudding	Pudding	Mousse	Ice Cream	Sponge & Custard	Ice Cream	Caramel Heaven	Ice Cream

Technology

Wi-fi is available in all the houses and parts of the campus and is password protected. We normally only give this password out to Group Leaders / adults due to it being a university campus and limited on firewall security. It is at the Group Leader's discretion whether they give these details to their students.
There is computer access on campus, and you will have access to this on a timetabled basis.
There are no public phones on site. The nearest is on Mile End Road, approximately 500 yards from the residence.

Security

There is extensive CCTV coverage on campus and duty security officers as well as overnight security officers including 24 hour security.
Emergency contacts: Each student will be given a wristband when they arrive, and this will have the following emergency telephone number printed on it: 0044 1244 567695. If you need to contact the centre in the event of an emergency please call this number and follow the options for the relevant centre, this will then put you through to the person on duty.

Certain basic guidelines are common to all centres and students. Students should:

- Never walk away alone!
- Never leave the residence without permission in the evening!
- Always make sure they have understood when and where the meeting point is whilst out on excursions!
- Always wear their identification lanyard and their UKLC wristband! *
  *students found not wearing their lanyard or wristband will be fined £1

Safety

- Remember that there is a 24-hour emergency telephone number on the wristband **(0044 1244 567695)** and that the number for the emergency services (Ambulance/Police/Fire) in England is **999**, or the single emergency number for the EU including the UK is **112** or you can call **101** to report a crime where you do not need an emergency response
- The police are there to help and protect and can be asked for assistance!
- Never respond to someone if you feel threatened, simply walk away!
- Always give your money to the UKLC management team to put in the safe and never to carry large amounts of cash around!
- Be careful crossing the road. Remember that in the UK we drive on the left!
- If you feel unwell, tell a member of UKLC staff immediately.
- Keep all windows closed when not in your bedrooms!

Insurance and valuables

Although all houses will be accessed via key or swipe cards, it is suggested that students try to avoid bringing very expensive items with them. If they are bringing valuables with them, it essential that they have sufficient insurance to cover any loss of damage as neither the centre nor the company can be held responsible if anything goes missing. The Centre Manager will have access to a safe if it is required.

Teaching

We know how important it is for each individual student to find their own path in language learning. We use a wide range of methods to engage and stimulate our students. This is why we have created a curriculum based on the students' age, level and needs, structured into four different programmes:

FUN (ages 8-10)
Engaging lessons that offer a wide range of materials and activities specific for our young learners, making games into lessons and lessons into games. Available in levels A1-B1.

CONNECTION (ages 10-13)
Dynamic lessons covering a variety of topics and media, designed to engage students using tools native to the fast-paced world they are growing up in. Available in levels A1-C1.

ACTION (ages 13-16)
Lessons tailored for learners stepping into their teenage years. This programme focuses on activating students' knowledge and competencies to balance developing a personal voice while contributing effectively to a team. Available in levels A1-C1.

PURPOSE (ages 16-18)
Lessons tailored for our students approaching adulthood, designed to kickstart their lives not only as maturing youths but also as forward-thinking global citizens. Available in levels A1-C2.

The Connection, Action, and Purpose programmes consist of three different lessons a day:

FOCUS ON LANGUAGE
These lessons aim to empower our students' linguistic awareness and capabilities by working on all language skills (reading, writing, listening, speaking) and systems (grammar, phonology, lexis, discourse), as well as using materials relevant to exam preparation (KET, PET, FCE, CAE, TOEFL, IELTS, GESE).

FOCUS ON LEADERSHIP
This programme is designed to equip students with essential 21st-century skills, focusing on leadership development, communication and teamwork. Students build the confidence and competencies needed to grow into empowered young adults.

FOCUS ON CULTURE
These lessons combine CLIL and British culture, allowing students to use English to explore a range of disciplines, including art, literature, natural sciences, as well as the history and geography of the UK

Placement tests

We offer classes at four levels, from elementary to advanced. Students take a placement test on their first day of classes to ensure they are placed at the correct level.
Once the tests have been marked, students won't be told their score unless they specifically ask for it but will be placed into a class based on these results.
If students are not happy with their level, they can speak with the Course Director who will decide if it is necessary for the student to change levels.
We always try to split groups into different classes to mix nationalities, but this does depend on their levels and the numbers of students that we have on site.
We will provide all course materials including a journal and a pen.
Students are taught in class sizes up to 16.

Programme

All UKLC summer programmes at Queen Mary University include:

- 15 hours of English lessons per week.
- Full-board accommodation in residence.
- A full-excursion programme and evening activities.
- 1 free group leader for every 15 students.
- Placement test on arrival and End-of-Course Certificate.

English Plus London Explorer

Queen Mary University runs the English Plus London Explorer programme. It includes 15 hours of English tuition per week and daily excursions in London.
Over two weeks, the programme includes a full-excursion programme with five half-day excursions per week and three full-day excursions.
London Explorer does not use the non-London English Plus Electives model. Students follow the excursion programme shown in the sample programme.
At some centres UKLC operates a zig-zag programme; the final programme confirms whether lessons take place in the morning or afternoon.

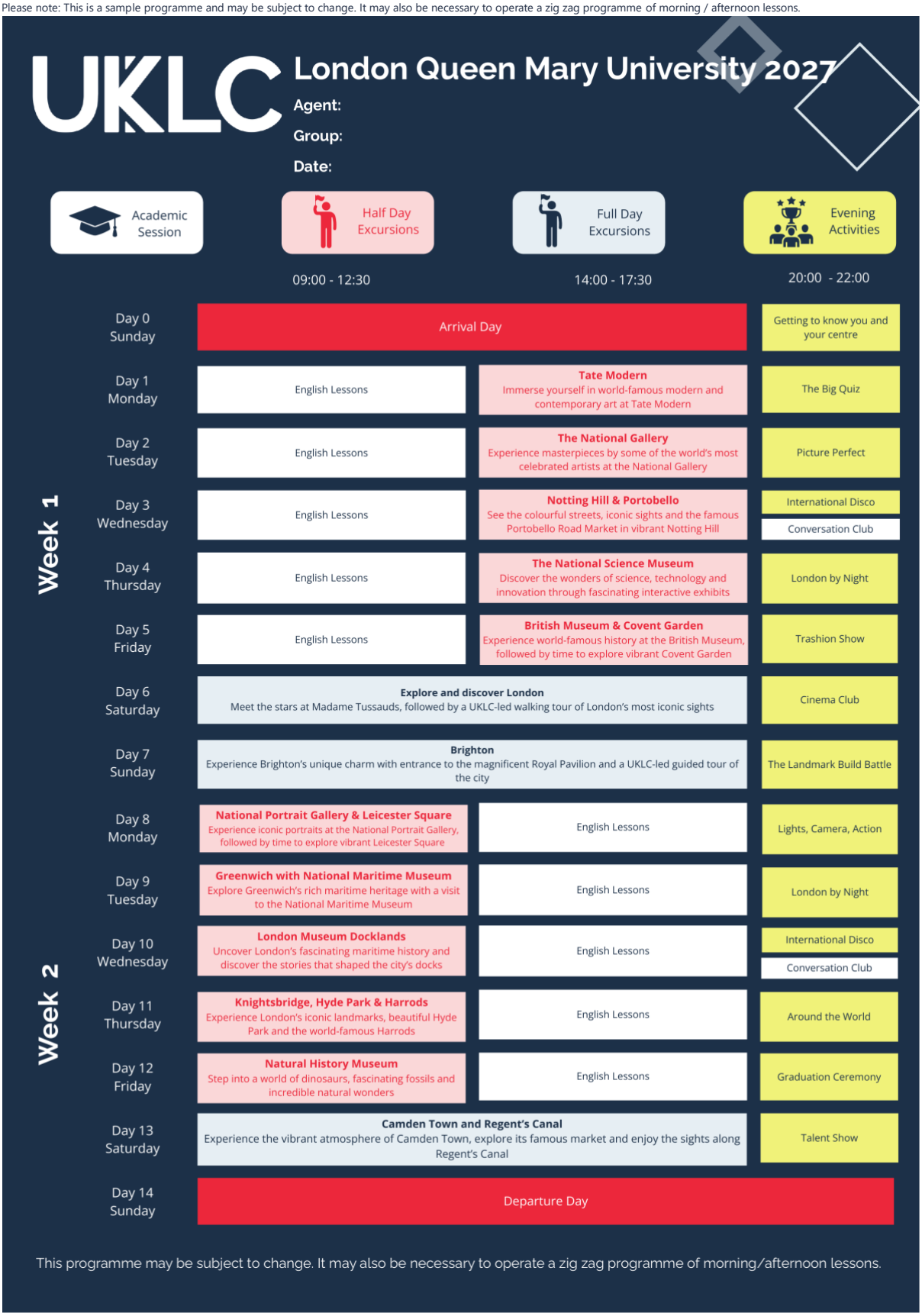
A typical day for students

08:00 – 09:00	**Breakfast**
09:00 – 10:00	**Lesson 1 or Excursion**
10:00 – 10:15	**Break**
10:15 – 11:15	**Lesson 2 or Excursion**
11:15 – 11:30	**Break**
11:30 – 12:30	**Lesson 3 or Excursion**
12:30 – 13:30	**Lunch**
14:00 – 17:30	**Excursion or Afternoon Lessons**
18:30 – 19:30	**Dinner**
20:00 – 22:00	**Evening Activities**
22:30	**Bedtime**

This centre runs on a ‘zig-zag’, meaning the order of lessons and excursions will change after a week. See example below.

London, Queen Mary University Sample Programme

Please note: This is a sample programme and may be subject to change. It may also be necessary to operate a zig zag programme of morning / afternoon lessons.



Facilities

- Large lecture theatres
- Cafes, Horse boxes and shops on campus
- Recreational and social areas

Evening entertainment

UKLC Activity Teams deliver fun and engaging evening activities for students to practise their English, make new friends and enjoy their time at the centre.

Students receive their evening activity programme on their first day. Activities can include:

Lights, Camera, Action – students re-enact famous film scenes, create scripts in English and perform for the centre.

Talent Show – students can perform singing, dancing, acting and other talents.

Trashion Show – students create outfits from recycled or unexpected materials and take part in a catwalk.

International Disco – students socialise and dance to music from around the world.

Around the World – teams take part in activities inspired by different countries.

Picture Perfect – a creative team activity designed to encourage collaboration and English communication.

The Big Quiz – students work in teams to test their knowledge across a range of fun topics.

Conversation Club – an opportunity for students to practise speaking English while discussing interesting topics.

We look forward to welcoming you to Queen Mary University of London in summer 2027!