

# Welcome to City Lit

## CITYLIT

INSPIRING PASSIONS · REALISING AMBITIONS

There's more to City Lit than our courses! This guide will help you make the most of your time with us. It tells you about the services and facilities that you can access and where to find them. We hope you enjoy your time with us and don't hesitate to get in touch with us if you have any questions.

For more information visit: [www.citylit.ac.uk](http://www.citylit.ac.uk)

## Where can I...

### Give feedback?

#### Get in Touch

We are very interested in what you have to say. You can tell us what you thought about your course and your experience at City Lit:

- speak to your tutor or another member of staff
- complete an online course feedback form
- write an online review
- email [getintouch@citylit.ac.uk](mailto:getintouch@citylit.ac.uk)
- complete a 'Get in Touch' form at reception

#### Get Involved

Have your say and get more involved with us:

- subscribe to our regular email newsletters
- tell us what impact City Lit has had on your life by emailing [experience@citylit.ac.uk](mailto:experience@citylit.ac.uk)
- apply to join our student panel by emailing [studentpanel@citylit.ac.uk](mailto:studentpanel@citylit.ac.uk)
- come and see a student play, exhibition, or music performance

See how your feedback helps to improve City Lit  
[www.citylit.ac.uk/yousaidwedid](http://www.citylit.ac.uk/yousaidwedid)

## What can I...

### Expect from City Lit?

- Good customer service
- Access to full information and advice about courses, facilities, support services, fees and financial support
- Classes that start on time
- A high standard of teaching
- Feedback on your progress in class
- Facilities and equipment that are in good condition and appropriate to your course
- A varied and diverse college that supports all of its students
- The opportunity to get in touch and tell us about your experience at City Lit and how it could be improved

### City Lit expects you to:

- Attend classes regularly and be on time
- Study to the best of your ability and hand in work on time
- Respect all users of the college, whether students, staff, volunteers or members of the public
- Behave in a way that respects the needs of others to learn, teach and work
- Respect the property of the staff, other students and the college
- Help keep the building clean and tidy
- Follow our Health and Safety Regulations to make sure you do not put others in danger
- Respect City Lit's Equality and Diversity policy at all times
- Not use your mobile phone in class



## How can I...

### Change or cancel my course?

#### City Lit Credit

We want you to be on the right course. If your course isn't right for you, you can request City Lit credit up to the start of the third session. We'll only charge you for the sessions of the course that have run. If you think your course is the wrong level for you, speak to your tutor.

#### Course Refunds

You can request a refund up to 1 week before your course starts. We will refund your fee, minus a 20% admin charge (minimum £10).

Full details of our refund and transfer policy are on our website: [www.citylit.ac.uk/refunds-and-transfers](http://www.citylit.ac.uk/refunds-and-transfers)



## Where can I...

### Get student discounts?

We've set up partnerships with some local companies. As a City Lit student you can get discounts at:

- Cass Art stores
- Chimes Music stores
- The European Bookshop
- [penheaven.co.uk](http://penheaven.co.uk)

For full details visit:

[www.citylit.ac.uk/student-cards-and-discounts](http://www.citylit.ac.uk/student-cards-and-discounts)

## Key Services and Opening Hours

### Enrolments and Enquiries

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Ask any questions or pay for your course at the enrolment counter on the mezzanine floor.

We're open:

Monday to Friday 11:00-19:00  
Saturday 10:00-14:00

Or you can call us on **020 7831 7831**

Monday to Friday 09:00-19:00  
Saturday 10:00-16:00

Email: [infoline@citylit.ac.uk](mailto:infoline@citylit.ac.uk)

### Student Centre

M

Come and join the library. You can browse and borrow books, read our journals, use a computer, or do your homework.

We're open:

Monday to Friday 09:00-21:30  
Saturday 09:00-17:00  
Sunday 09:00-17:00

Email: [studentcentre@citylit.ac.uk](mailto:studentcentre@citylit.ac.uk)

### The Lunch Room

G

Grab a coffee and snack, or a hot meal, at our café on the ground floor.

It's open:

Monday to Friday 09:30-20:30

Saturday 09:30-15:30

Sunday 09:30-15:30

### Advice and Guidance

M

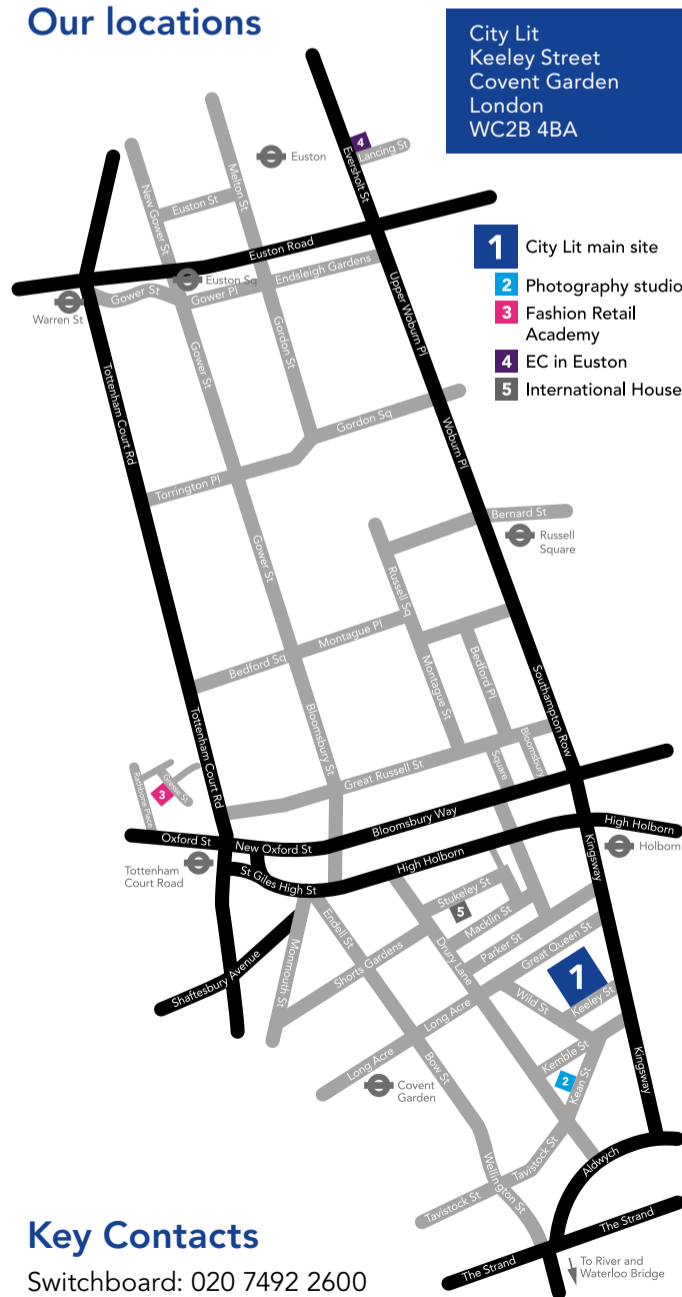
You can pop in or call **020 7492 2503** for general advice, to ask about financial or childcare support, or make an appointment to see a careers advisor.

We're open:

Monday to Friday 12:00-18:45 during term time.

Email: [advice@citylit.ac.uk](mailto:advice@citylit.ac.uk)

## Our locations



City Lit  
Keeley Street  
Covent Garden  
London  
WC2B 4BA

- 1 City Lit main site
- 2 Photography studio
- 3 Fashion Retail Academy
- 4 EC in Euston
- 5 International House

## Key Contacts

Switchboard: 020 7492 2600

Enrolments & General Enquiries:  
020 7831 7831

Student Centre & Library:  
020 7492 2666

Email: [infoline@citylit.ac.uk](mailto:infoline@citylit.ac.uk)  
[www.citylit.ac.uk](http://www.citylit.ac.uk)

# CITYLIT

INSPIRING PASSIONS · REALISING AMBITIONS

## Your Guide to Keeley Street



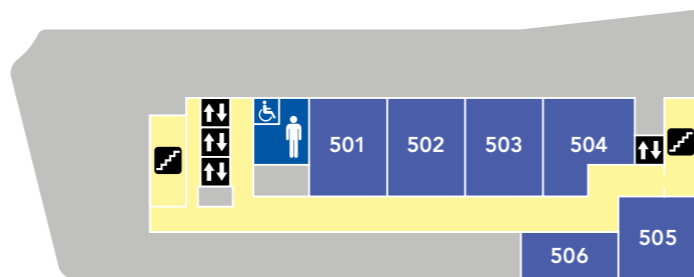


# Plan of the Keeley Street Building

6th floor staff offices

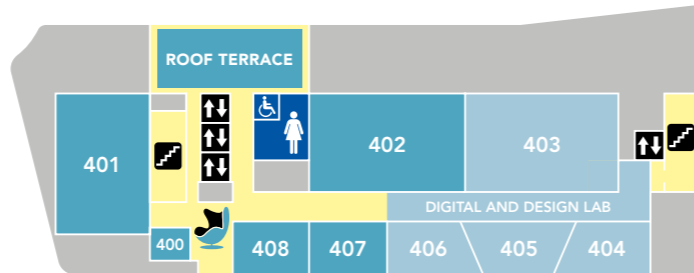
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- Classrooms 501-506
- Men's Toilet
- Accessible Toilet



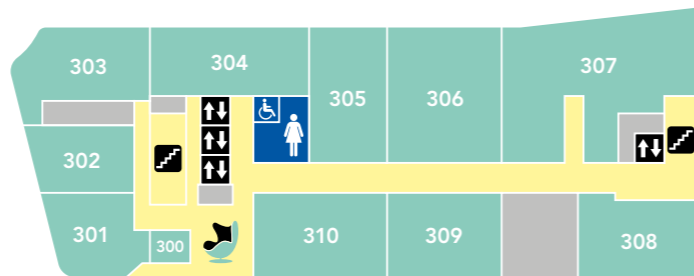
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- Roof Terrace
- Student Lounge
- Classrooms 401-403, 407, 408
- Digital & Design Lab 404-406
- Ladies' Toilet
- Accessible Toilet



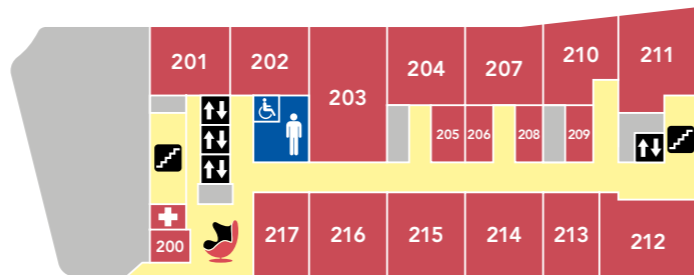
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- Art Exhibition Space
- Student Lounge
- Counselling Room (300)
- Classrooms 301-310
- Ladies' Toilet
- Accessible Toilet (Radar Key)



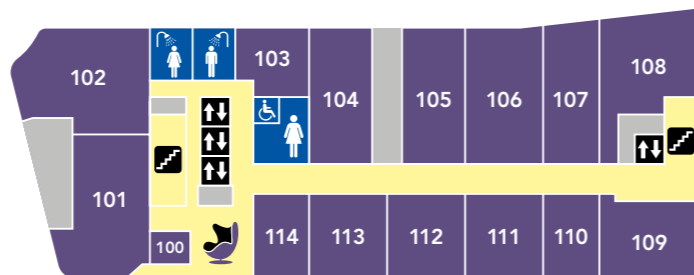
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- First Aid & Prayer Room
- Student Lounge
- Classrooms 201-217
- Men's Toilet
- Accessible Toilet (Radar Key)



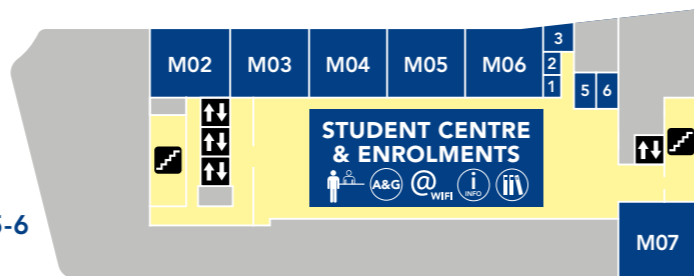
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- Music Recital Room (101)
- Student Lounge
- Classrooms 101-114
- Inclusive Changing Rooms
- Ladies' Toilet
- Accessible Toilet



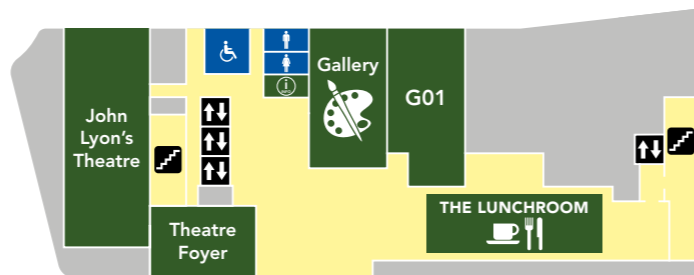
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- Enrolments and Enquiries
- Student Centre & Library
- General Enquiries Desk
- Advice and Guidance
- Student Support Tuition Rooms 1-3, 5-6
- Classrooms M02-M07



G

- Theatre Foyer
- Reception
- Gallery
- The Lunchroom Cafe
- John Lyon's Theatre
- Classroom G01
- Toilets



## Where can I...

Find spaces to relax?

### Student Lounges

There are student lounges on most floors where you can relax, meet friends, eat your own food, or work. They all have water fountains. Please help us be more sustainable by re-using your cup or bottle.

### The Roof Terrace

We have a roof terrace designed by Sonia our receptionist. If the weather is nice take a seat, soak up some sun and relax.

### The Lunch Room

We have our own café, 'The Lunch Room', which serves hot and cold drinks and food throughout the day. If you're bringing your own lunch, you can eat this in any of our student lounges.

### Quiet Room/Prayer Room

You are welcome to use our quiet/prayer room (also our first aid room). If there is a medical emergency you will be asked to leave, but Reception will try to find you an alternative room.

## How can I...

See work by other students?

### Music Recitals

Our music students perform most Thursdays at 1pm in the music recital room (101) during term time. We also arrange special performances at the end of term. Look out for posters, or check our website for details.

### Creative Writing Anthology

We publish 'Between the Lines', an anthology of our students' writing, every summer. You can get a copy in the Student Centre & Library.

### Student Plays

The City Lit Drama School puts on fantastic end of term plays in our own John Lyon's Theatre. Look out for posters, or check our website for more details visit [www.citylit.ac.uk/events](http://www.citylit.ac.uk/events)

### Art Exhibitions

We're keen to show off our student's art work. Take a look at the gallery on the ground floor and the frames along the 3rd floor corridor. Exhibitions regularly change throughout the year.

# Where can I...

Get help to study?

## The Student Centre and Library

You can work quietly on your own or meet with your classmates in the Student Centre & Library. It has:

- Computers and scanners
- Printers and photocopiers (for a small charge)
- Desks to plug in your own devices
- Access to Wi-Fi
- Individual and group working desk space
- Books, CDs, DVDs and journals.

For more information and to access our online catalogue:

[www.citylit.ac.uk/student-centre-and-library](http://www.citylit.ac.uk/student-centre-and-library)

## Access, Inclusion & Study Support

Depending on your needs and the course you are doing you may be eligible for:

- Physical access/Visual impairment support
- Dyslexia support for accredited courses
- In-class and pastoral support
- Specialist equipment or software
- Modified & adapted learning materials
- Exam access arrangements
- Communication, BSL or notetaking support

Email: [support@citylit.ac.uk](mailto:support@citylit.ac.uk)

Call **020 7492 2506**, text **07624 818558** or ask your tutor

## Deaf or hard of hearing?

Come along to our drop-in advice for information on support for your course in on **Wednesdays 11:00-12:00** (Room 3 in the Student Centre) or text: **07624 818 558**

## Advice and Guidance

You can come and talk to our team to get:

- Help to pay for your course
- Advice about your career and future study
- Information about childcare assistance
- Information about the City Lit bursary

Email [advice@citylit.ac.uk](mailto:advice@citylit.ac.uk) or call **020 7492 2503**

## Music Practice Rooms

For a small fee you can book a music practice room at City Lit. All practice rooms have a piano. If you play another instrument you will need to bring your own. We also offer music tutorials. Speak to Reception or Enrolments on the ground floor for more details.



## Counselling

We offer short term, low cost counselling to students on courses at least a term long. Come to the counselling room (300) for drop-in advice on Fridays between 13:30 and 15:30

Email [counselling.service@citylit.ac.uk](mailto:counselling.service@citylit.ac.uk) or call **020 7492 2539**