



Representative Pack

ETC International College

Working with quality representatives in the language travel industry.

- Becoming a Representative
- Representative Responsibilities
- Enrolment Process
- Student Welfare
- Payment
- Terms & Conditions



Accredited by the
BRITISH COUNCIL
for the teaching
of English

ENGLISH UK
member

Private
Further
Education

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Welcome to ETC

Thank you for working with us!

ETC is a specialist language school established in 1989 that provides:

- English Language Courses
- Exam Preparation Courses (IELTS, CAE, FCE)
- Specialist Courses
- 1:1 Courses
- University Foundation Programme
- Teacher Training

History

ETC is a family-run language school that was founded in 1989. We have been operating successfully in Bournemouth since that time, though not always on the same site. The Directors took the decision to move from premises in Old Christchurch Road to a purpose-built school in West Hill Road in order to allow for expansion.

The school now benefits from quieter surroundings, more than four times the number of classrooms (44 instead of 7), a library, a café, student lounge, on site residence and enough space to organise social activities on site.



ETC underwent an inspection by the ISI (Independent Schools Inspectorate) in November 2012 and again in 2013. We were awarded Grade 1 (exceeds expectations) in all areas, including:

- The quality of the curriculum, teaching and learner achievement
- Students' welfare, including health and safety
- The effectiveness of governance, leadership and management

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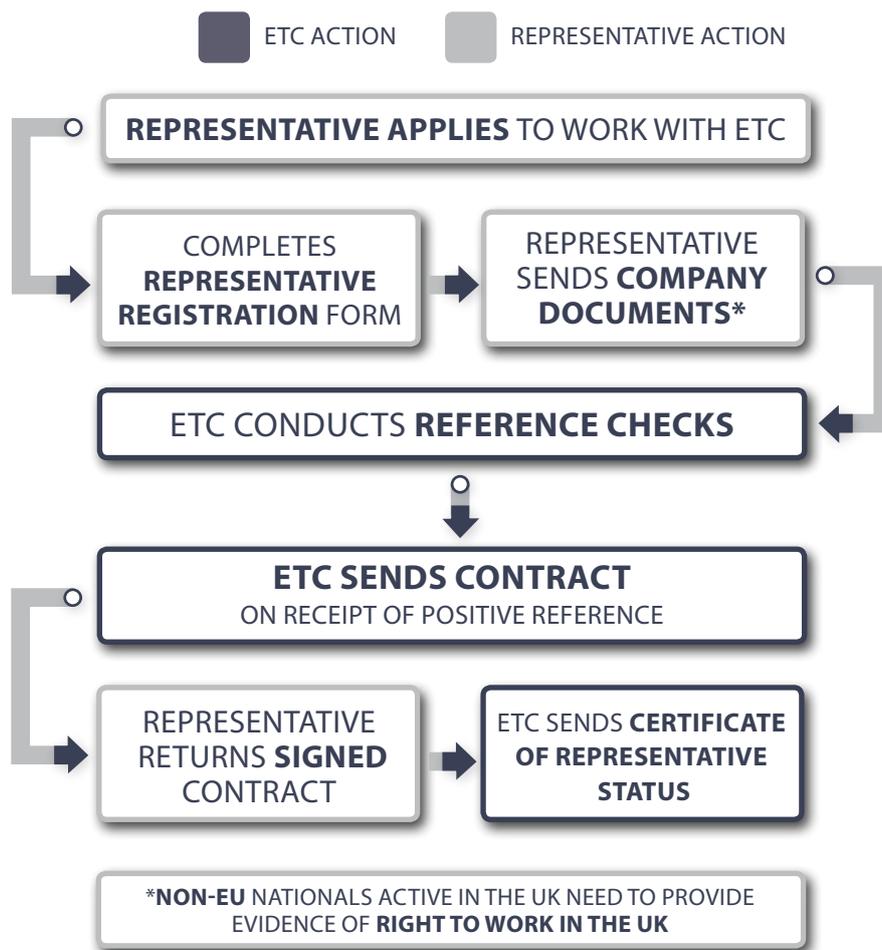
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ETC International College
Certification N° 577
Educational Oversight 2012
educationaloversight.co.uk/577

English UK | RALSA | British Council |
ISI | FSB | Investors in People | IEF |
Dorset Business | Cambridge Exam Centre



HOW DO I BECOME A REPRESENTATIVE?



Your Responsibilities as a Representative

- Provide any documents requested by ETC demonstrating legitimate company status, e.g. Representative registration form, company registration documents, accreditation membership, references from other accredited schools.
- Respect the terms and conditions set out on the ETC enrolment form and ensure that every student reads and understands those terms and conditions.
- Sell courses only to genuine, serious students who can confirm a background of previous study.
- Advise students on the courses and programmes organised by ETC as advertised in the current ETC brochure.
- Advise students on the enrolment procedure and make clear the conditions of enrolment as stated on the ETC enrolment form.
- Ensure that students complete the enrolment form themselves (as an aid to ETC's assessment of the student).
- Transfer course fees to ETC's bank account at least 4 weeks before the student's course is scheduled to start.
- Help ETC to check on the documentation provided by each student and help to check the student's current level of English as well as their ability and intention to complete the course.
- Inform ETC of the progress of the student's booking and keep ETC up to date on any relevant changes.
- Regularly advise ETC on all aspects of marketing and student recruitment.
- Prior to the student's departure for the UK, encourage the student to organise adequate travel and medical insurance that will remain valid for the duration of their stay. You can now book insurance through ETC, please contact us for more information.
- Be responsible for handling bad debts, student complaints and legal redress in the event of a problem with the course. Such matters should be brought to the attention of ETC quickly so a solution can be found.

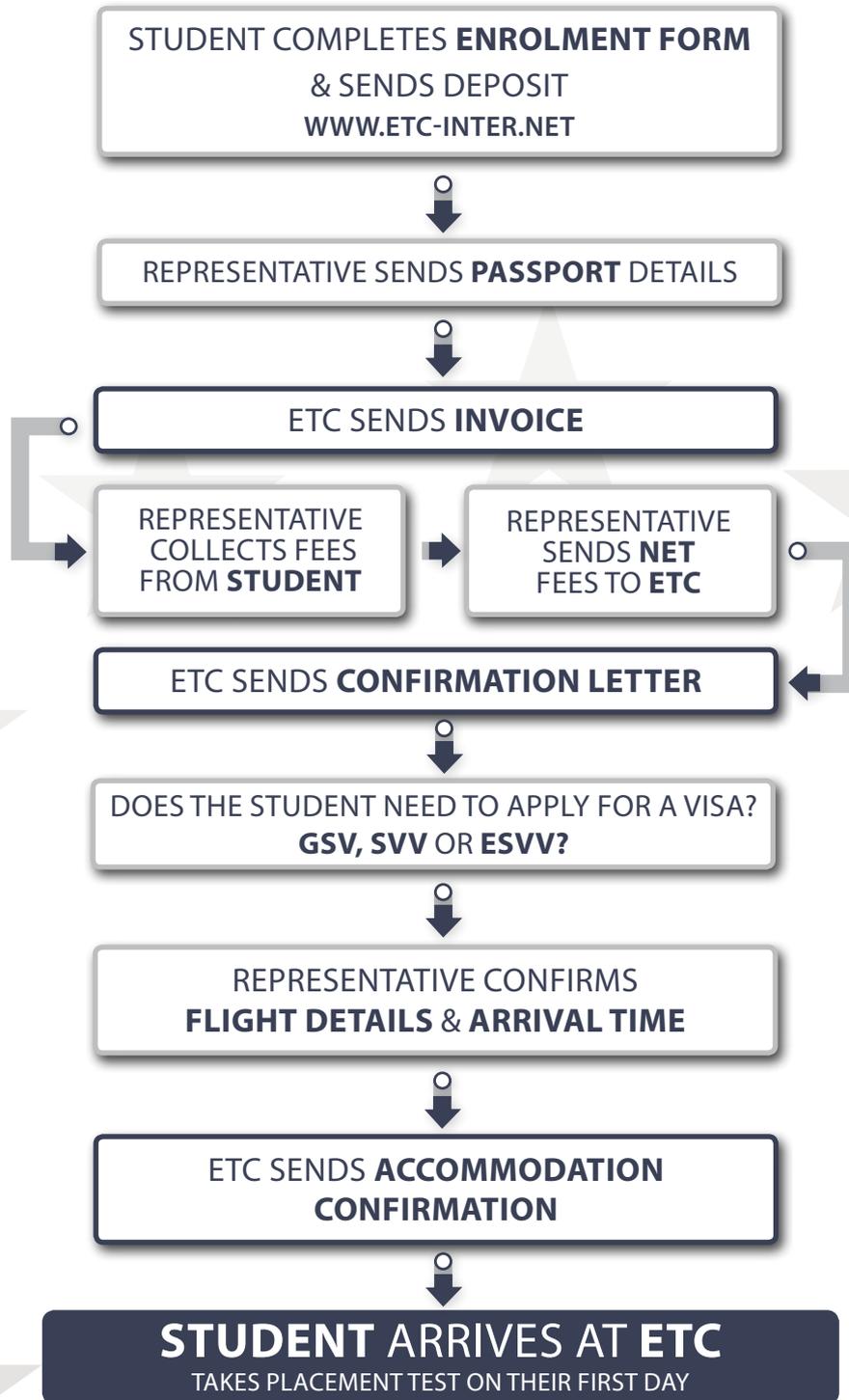
HOW DO I BOOK A CLIENT?



ETC ACTION



REPRESENTATIVE ACTION



Please note: The order above could change due to visa requirements or providence of the student.

Documentation:

Please help us ensure that the following items are present in each GSV student's file:

1. Enrolment Form
2. Placement Test
3. Visa letter
4. Where necessary, a certificate from an educational institution confirming the student's English level
- mapped against the CEFR
5. Copy of passport (photo ID) indicating when the visa expires and showing the student's photo. The front cover and the page with the visa and the personal details page must all be copied
6. Any other supporting evidence such as the booking form from a representative and invoice

Booking a Client

How can we support you?

ETC is only interested in taking genuine students and the college is committed to compliance with UK Visa & Immigration requirements.

Students from countries belonging to the European Union do not need visas to enter the UK. Students from other countries should contact their nearest British Embassy or Consulate for information on visa requirements. ETC is unable to issue visas or give advice on visa matters.

Booking a Student

Complete the enrolment form (www.etc-inter.net), and send passport copies and relevant qualifications showing English level. Once payment has been received, where necessary ETC will supply any necessary documentation that you or your student requires, including Confirmation of Acceptance of Studies and invoices.

Where students need an original CAS or visa letter urgently in order to obtain a student visa, this can be sent by special courier or by express mail. There will be an extra charge for this service.

It is imperative that once a CAS or visa letter has been issued to your client they must either attend the course or, if the visa has been refused, you or they must send us the original refusal notification and return any documents that we have issued. If ETC does not receive these documents, we will be obliged to inform the Home Office and no fees can be refunded.

On the student's arrival at ETC

- Students are welcomed to ETC
- ETC collects copies of photo ID / visa documents
- ETC confirms all other student details are correct
- The student is given a placement test
- The student is given an overview of relevant UK laws
- The student is given a tour of ETC and Bournemouth
- Students are placed into class as soon as possible.

Quality Representatives

ETC will support you in your recruitment of students as far as possible and we would like to play a part in your professional development.

The British Council runs 8 week courses for existing representatives leading to a Foundation Certificate. The courses are delivered online and are split into two units:

Unit 1 introduces and develops knowledge and understanding of continual professional development, and guides and supports you in defining your role and planning your development.

Unit 2 contains important information and guidance on recording your professional development activities, portfolio requirements, rules and regulations for completion and submission.

The course includes training in:

- The UK education system
- Professionalism and ethics
- UK application procedures, entry requirements, visas and immigration
- Quality assurance
- Course fees and scholarships
- Benefits of studying and living in the UK

The qualification is valid for a period of two years and a certificate is provided to the representative upon successful completion of the course. Although we do not require representatives to take the British Council course, we do strongly recommend that representatives booking a high number of students consider doing so.

For more information on the course, contact us or see the British Council website at:
<http://www.britishcouncil.org/education/education-agents>

Student Welfare

The school emergency telephone number is (07966) 380973

This number should only be used in genuine emergencies.

Our Teachers

All of the teachers at ETC are experienced in their field, and have been selected for the high standard of their classroom skills and knowledge of language teaching techniques. Teachers take part in regular in-service training sessions at ETC and attend weekly meetings with their colleagues. Teachers are regularly observed in their classes to maintain the quality of our teaching.

All teachers at ETC:

- Have a Trinity CertTESOL, Cambridge CELTA or equivalent teaching qualification.
- Have previous experience of teaching English as a foreign language.
- Have been vetted to ensure that they do not have a criminal record.

Effective Teaching

Built into every student's course are the following:

- Placement Test
- Task-Based Activities
- Academic Counselling
- Homework
- Needs Analysis
- Systems Work
- Tutorials
- Supportive error correction and constructive feedback
- Skills Development
- Learner Skills Development
- Progress Tests

Sample School Timetable

Lessons run from Monday to Friday. Please note that one lesson is 45 minutes in duration.

Those students who require visas must attend at least 15 hours (= 20 lessons) per week.

	Monday	Tuesday	Wednesday	Thursday	Friday
8:45 - 10:15	Lessons 1 & 2	Lessons 1 & 2			
Break					
10:45 - 12:15	Lessons 3 & 4	Lessons 3 & 4			
Lunch					
13:15 - 14:45	Intensive 1 (24) Super Intensive (28)	Intensive 2 (24) Super Intensive (28)	Intensive 1 (24) Super Intensive (28)	Intensive 2 (24) Super Intensive (28)	---
	Specialist Lessons	Specialist Lessons	Specialist Lessons	Specialist Lessons	Specialist Lessons
	Diploma (28) Diploma Super Intensive (30)	Diploma Super Intensive (30)			
Break					
15:15 - 16:45	1-to-1 Lessons	1-to-1 Lessons	1-to-1 Lessons	1-to-1 Lessons	1-to-1 Lessons

For more course information please refer to our Dates & Fees or contact the Marketing Department.

Attendance

Students should attend all classes. If they are absent due to illness, they should bring a doctor's certificate. It is expected that students attend a minimum of 80% of their course. In some cases, embassies will not fund courses for their students if their attendance falls below 90%.



Airport Transfer

ETC offers airport pick-up and return services between Bournemouth and London airports. We need full arrival and departure details 10 days before the client is due to travel. If flight details are changed at the last minute, please inform us by using the emergency number if necessary.

For airport pick-ups, the ETC driver will wait at the doorway from the customs department in the arrivals lounge. The driver will display a notice showing the ETC logo and the student's name. The student should not depart with any other person and should check that the driver has an ETC identification document.

If the student cannot find the ETC driver, he or she should contact the Information Desk and telephone the school emergency number 07966 380973.

Students must inform their host families (at least 2 days in advance) of their estimated arrival time to ensure that the host family is at home to receive them when they arrive.

Safeguarding Juniors

Please note that when booking juniors aged 15 and below with host families, they may only stay for a maximum of 26 nights.

Students under 18 years old are minors in UK Law. If one of your students is studying at ETC we require the parents to complete the parental permission form before the students arrive at ETC.

Group Bookings

All British Council accredited schools that accept students under the age of 18 are now required to meet additional inspection criteria relating to the safeguarding of junior students.

This means that **representatives sending group leaders with junior students to ETC will need to provide assurance of their suitability to work with children. This means we need you to send us for each group leader a Police Certificate of Good Conduct or Certificate of Criminal Record** from your country of residence.

Please make sure your group leaders have been checked and send copies of the police checks with the group.



Payment

Clients will be invoiced in Pounds Sterling. When your client applies to join a course, a completed enrolment form should be sent together with the non-refundable deposit of £100 plus a copy of the student's passport.

Full NET fees should be paid to the ETC bank account at least 4 weeks prior to the start date. Bank details will be provided when an invoice is issued. Payments to ETC may be in the form of a bank draft, direct transfer or cheque made payable to "Educational Training Centre (UK) Ltd".

Where CAS letters are required, no documents will be issued until full fees have been received. We recommend that you take payment from each client (enrolment fee, tuition fees, accommodation fee if applicable) and send us the total NET fees as soon as possible.

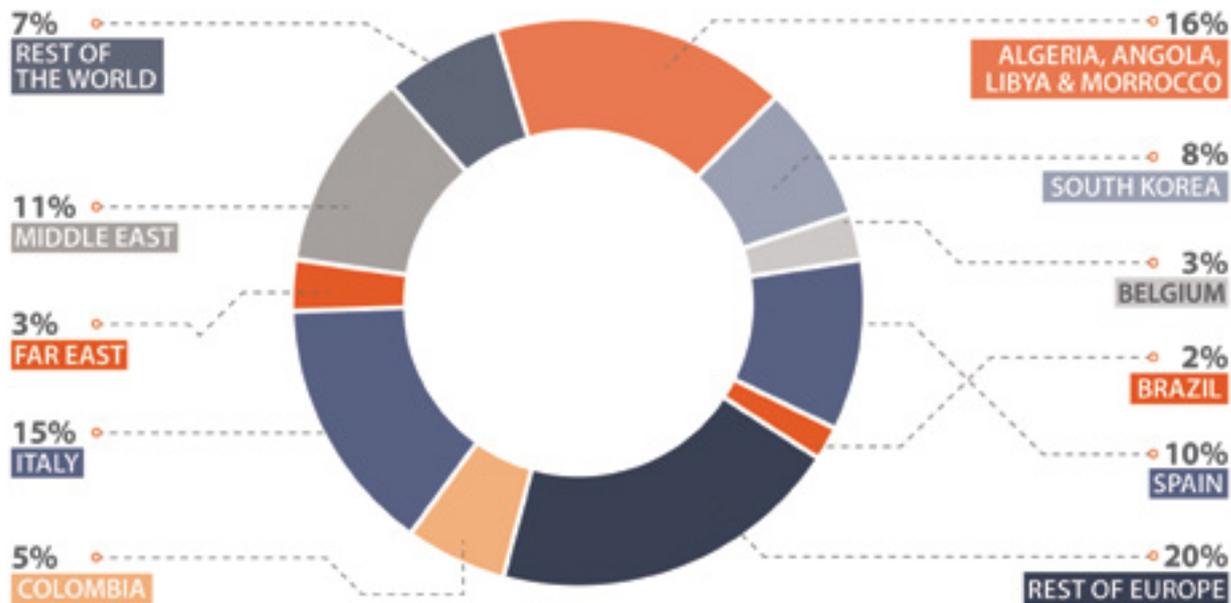
Clients or distributors may pay by Visa, Eurocard or Mastercard credit cards, although there is a charge of 2.4% to cover the cost of this service. Any transfer charges should be passed on to the client and not borne by the representative or by ETC.

Refund / Cancellation

Clients should notify the College of intended cancellation of their course(s) at least 21 days before their course is due to begin. Any refunds will be given at the sole discretion of the Director and any documents issued by ETC must be returned in order to obtain this refund. **If a student wishes to cancel an enrolment less than 21 days before the start of a course, a minimum of two weeks' tuition and accommodation fees are payable to the College. No refund is payable once a student has started his or her course.** If a student does not arrive to start their course at the arranged time, no refunds are payable and acceptance of the student onto the remainder of the course is at the sole discretion of the Director.

If you are unable to complete the course because of illness or family bereavement documentary evidence may be requested. Such refunds shall be at the discretion of the Director. Refunds cannot be processed until ETC has been paid in full for all services booked.

Approximate Yearly Nationality Mix



Visa Refusal

If a student's visa application is turned down and the student cannot attend a course as scheduled, any fees paid by the student will be refunded minus the enrolment fee, any fees already paid out to a third party and any bank transfer fees. In order to obtain this refund **the student must return any documentation, together with the document issued by the visa issuing authorities showing that they have been refused a visa.** Please note that host family accommodation can only be confirmed once ETC receives confirmation that the student has obtained a visa. Obtaining a visa may take several months so **it is very important that the student applies for their visa well in advance.** Please note that where visa students are concerned ETC requires all students to pay the full fees before a visa letter / CAS is issued as a demonstration of the student's intention to follow the course and **no refunds are offered to students once a visa has been issued. If a student is refused a visa for having presented forged or falsified documents as part of his or her application, no refunds will be made.** Students who withdraw early from their courses, fail to arrive for their courses, fail to attend classes or otherwise do not meet their obligations under the terms of their visa will be reported to the Home Office according to the prevailing regulatory system.

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