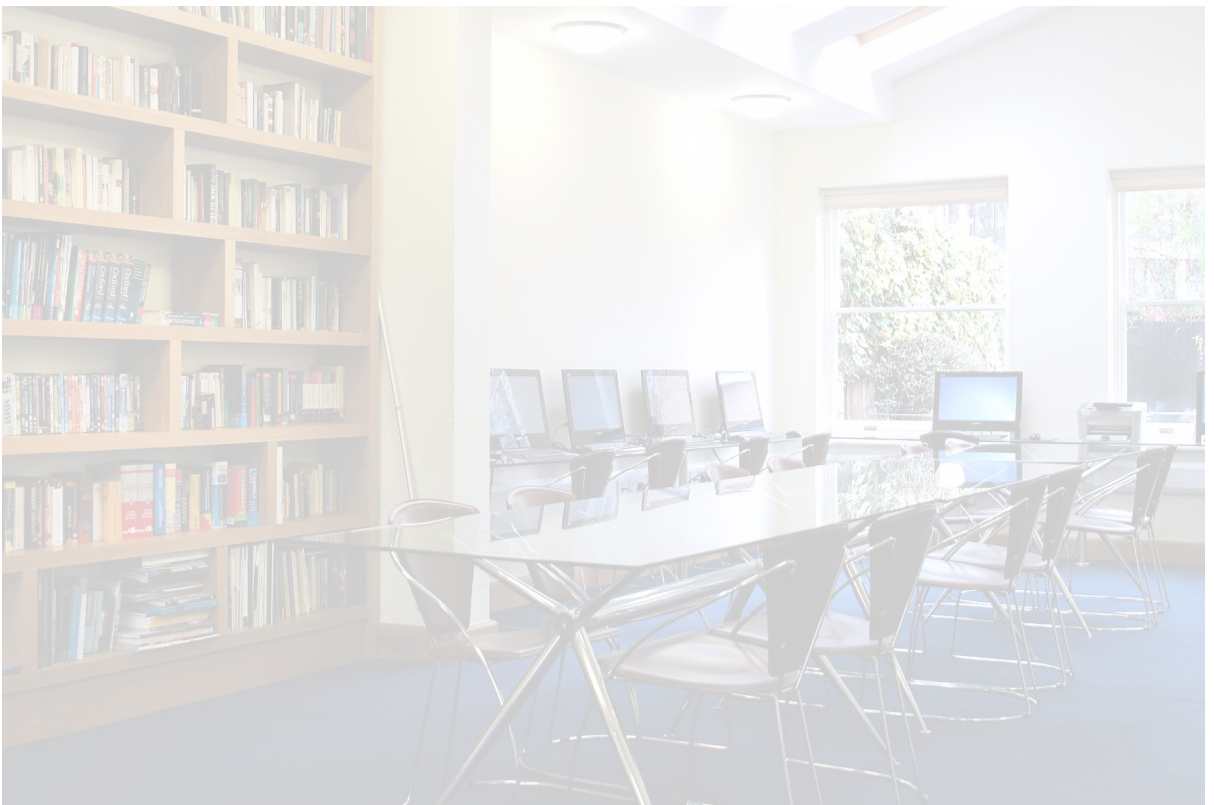




Guidelines for partners



About the school

Located in the heart of the city, OISE at Cambridge has established a reputation for delivering rigorous and effective English language tuition. Courses are intensive and designed to prepare students with the confidence and skill to excel in competitive international academic and business environments.

Tutors are experienced in English language tuition and also bring specific specialist knowledge from their backgrounds in business, management, academia, etc.

Location

The school is located close to the railway station and within easy walking distance of the city centre. The school's location makes it easy for students to walk into the city centre and is also convenient for day trips by train to London and other local places of interest.



The school

The school interior is equipped to high standards and offers a comfortable study environment. In addition to classrooms, there are quiet study spaces, a coffee lounge and a pleasant courtyard garden.

Holidays

The school is open Monday to Friday and courses run as normal on all public holidays except 25th and 26th December and 1st of January.

Facilities include:

- Free Wi-Fi throughout the building
- Computers available for students to use
- Individual study spaces and areas for collaborative work
- Free tea and coffee available throughout the day
- Common areas where students, tutors and staff can interact outside of lesson time and eat lunch
- Fully equipped classrooms and spaces for collaborative work and independent study



Booking process and payments

ETO Partners (Educational Tour Operators)

ETOs receive commission on the course package price if they fulfil the following criteria:

- Have their own office and employ staff.
- Have their own brochure or website featuring the schools they represent.
- Advertise courses and have a promotional plan to maximise sales.
- Ensure registration forms are completed correctly.
- Collect all student fees and send payments to the school no later than 30 days prior to the start of the course, net of commission.
- Liaise directly with the student and be responsible for all correspondence.

Please note, all ETOs must have a valid contract with us which is renewed annually. If you do not have a contract valid for this year, contact us and we will send you one.

Referrers

Referrers provide an introduction to the school which may result in a course enrolment, for which they receive commission on the course package price:

- After the referrer has made the introduction, the school normally deals directly with the student.
- Referrers are often individuals working in the education industry such as a teacher or school manager.
- The school processes the booking and receives payment from the student directly.
- The referrer invoices the school for their commission after the student has completed the course.

Booking procedure for ETOs

1. The ETO sends the student enrolment details directly to the school by email or post.
2. The school confirms the booking within 24 hours and sends an invoice.
3. The payment of a deposit secures a place on the course.
4. Once the deposit is received, the school is able to issue visa letters, however visa applications have a much higher success rate when the fees have been paid in full.
5. Full payment must be received at least 30 days before the course start date.
6. Accommodation and transfer details are usually booked after full payment has been received and are sent to the ETO no later than 1 week before the course start date.

Please note, when a course is booked fewer than 30 days before the start date, full payment is required to secure the place.

Essential booking information

In order to book a student onto a course the school requires a completed application form with the following details:

- Full name (as it appears on passport), title, sex, date of birth, occupation, nationality, languages spoken.
- Course required: start date and end date.
- Approximate level.
- Accommodation required including arrival/departure date and time. Address of where the student is staying if arranging their own accommodation.
- Smoker, allergies, medication and dietary requirements.

Please note that this is the minimum information we need to make a booking. Any other information is gratefully received, including information about any special educational needs.

Booking process and payments

Marketing materials

We are happy to provide a range of marketing materials to help our partners promote the school. This may include information sheets and brochures. In addition there is extensive up to date information on our website and on our partner zone. Please contact us if you require any other materials.

Pre-arrival communications

Where agreed by the partner, the School Principal will make contact with the student 1 – 3 weeks before the start of the course with a pre-course assessment test and a questionnaire about their language learning goals. This also gives the students the opportunity to ask questions about the academic programme.

Invoices

- ETOs receive two invoices; a student copy with the total course fees (gross) and a partner copy with the net fees.
- If the student decides to extend or upgrade their course, the partner will receive commission for the change in course.

Communication during the course

We welcome feedback the partner may receive from students while they are on a course. The school will keep the partner updated on the student's progress throughout their course, as well as informing them on any issues which may arise.

Visits

We welcome the chance for our partners to experience the school first hand. Please contact us by phone or by email to arrange a visit to the school.

Cancellation policy, course extensions and repeat bookings

Conditions for cancelling or changing a course by the student

- If the school receives the cancellation at least 14 calendar days before the course we will refund the full fees and the deposit.
- Within 14 calendar days of the course start date, the school will refund the course fees and retain the deposit.
- After the course has started, the partner must provide the school with 10 days written notice of changes to or cancellation of a course. Refunds cannot be made for non-attendance, absence due to illness or any other cause.
- If a student wishes to be absent from the course for 1 or 2 weeks for the purpose of taking a holiday, they, or the partner must give the school at least 2 weeks notice in writing.
- If students choose to upgrade the course, payment of the difference must be made through the ETO, at the time of the request.
- Any refund due when a course is changed or cancelled, or a holiday taken, will be paid to the ETO. In the case of referrers, the payment will be made to the person who paid the student's fees. Refunds are made at the end of the original course dates, as specified on the booking form.
- If a student is denied a student visa or study permit and provides the school with a copy of the rejection letter on or before the first day of the course, the full fees will be refunded.

Conditions for cancelling a course by the school

- Sometimes the school may agree with the partner and student that it would be beneficial if they moved to another school course. A course of equivalent or more value will be offered by the school.
- We reserve the right to postpone the start of the course for students under 18 years if we are not able to source a family with the required level of child protection status.

Please see our terms and conditions for our full cancellation policy. The terms and conditions can be found in our brochure and on our website. Alternatively, contact us if you have any further questions.

Insurance

Students are responsible for organising their own travel insurance to cover medical and repatriations costs in case of illness or accident

Course extensions and repeat bookings

Course extensions

A commission is paid to the ETO on course extensions.

Repeat bookings

A commission is paid to the ETO on repeat bookings if they are made within a year of the original booking.

The first day, course progression and the last day

Students are requested to arrive at the school by 0840 hrs. If the student is staying with a host family, they will let them know the best way to get to the school in the morning. Tea and coffee are available while the student completes a new starter registration form. The student is shown around the school by the Principal or another tutor who is available to answer any questions and show them how to access the building using the door code. The first day follows the normal timetable for the student's chosen course.

Needs Analysis

Before the start of the course, the student is level-tested and completes a Needs Analysis so that the school team can understand the precise objectives of the student and arrange the course to meet these needs.

First impressions and progression monitoring

The small student to staff ratio creates a friendly and approachable atmosphere in the school making it easy for students to talk to someone if they have any concerns. Staff constantly monitor the progress of each student to ensure that throughout their course they remain motivated and challenged.

The final day

The final day of a course is on Friday and students usually travel home on Saturday (though accommodation can be extended by prior arrangement). All lessons take place as normal.

Certificates and reports

Each student receives a certificate with the number of hours they have attended and a short report showing their CEFR level. The School Principal or tutor are happy to provide further verbal or written feedback on the student's progression which we are happy to share with the partner.

If the partner or company has specific criteria for reports or documents which need to be completed and signed, the school is able to provide this. Please contact us to discuss your requirements.

Post-course support

Online lessons are available to students after they have left the course. For students who wish to take up this option, payment can be arranged through the partner.

The academic programmes

The courses are intensive programmes which provide language training and personal and professional development skills using authentic materials and real life situations. The combination of language skills lessons and communications skills lessons develops core skills and fluency giving students the confidence to succeed in a competitive international environment.

Course specifications	Course description
The Quatorial programme 30 hours/week	An intensive course taught in small groups, offering high levels of tutor interaction. Language skills lessons develop competency and communication skills lessons build confidence and fluency. Outside of lessons, students may remain in the school to use the school facilities and continue to work on personal study assignments.
The IELTS Exam Preparation Programme 30 hours/week	The IELTS Exam Preparation course is tailored to prepare students with the skills they need to succeed in the IELTS test. The programme develops skills in the core areas of reading, writing, listening and speaking whilst preparing students to progress professionally and academically in an English speaking environment. Students receive coaching and advice on exam success strategies and take practice exams under timed conditions.
The Cambridge Exam Preparation Programme 30 hours/week including one-to-one tuition	An intensive programme supplementing the Quatorial programme with one-to-one tuition, allowing students to focus on specific areas of exam preparation.
One-to-one lessons 5 to 20 hours/week	One-to-one lessons provide students with the opportunity to work alongside a tutor and focus on the areas of specialisation they most need. The constant proximity to the tutor combined with regular weekly progress reports and goal setting enable students to make rapid progress.

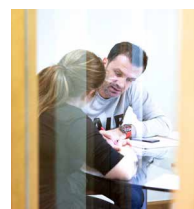
Key course information

- Courses start every Monday of the year.
- The length of the course can vary from 1 week to 1 year.
- Classes are taught in small groups (max 4 students per class)
- The minimum age is 16.

Sample daily timetable

Sample timetable

Lesson	Learning outcomes
Accuracy	Development of grammar, vocabulary and pronunciation for written and spoken accuracy.
Communication tasks	Develops the ability to understand and express ideas in a variety of contexts.
Team Project	This is a team or personal project requiring research, preparation and personal study.
Spoken Assertiveness Seminar	A workshop to build confidence and fluency.
Critical Analysis Seminar	For the improvement of reading, understanding and analysis, students are able to think critically and express ideas in English.



Exam preparation programmes

IELTS (academic or general training)

The International English Language Testing System (IELTS) measures the language proficiency of people who want to study or work where English is used as a language of communication. It uses a nine-band scale to clearly identify levels of proficiency from non-user (band 1) to expert (band 9). The academic exam is suitable for people applying for higher education or professional registration. The general English exam is suitable for those migrating to English speaking countries, secondary education, training programmes or work experience in English speaking environments.

Cambridge Exams

B2 First (FCE)

The B2 First qualification provides evidence that the student can live and work independently in an English speaking environment at a CEFR level B2. It is a popular exam accepted by businesses and institutions around the world.

C1 Advanced (CAE)

The C1 Advanced qualification is proof of high-level achievement in English learning at CEFR level C1 and is accepted by businesses, government departments and educational institutions.

- The school may be able to provide preparation courses for other exams. Please enquire for details.
- The school team can provide consultation to help students choose the exam most appropriate for their level and objectives.

The IELTS exam preparation programme

Preparation for the Writing paper

Week 1 and 2: describe some visual information such as a graph, table, chart or diagram.

Week 3 and 4: discuss a point of view, argument or problem.

Preparation for the Listening paper

Everyday situations.

Educational and training situations.

Preparation for the Speaking paper

Introduction, interview and short talk, two-way discussion. Overview and practice of all the Speaking parts.

Preparation for the Reading paper

Each week the course covers these key reading skills:

reading for the general sense of a passage, reading for the main ideas, reading for detail, understanding inferences and implied meaning, recognising a writer's opinions, attitudes and purpose, following the development of an argument.

Tutors set assignments for homework, and mock tests, taken under exam conditions, allow both tutor and student to monitor progress, as well as highlighting areas and tasks which may require a highly targeted focus or more intensive work

The Cambridge exam preparation programme

Students build their lexical and grammatical range. There is a strong focus on accuracy. The skills that are honed in this module are the foundation stones for the modules which follow it, as they equip the student with the language needed to express themselves clearly, accurately, eloquently, and with linguistic flair.

Confidence for the spoken paper

Students build the skills required for face-to-face interactions, with a focus on successful communication and articulation of concepts, clear and effective pronunciation, and flexible and accurate use of structures and vocabulary. Developing the use of compensation strategies also allows students to maintain their confidence and communicative competence when faced with linguistic obstacles.

Strategies for effective reading

Skills developed include: speed reading, understanding text structure, critical analysis, and determining an author's position. The range of texts used includes newspaper articles, fiction, and non-fiction prose.

Listening skills

Students build the skills to be able to follow and understand a range of spoken materials. Materials such as TED talks and BBC broadcasts are used to develop the required skills, including: working out the meaning of unknown words, following the structure of speech, and summarising a talk.

Written eloquence

Students practise writing different text types, including essays, reports, articles and letters. They are trained to understand the differences between types of writing. There is a focus on how to structure a text clearly and logically, as well as planning, time-management, precision and clarity.

Companies we have worked with



The school team

Small class sizes and constant proximity to tutors create a collaborative working environment. The office is open plan with an open door policy. This allows constant interaction with tutors outside of the formal sessions during breaks and lunchtime which students particularly value.

The tutors

The school's tutors have a passion for education, teaching and learning. As well as many years teaching experience, our tutors often come from professional backgrounds, for example media and marketing, law, architecture or engineering. This enables them to create in depth topic based lessons and deliver them with enthusiasm.

All of the tutors undergo a rigorous induction to the course programme before joining the school. Tutors regularly participate in training and development within the school as well as attending external teacher development workshops.

Support staff

Other staff at the school are approachable and available to help students. The staff are always happy to answer any queries or questions from the agent or from the student. Support staff all receive regular training in safeguarding and health and safety.

Students under 18

The school is committed to safeguarding students under 18. Parents are required to sign a consent form giving their permission for the student to attend the course and set a curfew time (usually 2200 hrs or 2300hrs). The school also requires full details of the student's travel arrangements. Students under 18 stay with one of our well known and trusted host families. All host families who host under 18s have a full DBS in addition to our strict selection criteria outlined in the accommodation section.



Bespoke courses for groups

The course programme can be tailored to meet individual requirements. Where possible the school endeavours to accommodate special requests. Please enquire for more details.

Group bookings

The school welcomes group bookings provided that the group is small and composed of students who are looking for an intensive course. Please contact us to discuss the requirements of the group and we can prepare a proposal.

- **Integrated groups:** in this option, students participate in the regular timetable and take part in classes with other students.
- **Closed groups:** in this option, students are taught in closed groups on a bespoke programme. This option is good for groups with specific learning goals or specialisations.



Accommodation

Courses are intensive and homework is set daily so it is important that students have a comfortable place to rest and study in the evening.

Homestay

Homestays are a popular option for students wishing to experience authentic life with a local family. All of our hosts are warm and welcoming with a genuine interest in hosting students from different countries.

- We aim to provide the ETO with the host family information at least 5 days before the students' arrival. An email is sent with the name of the family, ages of other family member, address, contact number and email as well as some information about their interests.
- All homestay accommodation is carefully selected and homes are visited at regular intervals. Hosts may be families, couples or in some cases single people.
- Some families may have pets; students should make it clear on the application form if they prefer a family without pets.
- A standard week of accommodation is from Sunday to Saturday. Additional days can be added, for a fee, if the student wishes to stay longer.
- Students are asked to contact their host at least 3 days before their arrival to introduce themselves and give them an estimated time of arrival.
- Students are expected to make their own way to the accommodation unless a transfer is requested.
- All students under 18 are placed in friendly families with current DBS checks.
- There may be other students staying in the same house.
- All of our host families are located close to convenient public transport links into the city centre. Journey time is usually 20 to 50 minutes depending on the zone.
- Students are usually given a key by their host.
- Rooms with a private bathroom (en-suite or where the student has exclusive use of the bathroom) are available for an additional fee.
- Double or twin rooms are sometimes available. Please enquire for details.

The homestay includes:

- Single room accommodation with a quiet area for studying and storage space for your belongings.
- Options for bed and breakfast or half board (breakfast and dinner)
- Wi-Fi or internet access.
- Cleaning of the bedroom.
- All linen and bedding.

The homestay does not include:

- Lunch during the week (except by special arrangement)
- Pick up or drop-off service
- Bus pass

On arrival day we ask that the student:

- Arrive between 15.00 and 21.00
- Contact the host before arrival and let them know of any delays on the day

On a daily basis the student should:

- Keep the room and communal areas tidy
- Let the host know in advance if they have made other dinner arrangements or are going to be late.

It is our priority to ensure all students have a positive experiences with their host. In the case of any dissatisfaction, the matter will be investigated and measures will be taken to resolve the issue as quickly as possible.

Accommodation

Residence

For students who prefer more independence, it is sometimes possible to offer a room in a student residence. However, the availability of these rooms is limited. We can make recommendations and check availability but we are not able to make a booking on behalf of the student. The student should make their reservation directly with the residence.

The following options are available:

- Single or twin rooms (for students travelling together) fully equipped with storage space, a desk and chair.
- Bed and breakfast or room only
- Shared, fully equipped kitchens or private kitchenettes.

Hotels and B&Bs

The school works with a number of hotels and B&Bs to suit different budgets. The school makes the reservation on behalf of the student and the student pays for the room on arrival. Please contact our team who will be able to recommend the best option for the student.

Travel

The city is easily accessible from most of the UK's international airports and stations. Students usually get around using the city bus service.

Arrival

Cambridge is easily accessed from all of the UK's international airports and railway stations. These include Heathrow, Gatwick, Luton and Stansted and London city airports, as well as St Pancras International Railways Station (for Eurostar arrivals). Onward travel to Cambridge is by rail or coach. Please contact a member of our team who will be happy to provide detailed information on specific journeys.

Taxi transfer

The school can arrange a taxi transfer service from the airport which will take the student directly to their accommodation. The cost of the transfer is invoiced to the agent with the course and accommodation fees. We advise this service for students under 18 or those arriving very late at night.

The school requires the following information before booking the taxi transfer:

- Full name of student.
- Contact number (of the person being collected).
- Airport, flight number, arrival time.
- Any special arrangements (disabilities, extra luggage).

Please note that the school is unable to book the transfer or issue an invoice until all of the above information has been received.

The school does not arrange departure transfers but is happy to help students to arrange these directly with a local trusted taxi service.



Travel around Cambridge

Students should make contact with their host family prior to their arrival who will advise them on the best way to travel to their home. Most students use the bus service for travelling around the city and commuting to the school.

Weekend trips

Some students take advantage of the weekends to explore other parts of the UK. Rail and coach links connect Cambridge to the rest of the UK.

Popular weekend trips include:

- A day trip to London.
- Discovering the university cities of Oxford and Bath
- A weekend exploring the south coast of England.

The Cambridge cultural experience

The city of Cambridge

The city of Cambridge is a world famous city of learning set amongst the green meadows and pretty villages of Cambridgeshire. The city is compact and can be explored easily on foot. The school is located very close to the city railway station and within easy reach of all of the city's attractions. Students can enjoy the city in their free time in the evenings and at weekends.

Famous sights of the city include:

- The university colleges
- The university Botanic Gardens
- King College and 'the Backs' which is a green area stretching along the backs of some of the colleges and down to the river
- The green spaces of the meadows
- The city's museums and galleries



Contact us

The school welcomes correspondence with our partners. For any questions, further information or to discuss the specific needs of your clients please contact us at cambridge@oise.com

Website

Please visit the website at www.oise.com to find out more about OISE courses.



OISE at Cambridge

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