

ADVICE AND INFORMATION FOR AGENTS 2010

The following information is designed to assist all Leeds Languages agents when promoting and selling the programmes of Leeds Languages.

If you have any questions about working with us please feel free to contact us. We look forward to working with you.

1 Agent Commission rates

We offer agents a commission of 20% on the published tuition fees. This does not include the registration fee, or any accommodation and/or excursion fees (unless otherwise agreed). If a student extends their course with the school we will honour a commission of 20% of the tuition fees on the extended period, provided the agent's contract has not been cancelled for any reason. Payment will only be made upon receipt of a properly and accurately itemised invoice from the agent, to include the student's name, dates of study, course and student number.

2 Student Enrolment Procedure

Enrolments should be sent direct to the school administrator.

An enrolment can be made by:

- a) Post - this must include an enrolment form. Printed copies of our student application form can be posted or emailed to you
- b) Fax or E-mail, preferably on a Leeds Languages student application form
- c) Online at www.leedslanguages.co.uk. We request that you use the Leeds Languages online application form.

Your own agency enrolment form may be used, provided the following information is given:

- Student's full name
- Sex
- Date of birth
- The course required
- Duration of the course in weeks
- Course start and finishing date
- Any examinations to be taken
- An indication of the student's level of English (with evidence if requiring a full UK General Student Visa)
- Passport Number and nationality if requiring a full UK General Student Visa

We also need to know if any accommodation is to be reserved, and what type (please see our application form for options), arrival and departure dates, plus any other accommodation requirements: smoking/non-smoking, family with or without children/pets etc.

3 Confirmation of bookings

3.1 If the agent is paying the College the net fees, all correspondence regarding the student will be sent to the agent. The agent will receive:

- a) A letter of confirmation for the student, which confirms the student's place on the course and which can be shown to British immigration authorities
- b) A net invoice with the discount deducted.

Details about accommodation e.g. the host family's or Residence Hall's name, address and telephone number plus accompanying information, will be sent when we have received the student's flight details and confirmation of arrival time and date in Leeds.

3.2 If the student is paying the college direct, all the above correspondence will be sent to the student's private address. However, in this case the invoice will be addressed to the student showing the gross fees payable. No mention will be made of the agent's commission. Leeds Languages require payment of at least the full value of the deposit before we can confirm reservations to students paying direct. All correspondence regarding courses and payment should be directed to the school administrator.

4 Payment Procedures

Payment may be made in the following ways:

1. Direct bank transfer, sent direct to our bank account in Leeds. Bank charges (if any) should be paid by the sender.
2. Credit cards with the Visa, Delta, MasterCard or Switch symbols, via the link on the Fees page of our website. Due to the costs incurred we request that only deposits and/or registration fees are paid by credit card, with the balance of fees paid by bank transfer.
3. By cheque made payable to 'Leeds Languages Limited', and drawn in Sterling on a UK bank account.

All fees must be received by our office or by our bank before the course begins in order to guarantee the student's place.

The school's bank details are:

Name of account: Leeds Languages Ltd

Name of bank: Bank of Ireland

Address of bank: 5th Floor, 15-16 Park Row, Leeds LS1 5HD

Account number: 11343586

Sort code: 30-11-42

Or, our international bank number:

IBAN number: GB18 BOFI 3011 4211 3435 86

BIC number: BOFIGB2B

NOTE: Payments made by direct bank transfer should add £15 to cover the cost of bank charges

5 Net or Gross

We offer contracted agents the following payment options:

Contract A: The agent collects all fees from the student and pays the college the net fees (Agency Net Payment)

Contract B: The student pays the gross fees direct to the college (Student Gross Payment)

Agents choosing option B will receive commission from the school after the student has arrived in school, and after receipt of the full fees and other expenses payable. In the event that the student cancels their course, and money is to be refunded by the school, the agent should return any commission included in the refund.

In all cases, all fees must be paid in full before the course start date.

We reserve the right to cancel any courses for which payment has not been received, or in cases where debt is outstanding.

6 Payment of invoices

Option A - Agency payment

The agent undertakes to remit all the expenses connected with the student's enrolment. On receipt of an enrolment, the college will send the agency an invoice for tuition fees, with the agent's commission already deducted (net invoice) together with any other student expenses (as relevant). On request, we can also send a "gross" invoice for the student, in addition to the agent's (net) invoice. (NB. Agents receiving net and gross invoices should pay the net fees.)

Option B - Student payment

The student sends a completed enrolment form, clearly marked with the agent's name or stamp, plus the Registration Fee and the Course Deposit (if applicable). The college then issues an invoice to the student for the balance of the course fees, which are payable 14 days before the course begins. We require payment of at least the full value of the deposit before we can confirm reservations.

Agents will only be credited if all accounts with Leeds Languages are fully paid to date, and Leeds Languages reserves the right to withhold agent payments until all outstanding debts are settled.

Please note that commissions can only be paid to the agent if the enrolment form is marked with the agency name, or on receipt of a letter from the agent providing full details of the student's enrolment.

7 Extensions and re-enrolments

If any student enrolled by an agent subsequently extends their course, the agent will be credited with extra commission. Extra commission will be added to the agent's account and paid retrospectively, either by way of a credit note or bank transfer. We will also endeavour to pay commission on for any student who was originally referred by an agent, who subsequently re-enrols independently, although payment can only be guaranteed if the agent submits a written claim.

8 Cancellation Terms

Our full cancellation terms are outlined at the bottom of the student booking form. We ask you to familiarise yourself and your students with these requirements, as we reserve the right to levy cancellation fees where appropriate.

At our discretion, special arrangements may be made for cancellations that are a result of your student failing to obtain the appropriate visa for entry into the UK. If your student is obliged to cancel a course for this reason, please contact us and we will advise you further. In cases where students cancel their course, qualifying for a refund under our terms and conditions of enrolment, agents must undertake to return any commission already paid which relates to the part of the course subsequently cancelled. The amount to be refunded to Leeds Languages can usually be deducted from future commission payments.

9 Contracts

We ask all new agents to sign a contract with us - this is in order that we avoid any misunderstandings and ensure smooth business co-operation. Please note that the contract does not oblige you to send us students -it tells you our Terms and Conditions of business only. If you would like to become an agent and enrol students for our courses, please complete and return the Agents' Account Application form and we will send you a contract.

10 Advertising/using Leeds Languages name

We are very pleased to make agreements with agents for promotion of Leeds Languages - please note that agents are required to seek our approval before utilising our name in any forms of promotion.

11 Promotional materials

We are pleased to provide agents with a reasonable supply of promotion materials, such as brochures, Enrolment forms, and photographs. Please contact us whenever further stocks are required.

12 Insurance

It is the responsibility of agents to ensure that students are reminded to take out adequate insurance to cover such issues as travel, medical, and cancellation of their course.

LEEDS LANGUAGES AGENTS' ACCOUNT APPLICATION FORM

If you would like to apply to be an agent for Leeds Languages please complete the following questionnaire. We guarantee absolute confidentiality and will store this information securely, never disclosing any of your information to any outside party.

If you have any queries about any aspect of this application please contact the School Director, Adam Pernak, on adam@leedslanguages.co.uk

1 GENERAL INFORMATION

1.1 What is the full trading name and address of your business?

Company Name:

Address:

Tel:

Fax:

Email:

1.2. What are the names of your directors?

1.3. Please give details of your main trading activities:

1.4. Are you a company, partnership or sole trader?

1.5. If you are a company, what is your company registration number?

1.6. How long has your business been established?

1.7 Are you registered with any trade organisations or do you have any other professional credentials? Please state:

2 MARKETING INFORMATION

2.1. How many offices/outlets and locations does your business have?

2.2. How long have you been dealing with English UK/British Council-accredited language schools in the UK?

2.3. Please name at least 3 schools (including contact details) to which you have referred students in the last 12 months.

Name of College/Institution 1:
Name of contact and telephone/email details:

Name of College/Institution 2:
Name of contact and telephone/email details:

Name of College/Institution 3:
Name of contact and telephone/email details:

2.4. How did you first hear of Leeds Languages?

2.5. Why would you like to work with Leeds Languages?

2.6. How many students did you send to the UK on language programmes last year?

2.7. How many students do you expect to send to the UK this year?

2.8. Please give us some details about how you recruit your students
e.g. -advertising/word of mouth/friends and family?

Do you produce your own brochure?

Do you give presentations?

Do you attend trade fairs?

If yes, which fairs do you attend?

2.9. Are there any other issues you would like to discuss with Leeds Languages before you agree to work with us?

3 FINANCIAL INFORMATION

We offer agents the following contract options:

Option A: The agent collects all fees from the student and pays the school the net fees (Agency Net Payment)

Option B: The student pays the gross fees direct to the school (Student Gross Payment)

In both contracts, all fees must be paid in full before the course start date.

Leeds Languages reserve the right to cancel any courses or accommodation for which payment has not been received by the due date or in cases where debt is outstanding.

Which option do you wish to choose?

Option A

Option B

4 DECLARATION

I understand and accept that all fees must be paid by the course starting dates. I declare that the information given above is correct to the best of my knowledge and belief

Signed:

Date:

Name & job title:

Please send this application to us either as a fax to (0044) 113 2427171, or by attaching to an email and sending to adam@leedslanguages.co.uk

We will consider all applications received and aim to respond within 5 working days. Successful applicants will be asked to complete an agent's agreement. If you have your own agent's agreement please submit a copy with this form.

Thank you for your application.