

## **Agent Manual**

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### **The Bristol Language Centre**

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## 1. Introduction

Thank you for being a partner of The Bristol Language Centre. We hope that the information enclosed in this document will help you better represent our company and answer any questions.

We know that delivering a high quality professional service to our partner organisations is of vital importance to the success of our business. As an independent organisation we are able to provide a personal service in which we can tailor requirements to the needs of individuals or groups.

## 2. Our Company

THE BRISTOL LANGUAGE CENTRE is a British Council accredited school, which offers a wide range of high quality English language courses. We pride ourselves in taking care of individual students' needs and welfare. The school is based in the centre of Bristol in a thriving area near the quay, only a short walk from the city's main shopping centre, best cinemas and theatres and vast array of restaurants, cafes and clubs. The Bristol Language Centre is a friendly and professional organisation which offers a dedicated service to all our partners.

The Bristol Language Centre was established by the Managing Director and owner Seonaid Birkett in September 2004. The school is located in Bristol city centre, opposite St. Mary Redcliffe Church and five minutes from Bristol Temple Meads station. The school is located in the heart of the Bristol business community and occupies the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> floor of a modern office building. The premises comprise three offices, a study room, thirteen classrooms, a teachers' room and student recreational area. The classrooms are well equipped and there is an interactive whiteboard facility. Students have ready access to computers, including free internet access and the student resource centre. There is a range of material available for students concerning Bristol's places of interest, transport and other useful information.

The school provides a range of high quality courses, from General and Intensive English to Cambridge, IELTS, TOEFL and TOEIC examination courses, as well as Business English courses for groups and individuals. In addition, The Bristol Language Centre has developed a wide range of university preparation courses and progression routes which means that students can go on to study A Levels, international foundation programmes, foundation degrees, degree and masters programmes.

Courses are available as daytime and evening courses. The daytime courses are largely attended by non European students, from September to April, and European and non European students from May to August. During the summer months, the school also uses additional space at the Open University premises, 1 Portwall Lane, and the excellent facilities for adults and juniors at The City of Bristol College, College Green.

The school is an independent organisation, which is viewed as being part of a wider educational community. The school has established a number of partnerships with other colleges of further education and universities. This is a wide and expanding range of partnerships which means that a student's language studies at The Bristol Language Centre is part of his or her broader educational experience. As many of the students at The Bristol Language Centre will go on to Further or Higher Education in the UK, the school provides academic guidance for students who require it. For this reason, the language courses at The Bristol Language Centre are not seen as 'stand alone' courses but a step on each student's educational pathway and personal development. Studying at the school is a fantastic opportunity to learn English in England!

### 3. Our Mission, Beliefs, and Values

***The Bristol Language Centre aims to provide quality courses in English language at a reasonable price, combined with the provision of a professional and caring service for each individual student***

We will achieve this by:

✓ **Maintaining excellent standards**

The Bristol Language Centre is committed to the ongoing professional development of its team members. We recognise that dedicated, focussed, and well qualified team members are vital to our success. We will provide ongoing teacher and staff development and monitor the quality of our lessons through teacher observations, staff appraisals and students feedback. Class sizes (excluding summer courses) are between 1-12 students.

✓ **Providing flexible and reasonably priced courses**

The Bristol Language Centre will provide an efficient and quality service which is value for money. We will achieve this by appointing talented and dedicated staff members in key positions. Courses have flexible start dates and students can choose the number of hours they study per week, according to their budget.

✓ **Professional and student focussed service**

The Bristol Language Centre recognises that student satisfaction is one of the keys to the success of both our business and the student. We have a working ethos that recognises and rewards commitment to student service and satisfaction, and the importance of professionalism is included in professional development and staff reward systems.

✓ **Caring service for each individual student**

The Bristol Language Centre is a small, independent school which recognises that individual students have individual needs. Students are allocated a personal tutor on arrival at the school to meet and monitor academic and personal development.

✓ **Service to its partners**

The Bristol Language centre offers a dedicated, personal and professional service to all its partners. We will provide a reliable and value for money service. Our team will be accessible and able to provide a prompt and efficient response to your enquiries.

✓ **Creating and developing partnership programmes**

Students will have access to academic pathways and partnership programmes, which will ensure that studying at the Bristol Language Centre is part of their overall academic development. We will achieve this by providing career and academic counselling about development opportunities, and through the provision of clear information about possible progression routes for students.

## 4. Our Staff

### **Seonaid Birkett - Managing Director**

- Strategy
- Marketing and Sales
- Finance
- Recruitment

### **Jo-Ann Harris - Office Manager – Sales & Marketing**

- Managing admin team
- Sales and marketing

### **Yarka Krajickova – Financial Controller**

- Book-keeping

### **Ben Van Praag - Centre Manager**

- School management
- Discipline
- Human Resources

### **Applications Administrator**

- Processing applications
- Student administration

### **Reception**

- School reception
- Student enquiries

### **Irene Santacruz - Accommodation Officer**

- Accommodation and welfare

### **Jenny Cannell - Director of Studies**

- Student academic support
- Teacher support
- Professional Development
- Resources management
- Course planning

## 5. Language Programme

### 5.1 Focus

Our lessons tend to focus on improving listening, speaking, pronunciation and 'real English' (idiom, slang, and collocation). The classes are communicative with integrated skills: reading, writing, listening, speaking, grammar and vocabulary.

### 5.2 Class Structure

Morning classes are General English at various levels. Morning lessons consist of 4 lessons of 45 minutes. Classes begin at 9:15 am and finish at 12:30 pm, with a 15 minute break at 10.45 am

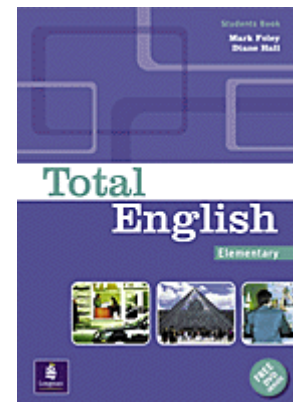
Afternoon classes are from 1.45 pm to 3.15 pm and are made up of two 45 minute lessons. Students can choose from the following courses: Semi-intensive English, Intensive English, Business English, examination preparation courses (FCE, CAE, IELTS, TOEFL, TOEIC), university preparation.

We also offer evening classes which run twice a week on Tuesday or Thursday 6 pm to 8 pm. Courses offered are General English, Business and Communications, FCE, and CAE.

All classes have a maximum of 12 students providing greater teacher attention.

### 5.3 Teaching Material

General English classes are taught using the text book *Total English* which the school uses from class sets. The text book is based on the Common European Framework (CEF) 'can do' objectives. Every level includes a wide range of authentic supplementary material including an exciting DVD with authentic clips film and TV, and a 'catch up' CD-ROM with extra practice for students. There is need to purchase the book for the General English course. Teachers also use a range of materials and activities: television, advertising, radio, music, films, the Internet, role-plays, games, research projects, debates and presentations. So students can benefit from being in England and using material that is all around them. The course puts emphasis on study skills and independent learning so dictionary skills are covered in the lessons.



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All our teachers are qualified English Language Instructors and educated to degree level. Throughout your language course we are on hand to offer advice and academic guidance.

Students have access to the Study Room which has the following facilities:

- ✓ Cassette players and worksheets for listening practice
- ✓ Exam preparation materials and past examination papers
- ✓ A range of magazines, newspapers and books
- ✓ Graded readers (with or without audio)

In addition, there are several student computers with free internet access, wireless and a recreational area. Students can also sign out books from the Study Room. The sign-out out book is available at the front desk.

## 5.4 Equivalent Exam Levels

ALTE		CEF	Cambridge exam	IELTS	TOEFL	King's	Level name	ARELS score	Description	
Level 5	PROFICIENT USER	C2	CPE	7.5+	276+	7	Advanced	100 +	Fluency, accuracy and appropriacy approaching that of a native speaker. Can understand and use complex and idiomatic language.	
Level 4		C1	CAE BEC Higher	6.5 – 7.0	236 – 275	6	Pre-Advanced	86 – 100	Fluent and accurate in most situations. Occasional mistakes with appropriacy, and when attempting more complex expressions.	
Level 3	INDEPENDENT USER	B2 Vantage	FCE BEC Vantage	6.0 – 6.5	176 – 235	5	Upper Intermediate			69 – 85
				5.0 – 6.0						
Level 2		B1 Threshold	PET BEC Preliminary	4.0 – 5.0	126 – 175	4	Intermediate	52 – 68	Can communicate independently and effectively on familiar topics. Frequent lapses in accuracy and fluency in more demanding situations.	
Level 1		BASIC USER	A2 Waystage	KET	<4.0	96 – 125	3	Pre-Int	35 – 51	Can communicate and understand in a fair range of familiar situations. Sustained communication restricted by problems with fluency and accuracy.
							2	Elementary	18 – 34	Can answer basic questions and communicate some information slowly. Vocabulary and understanding limited to basic everyday situations.
	A1 Breakthrough						1	Beginner	0 – 17	Very little or no previous knowledge of English. Can use and understand simple vocabulary and phrases. Assistance needed to communicate.

## 5.5 Language Levels

The common European Framework for languages breaks down linguistic skills into six levels:

Level	European Framework level	What course can I study
Elementary	A1	General or Intensive English, Junior Summer School Programme, English Plus
Pre-intermediate	A2	General or Intensive English, Junior Summer School Programme, English Plus
Intermediate	B1	General or Intensive English, Junior Summer School Programme, English Plus, IELTS, TOEIC, TOEFL, Business English, EAP, Pre-masters, BLC Foundation Programme
Upper-intermediate	B2	General or Intensive English, Junior Summer School Programme, English Plus, FCE, IELTS, TOEIC, TOEFL, Business English, EAP, Pre-masters, BLC Foundation Programme
Pre-advanced	C1	General or Intensive English, Junior Summer School Programme, English Plus, CAE, IELTS, TOEIC, TOEFL, Business English, EAP, Pre-masters, BLC Foundation Programme
Advanced	C2	General or Intensive English, Junior Summer School Programme, English Plus, CAE, IELTS, TOEIC, TOEFL, Business English, EAP, Pre-masters, BLC Foundation Programme

Please note that at Levels A1 to C1 at least will be available at peak times, but cannot be guaranteed throughout the year.

The Bristol Language Centre expects students to progress in four weeks from Beginner to Elementary level and in ten weeks from Elementary to Pre-intermediate Level. After that students should progress through all levels at a rate of twelve weeks per level, assuming that they attend all classes and complete all coursework.

## 5.6 Exams

Examination	Level	Why take the exam
FCE (First Certificate in English)	B1-B2	Widely recognised by employers and universities
CAE (Certificate in Advanced English)	C1-C2	Degree and diploma courses at established universities are possible. To advance professionally
IELTS (International English Language Testing System)	B1-C2	To apply to universities in the UK, Australia, Canada and New Zealand.
TOEFL (Test of English as a Foreign Language)	B1-C2	To study at a college or university, or work for government agencies, professional bodies in the US
TOEIC (Test of English for International Communication)	B1-C2	To use English effectively in an international business setting. To advance professionally

## 5.7 Weekly Timetable

### Lesson times Monday to Friday

The school premises are open from 8.30am to 5pm Monday, Wednesday and Friday, and 8.30am to 8.15pm Tuesday and Thursday

### 20 lessons per week (General English)

#### Monday to Friday

9.15-10.00	10.00-10.45	10.45-11.00	11.00-11.45	11.45-12.30
GE Lesson 1	GE Lesson 2	Break	GE Lesson 3	GE Lesson 4

### 24 lessons per week (Semi-intensive English, Business English)

#### Monday to Friday

9.15-10.00	10.00-10.45	10.45-11.00	11.00-11.45	11.45-12.30
GE Lesson 1	GE Lesson 2	Break	GE Lesson 3	GE Lesson 4

#### Tuesday, Thursday afternoons only

12.30-13.45	13.45-14.30	14:30-15:15
Lunch	Lesson 5	Lesson 6

### 30 lessons per week (Intensive English, FCE, CAE, TOEIC, TOEFL, IELTS, University Preparation Courses)

#### Monday to Friday

Morning as 20 lessons, Afternoons (10 lessons)

12.30-13.30	13.45-14.30	14:30-15:15
Lunch	Lesson 5 (Electives)	Lesson 6 (Electives)

## 6. Courses

We offer a wide range of flexible programme, from General English courses to Cambridge examination courses, IELTS, TOEIC, TOEFL, Business English courses, university preparation courses and teacher training qualifications.

We offer part time and full time, short term and long term courses, with flexible start dates! Courses at the main centre are open to students aged 16 and over. Please see individual course listing for minimum age requirement.

We can help you to:

- ✓ Progress to Further or Higher Education in the UK
- ✓ Study and work in the UK
- ✓ Improve your employment prospects in your home country.
- ✓ Combine learning English with a holiday or work break
- ✓ Improve your English for professional or personal use

### 6.1 General, Semi Intensive and Intensive English language programmes

#### Course description

This course is designed to improve your English language proficiency for general English language proficiency for use in everyday situations. Students may want to improve their English language for further studies, business or leisure. The course uses a course book and supplementary materials and will provide you with essential structures and vocabulary.

#### Course outcomes

Progression to academic English language course such as pre-sessional, IELTS programme, pre-masters or foundation

Improvement in career prospects by achieving level of English required for international business

Flexible course start and end dates mean that you can progress to chosen English language level in the time that suits you.

#### Key course facts

- Beginner to advanced levels
- Minimum 1 week
- 20 lessons per week (General), 30 lessons per week (Intensive)
- Maximum class size 12 (14 in high season)
- Start date any Monday during term time
- Course length as required
- Fees include learning materials, personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Students aged 16 and above

## 6.2 Examination preparation courses

### IELTS preparation

#### Course description

This course is designed for more advanced students who want to improve your academic English language skills to prepare for the internationally recognised IELTS examination.

The course uses a course book and supplementary materials and will provide you with essential structures and vocabulary. The course focuses on exam techniques and practice to ensure that you gain the highest grade possible.

Students will improve their academic English language proficiency in all skills: listening, speaking, reading and writing, the core skills for IELTS success

#### Outcomes

Successful completion of IELTS examination and possible entrance to UK University

#### Key course facts

- Intermediate to advanced levels\*
- Maximum class size 12 (14 in high season)
- Start date any Monday during term time
- Course length as required
- Fees include personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Students aged 16 and above

\* IELTS Foundation may be available for pre-intermediate during busy periods

## Cambridge ESOL Examinations (FCE, CAE)

### FCE (First Certificate in English), CAE (Certificate in Advanced English)

#### Course description

This course is designed for intermediate and advanced level students who wish to take the internationally recognised Cambridge ESOL examinations.

The course uses a course book and supplementary materials and is a highly intensive programme of language development, focusing on the major skills that are required. The course focuses on exam techniques and practice to ensure that you gain the highest grade possible at the level you require.

#### Outcomes

Successful completion of Cambridge examination at the required level

#### Key course facts

- Intermediate to advanced levels
- 30 lessons per week
- Maximum class size 12 (14 in high season)
- Fees include personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Students aged 16 and above

Programme	Start Date	End Date	Course length	Exam Date
FCE, CAE	4 January 2010	12 March 2010	10 weeks	13 March 2010
FCE, CAE	22 March 2010	11 June 2010	12 weeks	15 June 2010 (FCE) 16 June 2010 (CAE)
FCE, CAE	13 September 2010	3 December 2010	12 weeks	7 December 2010 (FCE) 8 December 2010 (CAE)

## 6.3 BEC (Business English Certificate)

#### Course description

Business English Certificates (BEC) are Cambridge ESOL examinations which test English language ability used in the context of business. They are ideal for students preparing for a career in business as they demonstrate you have the standard of English to use in a professional context.

The course uses a course book and supplementary materials and is a highly intensive programme of language development, focusing on the major skills that are required. The course focuses on exam techniques and practice to ensure that you gain the highest grade possible at the level you require.

The Bristol Language Centre offers preparation courses for BEC Vantage (Upper Intermediate) and BEC Higher (Advanced)

## Outcomes

Successful completion of BEC at the required level

## Key course facts

- Intermediate to advanced levels
- 30 lessons per week
- Maximum class size 12 (14 in high season)
- Fees include personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Students aged 18 and above

Programme	Start Date	End Date	Course length	Exam Date
BEC (V/H)	4 January 2010	12 March 2010	10 weeks	13 March 2010
BEC (V/H)	22 March 2010	11 June 2010	12 weeks	15 June 2010 (FCE) 16 June 2010 (CAE)
BEC (V/H)	13 September 2010	3 December 2010	12 weeks	7 December 2010 (FCE) 8 December 2010 (CAE)

## 6.4 TOEIC (Test of English for International Communication) and TOEFL (Test of English as a Foreign Language)

### Course description

The TOEFL examination measures the ability to use and understand English as it is spoken, written and heard in colleges and on university campuses. The exam tests your ability to communicate in an academic setting and your readiness for academic coursework.

The TOEIC examination is multiple choice exam which focuses on language necessary for international communication and is of particular interest to students who need to improve English for professional reasons.

The course uses a course book and supplementary materials and is a highly intensive programme of language development, focusing on the major skills that are required. The course focuses on exam techniques and practice to ensure that you gain the highest grade possible at the level you require.

## Outcomes

Successful completion of examination

Improved English for international communication or progression to US university

Improved English for business communication

## Key course facts

- Intermediate to advanced levels
- 30 lessons per week
- Maximum class size 12 (14 in high season)
- Fees include personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Students aged 16 and above
- Minimum class size 4 students

The Bristol Language Centre is a TOEIC test centre. Examinations will be the last Friday of every month but can be organised for different dates (on a Friday) in special circumstances.

## 6.5 University Preparation Courses

The Bristol Language Centre has a range of academic English language programmes which will prepare students for university in the UK. These courses, combined with students' personal study plan, tutorial system and university counselling service means that students will be well prepared for life and studies at a UK university.

## 6.6 English for Academic Purposes

### Course description

The BLC English for Academic Purposes course is a year round intensive English language course for students preparing to enter university in the UK. The course has been carefully designed to help students progress to their academic study routes with excellent study skills and language proficiency.

The course consists of English language training, IELTS preparation, and academic study skills including essay writing, making presentations, note taking, academic reading and summarising

### Course outcomes

Assuming that students have the necessary academic qualifications, success on this course offers:

Progression to BLC pre-sessional if required

English language proficiency and skills to progress to UK university

Assured progression to BLC foundation courses with routes to quality UK universities

## Key course facts

- Intermediate to advanced levels
- 30 lessons per week
- Maximum class size 12 (14 in high season)
- September, January and April start dates
- Fees include personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Students aged 16 and above

## 6.7 Pre-sessional English

### Course description

The BLC pre-sessional programmes is for academically qualified students who need to improve their English language level before starting a degree programme at a UK university. BLC pre-sessional programmes run in four week modules in June, July and August

### Course outcomes

To improve your general English language proficiency

Raise your IELTS score

Provide contextual study skills including academic reading and writing skills, attending lectures, group discussions and presentations and the culture of a UK university

### Key course facts

- Intermediate to advanced levels (IELTS 5.5 12 week course, IELTS 6.0 8 week course, IELTS 6.5 12 week course)
- 30 lessons per week
- Maximum class size 12 (14 in high season)
- Start date June, July or August
- Fees include personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Students aged 16 and above

## 6.8 Pre-masters

### Course description

This course is for academically qualified students preparing for a taught postgraduate degree in the UK. The BLC Pre-masters course prepares students for a UK masters course with an emphasis on business

The course will develop academic study skills including reading and writing, academic reports, seminar presentation skills and note taking

### Course outcomes

Assuming that students have met the academic entry requirements, success on the course gives them the English language skills for

Successful preparation for postgraduate degree in the UK

Direct entry at postgraduate study in the UK

### Key course facts

- 12 or 24 week course
- IELTS 4.5 (24 week course), IELTS 5.5 (12 week course)
- 30 lessons per week
- Maximum class size 12 (14 in high season)
- Start date June, September, January and April
- Fees include personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Further study counselling
- Students aged 18 and above

## 6.9 BLC Foundation Programme

### Course description

The BLC foundation programme in Business is validated by the University of Wales and consists of 24 or 36 weeks of intensive stud. The programme is the ideal preparation for students planning undergraduate study in the UK. The programme includes academic study, intensive English language preparation, study skills and cultural orientation.

### Course outcomes

Successful completion of the course offers normal university progression opportunities with the possibility of direct progression to several quality UK universities.

## Key course facts

- One academic year (36 weeks)
- Business pathways
- Ongoing academic English language support
- IELTS 4.5 or equivalent (September start), IELTS 5.0 or equivalent (January start)
- 30 lessons per week
- Maximum class size 15
- Start date September and January
- Fees include personal study plan and tutor, wi-fi internet access

## 6.10 Business English

### Course description

In addition to the Cambridge ESOL BEC examination courses The Bristol Language Centre offers flexible Business English courses for individuals or groups which focus on practical English language use for the workplace and international business communication.

Students' language levels and areas of particular interest are assessed using a needs analysis. Students will be given the opportunity to choose from a variety of topics such as international marketing, e-commerce, globalisation, negotiation or presentation giving. Courses are then designed by tutors on a tailor-made basis.

Emphasis is placed on giving students opportunities to work with a high proportion of authentic materials taken from the media; TV, radio, internet, newspapers, magazines and specialist journals relevant to the topic areas presented in the course.

These courses are offered as a supplementary elective to the general English programme on two afternoons a week.

### Course outcomes

These courses are designed to help students improve their English language in a variety of business and professional contexts. Aims include providing students with the opportunity to improve their ability to conduct business in an international environment.

### Key course facts

- Intermediate to advanced levels
- Minimum 1 week
- 24 lessons per week
- Maximum class size 12 (14 in high season)
- Start date any Monday during term time
- Flexible course date

- Fees include personal study plan and tutor, access to guided online learning resources, wi-fi internet access
- Students aged 18 and above

## 6.11 Summer School for Juniors (13-17 years old)

### Course description

This course is designed for students aged 13 – 17 years old who want to combine a great holiday with English language studies. The morning English language programme uses up-to-date materials including: movies, songs and theatre performances. Students will have access to extensive computer facilities.

Includes an exciting schedule of social and cultural activities in the afternoons, evenings and weekends.

### Course outcomes

To improve English while learning about British life and culture, in a relaxed atmosphere.

### Key Course facts

- Elementary to Advanced
- July to August (6 week programme made up of two 3 week cycles)
- 1 – 6 weeks
- 15 hours (20 lessons) General English plus activities
- Maximum class size 15
- Homestay full board accommodation
- Full social programme is included in the price
- concessions for group bookings

### Additional extras

#### ✓ Friday afternoon electives

Friday afternoons at BLC we have a range of alternative lessons and workshops which students sign up for. Students can choose from additional exam practice, workshops (grammar, pronunciation, drama), examining cultures through film and TV, and visits to galleries

#### ✓ Friday afternoon Job club

For students who are hoping to find work in the UK, BLC has a Friday afternoon job club. You can join workshops to improve your CVs, learn about the UK job market or practise interview techniques

#### ✓ Free conversation and writing club

BLC offers a free after school conversation and writing club on Wednesdays

## 7. University Links

The Bristol Language Centre is proud of its links with local and national UK universities and colleges, and recognises that studying English language at The Bristol Language Centre is only the first step on a student's educational pathway.

### University of Bristol

Bristol University is one of the UK's and World's top universities. The Bristol Language Centre is recognised by the University of Bristol and has been formally approved and trained to provide advice and counselling on its programmes and to assist with applications to the university.

### University Preparation Programmes

The Bristol Language Centre offers free guidance on university courses and UK application procedures. The Bristol Language Centre works with a wide range of quality further and higher education institutions. For students with suitable qualifications we can also arrange university placements in advance of leaving their home country. These are examples of courses which students have progressed to after academic preparation at The Bristol Language Centre:

- ✓ A Levels
- ✓ International Foundation Programmes
- ✓ Foundation Degrees
- ✓ Degree Programmes
- ✓ Pre-masters programmes
- ✓ Postgraduate programmes

The Bristol Language Centre works with a wide and expanding number of colleges and universities such as The University of Bristol, The University of the West of England, The University of Reading, University of Essex and the University of Salford.

## 8. Arrival and Accommodation

We are happy to arrange homestay accommodation for all our daytime students. Staying with a homestay provider is the ideal way to immerse yourself in the daily life of your host culture and will help you practice everyday English in a real environment. Living in a warm and friendly private home is the perfect base from which to explore Bristol and your homestay providers will be able to pass on their local knowledge to you. Our carefully selected homestay providers live within easy access to the school and we ensure that they have comfortable homes where you will have your own bedroom and a desk to work at. We visit all our homestay providers regularly to ensure that our high standards are maintained. The three options for homestay are halfboard, self catering and ensuite accommodation. Two free changes of accommodation can be provided if the student is not satisfied (for whatever reason) with the accommodation offered.

We can also arrange for you to stay in a hostel or hotel if you would prefer, or for students on longer stays, shared accommodation

We can also provide a transfer from Bristol, Heathrow or Gatwick Airport to your accommodation upon arrival. Please let us know your preference upon application and we will do the rest!

## 8.1 Accommodation Options

At BLC you can choose to stay with one of our carefully selected homestay providers in a private home or in one of our residences.

### Homestay half board accommodation

Homestay accommodation provides you with a home from home in Bristol. Staying with one of our homestay providers will provide you with the perfect opportunity to practice English at home and have a base to explore Bristol. BLC homestay providers are conveniently located and our accommodation officer visits them regularly to ensure that our high standards are maintained. You will live as part of the household, in a single bedroom, sharing mealtimes, (breakfast and evening meal) and all the facilities at home that you need.

### Homestay benefits

- Single study bedroom
- Shared household bathroom
- Two meals Monday to Friday and three meals at weekends
- Laundry once a week
- Convenient location
- Opportunity to improve conversational English

### Homestay self catering

Self catering option provides you will all the benefits of homestay accommodation, but you will be able to prepare your own meals. BLC homestay providers are conveniently located and our accommodation officer visits them regularly to ensure that our high standards are maintained. You will live as part of the household, in a single bedroom, and all the facilities at home that you need.

### Homestay self catering benefits:

- Single study bedroom
- Shared household bathroom
- Self catering
- Laundry once a week
- Convenient location
- Opportunity to improve conversational English
- Independence

### Homestay en-suite

Offers the same benefits of either half board or self catering but with a private en-suite bathroom.

### **Residence accommodation (for students 18 years of age and older)**

BLC has access to a range of residence accommodations, subject to availability for all our daytime students 18 years of age and older. Our summer residence, Woodlands Centre is a beautiful converted church which offers 17 fully furnished bedrooms and shared bathroom and kitchen facilities and available in July and August.

Staying in a BLC residence gives you the opportunity to meet and live with students of other nationalities and become part of a vibrant student community which lives and learns together.

Outside the summer months BLC may be able to place students in a residence, hostel or hotel. To discuss these options please contact the accommodation officer directly.

### **Residence accommodation benefits**

- Single study bedroom
- Private or shared bathroom
- Self-catering
- Access to laundry
- Shared student living, including full kitchen
- Excellent location
- Independence

\*subject to availability

## Pricing 2011

### The Bristol Language Centre Fees 2011

#### Prices

	1-7 weeks	8-12 weeks	13-23 weeks	24+ weeks
30 lessons of 45 minutes	£230	£220	£210	£195
24 lessons of 45 minutes	£210	£200	£190	£175
20 lessons of 45 minutes	£195	£185	£170	£160

Registration fee: £50

#### ADDITIONAL COSTS

**Course books** Course books will be sold to student on arrival at the school and can be sold back to the school on departure

General and Intensive English Language

#### Examination Course books

£25 for IELTS, FCE, CAE, BEC and Business English coursebooks

£45 for TOEFL and TOEIC coursebooks

#### Exam fees (organized by BLC)

£115 for IELTS £125 in London

£90 for TOEIC

£110 Cambridge FCE, CAE

\*exam fees are approximate for direct applications

#### Accommodation

Homestay **half-board** £125.00 per week plus £7 per week summer supplement in July and August

Includes breakfast and evening meal during weekdays, 3 meals at weekends; student is treated as a family member, lives in a single room, shares all living areas.

Homestay **self-catering** £103.00 per week plus £7 per week summer supplement in July and August

Does not include meals but student can use kitchen to prepare own meals.

Homestay **en-suite** £150 per week plus £5 per week summer supplement in July and August. Students may choose from half board or self-catering.

#### IQ year round residential suites

From 1 to 4 weeks	£190
From 4 weeks plus 1 day to 8 weeks	£180
From 8 weeks plus 1 day and up	£170

Redcliffe House price list	Price for large room	Price for large ensuite room*
2 weeks to 4 weeks	£130	£135
4 weeks + 1 day to 12 weeks	£125	£130
12 weeks + 1 day and up	£120	£125

Please enquire about summer residence options and weekly rate.

Hostel, Hotel, Shared accommodation prices to be confirmed on application

### AIRPORT TAXI TRANSFER SERVICE

Bristol £38.00 (one way)      Heathrow £180.00 (one way)      Gatwick £190.00 (one way)

## 10. Term Dates and Local Bank Holidays 2011

### 10.1 Term dates

You can start your course on any Monday during term time, but please note that we are closed on UK public holidays.

<b>2011</b>
Winter Term: 04 January – 15 April (15 weeks)
Spring Term: 26 April – 1 July (10 weeks)
Summer Term: 4 July – 2 September (9 weeks)
Autumn Term: 5 September – 16 December (15 weeks)

### 10.2 Holiday dates

England	2011
New Year's Day	3 Jan
Good Friday	22 Apr
Easter Monday	25 Apr

Early May Bank Holiday	2 May
Spring Bank Holiday	30 May
Summer Bank Holiday	29 Aug
Christmas Day	26 Dec
Boxing Day	27 Dec

The school is closed for two weeks around Christmas and New Year from 19 December 2011 till 2 January 2012.

## 11. Student Services

### BLC Student Services

We understand the importance of providing a quality service to our students while they are in the UK and that living in another country can be as challenging as learning a language. The BLC Team is well trained and experienced in assisting students before, during and after their studies at BLC.

#### Before enrolment

The Bristol Language Centre will provide partners with all the information required about our courses and life at BLC in order to help students make important decisions about course and accommodation choices.

#### Pre-departure information

Before students leave their country we will provide pre-departure information which contains information about the student's homestay and The Bristol Language Centre, as well as essential information about living in the UK.

#### Arrival in the UK

Wherever possible we ask that students arrive the weekend before the start of their course.

#### Airport pick up service

An airport pick up service is available on request for Heathrow, Gatwick and Stansted airports, as well as Bristol airport which has hundreds of direct routes to Europe and connecting flights via Amsterdam all over the world.

#### First day orientation

On their first day at The Bristol Language Centre students will be given a level test and an orientation of the school and Bristol town centre. Students will be given essential information about living in Bristol and the UK, as well as local transport information and emergency contact numbers.

## **Student support**

While students are studying with us The BLC Student Support Team will help with any non-academic issues, ranging from registering with the police and medical services through to setting up a bank account. We will also provide longer term students with an International Student Identity Card for cinema, museum and travel discounts.

## **24 hour support**

At BLC we are dedicated to ensuring that you feel safe and supported. All our students are issued with a 24 hour emergency telephone number, which can be used to contact a BLC member of staff at any time.

## **Personal tutors**

Students will be provided with an individual study plan and a personal tutor to monitor progress. This will ensure that students make the most of their studies and progress well, as well as helping them to plan for the future.

## **University Counselling Service**

The Bristol Language Centre has a dedicated University Counsellor and offers free guidance and assistance on undergraduate and postgraduate university entrance.

## **Year round social activity programme**

The Bristol Language Centre organises a year round social activity programme. The programme usually includes two or three activities or excursions per week such as day trips to Bath, Oxford and Cardiff, and visits to local attractions such as street markets and river cruises.

## **BLC Insurance**

BLC can provide insurance for all our students for long or short stays.

## **Great Nationality Mix**

The Bristol Language Centre is proud of the diversity of its students. BLC students come from all over the world with over 20 nationalities and regularly have students from South America, Europe, Turkey, the Middle East, Russia and South East Asia. A variety of nationalities gives students the opportunity to learn about different cultures and more opportunities to speak English language.

## **12. Bristol**

Bristol is rapidly becoming a recognised centre for English language learning. The expansion of Bristol International Airport, the desire of students to find alternative locations in the UK, the convenient location of the

city, and the fact that Bristol has two world class universities; all contribute to Bristol being a top destination for students.

### **Great location**

The Bristol Language Centre is located in the heart of Bristol, on the historic harbourside, only a short walk from the city's best cinemas, theatres, shops and restaurants. Studying at the school is a fantastic opportunity to learn English in a diverse cultural setting!

### **The convenient location of the city**

Bristol is less than 2 hours from London, just 10 minutes by train from Bath, and a short drive from The Cotswolds and Welsh countryside and places of interest such as Stonehenge and Glastonbury.

### **Two world class universities**

Bristol is home to two world class universities; University of Bristol, and the University of the West of England.

### **The varied night life and social scene**

Bristol enjoys a packed programme of cultural and social events, including music and film festivals, outdoor theatre and street markets. During the summer the city enjoys the International Balloon Festival, as well as the Harbour and jazz festival

### **Economic Opportunities**

Unemployment is low in Bristol and the head offices of many major companies, such as Airbus and Rolls Royce are located in Bristol.

### **The expansion of Bristol International Airport**

Bristol International Airport now has low cost direct flights to many cities in Europe including Madrid, Barcelona, Berlin, Budapest, Nice, Rome, Venice and many more. There are also direct flights to New York. For further information about Bristol International Airport and direct flights from Bristol visit:

[www.bristolairport.co.uk](http://www.bristolairport.co.uk)

[www.easyjet.co.uk](http://www.easyjet.co.uk)

[www.ryanair.com](http://www.ryanair.com)

### **The friendliness of the people of Bristol**

With a population of 500,000, and a long history as an important British port, Bristol has all the attractions of other UK cities, but as a less touristy destination, students can get a real feel for what it is like to live, work and study in the UK.

### **The desire of students to find alternative locations in the UK**

Bristol is a beautiful port city with a fascinating history. Many of our students have decided to come to Bristol because it is a new and interesting alternative location in the UK.

## **13. Quality Processes and Accreditation**

### **13.1 Quality Processes**

The Bristol Language Centre practices the following processes to deliver a quality language education to our students. We pride ourselves in being professional in our approach, and we will try to ensure that we provide:

- ✓ High quality courses and teaching that enable growth and progress
- ✓ The school only hires experienced and qualified language teachers

- ✓ On-going academic support- we are available to help you with your studies so please let us know if you have any problems
- ✓ Availability of computers with free access to the internet, study room with exams preparation materials and a library
- ✓ Student services - the school provides a variety of student services including information and advice on: careers, local facilities, accommodation, health, money, and personal safety.
- ✓ Exams – your teacher will help you choose that best exam for you and the school will assist you with your application. Some exams are taken at the school; others must be taken at an examinations centre and booked several months in advance. Exam fees are not included in our fees.
- ✓ We also provide several feedback forms for students to fill out commenting on the education received, the performance of the teachers, and the accommodation experience.
- ✓ Finally we routinely check the accommodation location to see that they are kept to our standards.

## 13.2 Accreditation

The Bristol Language Centre has been accredited by the British Council for the teaching of English as a foreign language.

The Bristol Language Centre is also a member of English UK certifying that the school has satisfied all the requirements of the Association and is accredited by the British Council under the English in Britain Accreditation Scheme.

The Bristol Language Centre is also recognised by the University of Bristol and has been formally approved and trained to provide advice and counselling on its programmes and to assist with applications to the university.

## 14. The Bristol Language Centre and You

The Bristol Language centre offers a dedicated, personal and professional service to all its partners. We recognise that effective partnerships with quality agents are a vital part of our business. Being an independent school means that you will be able to speak directly to your contact at the school. We are friendly, flexible, reliable and accessible, and will provide a prompt and efficient response to your enquiries.

### General Terms and Conditions

These are our general terms and conditions for students. They are meant as a guide and are not exhaustive. They may vary from time to time. All students must read and understand these terms and conditions before making the application.

- Fees must be paid at least four weeks before your course begins. If you book less than four weeks before you start, you must send the full payment immediately.
- All visa students will need to pay an additional £10 fee in advance of their application for their individual CAS number.
- Visas are granted according to the course and the number of course hours which the student is studying. Students may not reduce the number of hours they wish to study after a visa has been granted. For

students who do not require visas, reduction of hours after being accepted onto a will be regarded as a cancellation of this part of the course.

- Students are expected to pay the amount invoiced and where students have overpaid fees, the school will allow refunds to a maximum of £200.
- Fees include tuition, assessment test, use of school facilities, including free e-mail and internet access. The Summer Programme fees also include the social and cultural activity programme.
- Fees do not include examination fees, coursebooks, insurance, Activities Programme (except on Summer Programme).
- The school will close for two weeks for Christmas and New Year holidays. Please check school holiday dates and public holiday dates with the school. There is no reduction in fees for courses which include public holidays.
- If you cancel your registration, the deposit and registration fee are non-refundable in any event.
- If you send us written cancellation at least four weeks before the start of your course, we will refund the course fees minus the deposit and registration fee. If you cancel less than four weeks before the start of your course, we will refund 50% of your course fees, minus the deposit and registration fee.
- Refunds cannot be made for late arrival, early departure or absence during a course.
- Visa students must comply with UK visa regulations. Any unauthorized absences will count towards your attendance record and where students fail to attend 10 consecutive sessions they will be reported to the UK Border Agency. There will be no refunds for students who have to return home as a result of failure to comply with visa regulations.
- All students are expected to attend lessons. Any unauthorized absences will count towards your attendance record. Students whose attendance is less than 80% will not receive a certificate.
- Students must comply with school rules regarding accommodation, attendance on social activities and conduct within the school. Where students persistently break the rules or commit an act of gross misconduct, the school reserves the right to ask the student to leave.
- If you want to take a holiday during your course, you must tell us at least two weeks beforehand. The holiday period will be added to your course.
- You must give at least one week's notice before changing host family.
- All residences require two week's notice for cancellation or change
- There will be a fee charged for all accommodation changes.
- Make sure you take out full insurance before you travel. This is particularly important for non-EU students.

# Application Form

All fields marked with an \* **must** be completed. To complete the form electronically, tab through the tables and fields, typing directly in the blank boxes. Where you have a choice please mark with an X.

## PERSONAL INFORMATION

First Name(s)*		Family Name*	
Date of Birth*		Male/Female*	Occupation
Nationality*		Country of Residence*	
Adult General Visa*		Student Visitor Visa*	No Visa required*
Address in country of residence*			
Postal Code*		Telephone*	Fax
Passport number	<b>*Required to apply for visa</b>		E mail*
Parent's contact name and number (for under 18s only)			
Address in the UK* (if known)			
Postal Code*		Telephone*	

**COURSE DETAILS - General and Intensive English, Business English and all examination courses start any Monday. Please see individual course descriptions for start dates of university preparation and teacher training programmes.**

<b>Course name *</b> <b>*Please choose one</b>  Lessons of 45 minutes each class	General English		20 lessons/ 15 hours per week				
	Semi-Intensive English 24 lessons/18 hours per week		Business English 24 lessons/18 hours per week				
	Intensive English		30 lessons/22.5 hours per week				
	Evening Classes Tuesdays & Thursdays 6:00pm to 8:00pm (5 week intervals)						
	Exam classes	IELTS	TOEIC	TOEFL	BEC	CAE	FCE
	University Foundation Programme						
	One to one lessons *Please write total number of lessons required						
	BLC Pre-masters/		BLC Pre-sessional				
	Summer Junior Programme (General English, full board accommodation, activity programme included)						
<b>Course start date*</b>		<b>Course end date*</b>					
<b>Total length of course in weeks*</b>							
<b>English level*</b>	Elementary	Pre-Intermediate	Intermediate	Upper Intermediate	Advanced		
How long have you been learning English?*							
Please let us know any exams you have taken and results. E.g. IELTS							

**FLIGHT DETAILS**

Do you require a taxi transfer from the airport?* (please select)		Yes		No	
Flight arrival date*		Flight number*			
Arrival airport*		Arriving from*			
Arrival time* (UK time)					

**ACCOMMODATION**

Do you require accommodation* (please select)		Yes		No	
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*\*Please note that accommodation is booked from Sunday to Saturday. If you require any extra nights' homestay accommodation, there is an additional charge per night.*

Homestay half board		Homestay self-catering	
Homestay en-suite (choose either half board or self-catering)		Residence	Guest house or hotel
Accommodation start date*		Accommodation departure date*	
Do you smoke?*	Yes	No	Please note that most UK homestays will be non smoking. You should assume that you cannot smoke inside the accommodation.
Do you have any medical conditions, allergies or special dietary requirements*			
Do you have any other specific requirements regarding your accommodation?*			

**PAYMENT**

How do you intend to pay your deposit? (please X)	Bank transfer		Credit Card	
Are you an embassy sponsored student?	Yes		No	
If credit card I will let you have my card details by	Email		Fax	

**\* PLEASE NOTE THAT A DEPOSIT MUST BE MADE WITHIN 7 DAYS OF YOUR APPLICATION IN ORDER TO CONFIRM YOUR PLACE.**

**OTHER**

How did you find out about the school? (please X)	Former students		Advertisement		Friends	
	Internet		Other			
Anything else we should know						
Would you like to receive updates and news about BLC			Yes		No	

If you have any further questions, please do not hesitate to contact us and we will be happy to help.

***\*I certify that all the information on this form is correct and to the best of my knowledge, and that BLC will not be held responsible where important medical or academic information has been withheld of falsely given. I have read, understood and agree to the terms of the Additional Information\****

Signature of student\* \_\_\_\_\_ Date\* \_\_\_\_\_