

**AGENT
INFORMATION**

ABC LANGUAGES
CAMBRIDGE UK

ABC Languages
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At ABC Languages, we believe that agents provide an important role in the recruitment and counselling of students, and ensuring that the student is fully prepared to get the most from their course.

Why ABC?

Located within the University's impressive Cambridge Union Society, in the heart of the historic centre of Cambridge, with all amenities on the doorstep.

ABC Languages provides spacious, light and flexible classrooms within the impressive Cambridge Union Society building. There is free Wi-Fi throughout and a relaxed café/bar where students can enjoy coffee, light lunches and snacks.

ABC is family owned and managed and has been offering courses in English for more 30 years. We are small enough to know our students personally and to create a friendly, supportive environment, yet big enough for our students to make the most of studying with a good mix of nationalities and to enjoy an active social life outside of class.

ABC was set up to offer flexibility of choice, quality teaching, and a high level of personal attention. In many cases, students can build their own programme through combining different courses, activities and types of accommodation.

Our teachers are well qualified, and have a wide range of experience, not only in English-language teaching, but also in the business and academic worlds, which enables them to provide a variety of specialist courses for our clients. Most importantly, they love what they do and work very hard to help students achieve their personal goals.

ABC is accredited by the Accreditation Body for Language Services (ABLS).

Become an ABC agent partner and give your clients an exceptional learning experience in one of the most sought-after destinations for language learning!

Accredited by



THE ACCREDITATION BODY
FOR LANGUAGE SERVICES

for the teaching of English in the UK

Working with us

At ABC Languages, we are always looking for reliable agent partners to promote and sell our English language courses. We believe that it is important for our agent partners to truly appreciate how we do business and to fully understand the range of courses we offer. In order for our agent partners to be best placed to deal with enquiries on our behalf, we aim to provide as much support as possible. Below is an outline of just some of the ways in which we help you to market our programmes:

- ✓ A single named contact within ABC with whom you can always discuss your requirements
- ✓ Access to brochures and marketing resources
- ✓ Regular updates, offers and newsletters
- ✓ Be the first to hear about new programmes on offer
- ✓ Opportunity to attend familiarisation trips to ABC and Cambridge
- ✓ A certificate of representation to highlight your relationship with us

Members of FELCA, IALC, IALCA and other selected professional agent associations will automatically be accepted into the above programme. For non-accredited agents or those just starting up in business, we will provide full access to the above programme upon completion of your first successful student placement.

Agent partner discount rates

We offer agent partners the following rates on our published prices, as stated in our brochure and on our website for the relevant year:

- ✓ **25%** on the published tuition and registration fees of full-time courses (20 lessons or more per week)
- ✓ **£50** 'finder's fee' for all part-time courses, excluding evening class. Minimum stay 4 weeks.

Please note that we are unable to discount accommodation, airport transfer. Our published tariff changes annually. Whilst every effort is made to keep our agent partners up-to-date with any changes to our tariff, it is their responsibility to ensure that they are communicating the correct tariff to their clients. We are always happy to provide quotations upon request.

Student registration process

Before confirming a place to your clients, you should check availability and prices with us. For us to be able to confirm availability, we will ask you the following questions about your client:

- What is their preferred choice of course?
- Will they be preparing for and/or taking an exam?
- What is their preferred course start and end date?
- Is accommodation required? If so, what type, between which dates and are there any allergy or dietary requirements?
- How old is the student?
- What is their current level of English? Where possible, we would like all potential students to complete our online placement test.

We feel that it is important to elicit this information from our clients so that we can ensure we place students in the most appropriate class for their needs and with the most suitable teachers, as well as maintaining our maximum group sizes and supervision ratios for junior students.

Once we have confirmed availability and prices and your client decides to register, you will need to complete our online registration form (please enter the 4-digit enquiry reference number when prompted).

We prefer registrations to come to us via our online form, however you may submit your own agency registration form, provided the following information is given:

- Student's full name (as printed on their passport)
- gender
- 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
- Accommodation requirements and start/end dates
- Nationality and mother tongue
- Passport number, if requiring a UK Student Visa

Payment process

We offer two methods of payment:

A) If the agent partner is paying ABC the net fees, all correspondence regarding the student will be sent to the agent partner. The agent partner will receive:

- ✓ A confirmation letter for the student including joining instructions.
- ✓ Where necessary, a visa support letter
- ✓ Accommodation details including address, telephone number and any other accompanying information.
- ✓ A **net invoice** with the agent partner discount deducted

B) If the student is paying ABC direct, all the above correspondence will be sent direct to the student/s by email. 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 discount. ABC Languages require payment of at least the registration fee before we can confirm reservations to students paying direct (full payment in the case of visa students).

Please note that all students (registered privately or via an agent partner) will be subject to our standard terms and conditions. We'll forward a copy of this information with your signed agreement, or for the most up-to-date version you can view them online at www.abclanguages.com.

At ABC we believe our clients should get good value for money. That's why all our course fees include the following:

- ✓ Placement test
- ✓ E-welcome pack including student handbook
- ✓ Insurance (full-time courses only)
- ✓ Student card (on request)
- ✓ Course Materials (refundable £30 cash deposit required)
- ✓ Homework
- ✓ Ongoing monitoring and assessment
- ✓ Loan facility for self-study materials
- ✓ Wireless internet access throughout the school building
- ✓ End of course certificate
- ✓ Report (on request)