



Guidelines for our partners



Regent London, 12 Buckingham Street, London, WC2N 6DF

About the school

Located in the heart of London for over 50 years, Regent London has established a reputation for delivering high quality English language tuition. The close proximity to many of London's most iconic museums, galleries and landmarks allow students to immerse themselves in English language and culture. Courses are intensive and designed to prepare students with the confidence and skills to excel in competitive international academic and business environments. Tutors are experienced in English language tuition and often have several years of professional experience creating the opportunity for students to specialise in a specific field. Students are constantly challenged so that they make the maximum possible progression during their course, whether they are with us for a week or a year.

Location

Based in the heart of London, Regent London is an ideal base for exploring the cultural and historical riches the city has to offer. Conveniently located next to Embankment tube station, the school benefits from excellent transport links all over London. Students enjoy the benefits of the wealth of attractions within easy access of the school.

The school

The school is located within an historical building and it provides a spacious yet intimate space. The open plan area creates a relaxed environment where students and tutors can interact during break and over lunch.

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
- Security coded front door, keeping the school secure whilst allowing access for students to come and go throughout the day



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.



Booking process and payments

Commission rates

ETO Partners (Educational Tour Operators)

ETOs receive 25% commission on tuition fees 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 Regent London 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 Regent London which may result in a course enrolment, for which they receive 10% commission on tuition fees:

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

Booking procedure for ETO's

1. The ETO sends the student enrolment details directly to Regent London by email or post.
2. Regent London 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 and previous study of English.
- 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 Regent London. This may include information sheets, photographs, brochures, and case studies. 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. Students should return the assessment and questionnaire as soon as possible so they are placed in an appropriate class which matches their level and course objectives. 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 at Regent London. 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 Regent London 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 expected to arrive at the school by 8.15am and will be greeted by the School Principal upon arrival. 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 and meets the other students. 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.

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.

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 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.

The academic programme

The English World Course is an intensive programme which provides English 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.

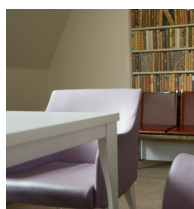
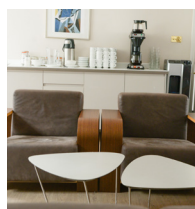
Course specifications	Course description
The English World course programme 20 hours/week	An intensive course taught in small groups, offering high levels of tutor interaction. Language skills lessons develop competency and communication skills lessons build confidence and fluency. During the day, students may remain in the school to use the school facilities and continue to work on personal study assignments.
The English World IELTS Exam Preparation Programme 20 hours/week	The English World 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 25 hours/week including 5 hours of one-to-one tuition	An intensive programme supplementing the English World 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 syndicate groups (max 5 students per class)
- The minimum age is 16.

Sample timetable for the English World courses at Regent London

Duration	Lesson	Learning outcomes
60 mins	Skills Training	Develops speed of listening, absorbing, assimilating, processing and reacting using authentic materials.
60 mins	Accuracy in Grammar	A strong foundation of accurate grammar and rich vocabulary to communicate confidently in written and spoken English.
60 mins	Confident Spoken Performance	Verbal and non verbal communication skills. Techniques for fluency and the ability to communicate effectively.
60 mins	Language Focus	Writing skills for professional or academic written communications, reading of authentic texts. Develops imaginative use of vocabulary and style in writing
60 mins	Homework	Consolidation tasks and preparation assignments are set as homework.



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 experienced team at Regent London can provide consultation to help students choose the exam most appropriate for their level and objectives.

Example week of reading and writing sessions for exam preparation

Monday	Reading: Identifying points of view Writing: Language of trends
Tuesday	Reading: Comprehension questions Writing: Making comparisons using data
Wednesday	Reading: Summarising key points Writing: Describing graphs
Thursday	Reading: Identifying the topic sentence in paragraphs Writing: Analysing essay questions
Friday	Reading: Multiple choice question strategies Writing: Mock essay

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.

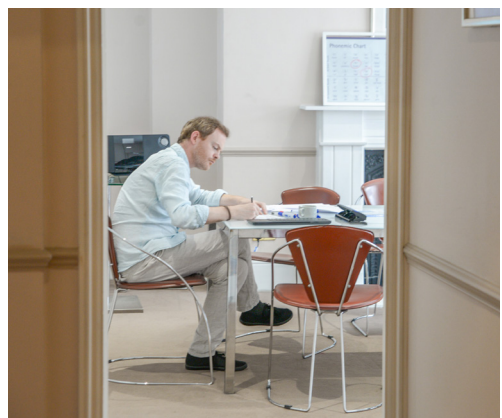
All of the tutors undergo a rigorous induction to the course programme before joining the school. Tutors regularly participate in training and development within the school as well as attending external teacher development workshops.

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

Regent London 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 and individuals

The English World 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 English 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 London 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 Options

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 half-board
- Shared, fully equipped kitchens or private kitchenettes.

Residences include:

- Weekly linen changes
- All bills
- 24 hour emergency service
- Cleaning of bedrooms and communal areas

Hotels and B&Bs

The school works with a number of hotels and B&Bs in London 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

Central London is easily accessible from all of the city's international airports and stations. Regent London is located in the heart of Zone 1 making the commute to and from the school easy. Students usually get around using the excellent London underground tube system which connects all key locations within the city. Some students prefer taking one of London's iconic double decker buses to enjoy spectacular views of the city as they travel.

Travelling to London

Central London is easily accessed from all of the city'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). Travel into central London is by rail, coach or underground. 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 (and departure information if booking as a return).
- 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.



Travel around London

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 London's bus or underground service for travelling around the city and commuting to the school. Tickets can be bought on the day at the stations with options for daily or weekly passes available. Payment can also be made using a contactless credit or debit card rather than purchasing a ticket.

Weekend trips

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

Popular trips weekend trips include:

- A day at the beach in Brighton
- Discovering the university cities of Oxford and Cambridge
- A weekend exploring the historic Scottish city, Edinburgh

The London cultural experience

The school is located within easy walking distance of many museums, galleries and landmarks. Staff at the school can advise students and recommend things to see and do.

London

London is a vibrant and cosmopolitan city with attractions and activities to suit many different interests. Whilst boasting a rich cultural heritage and history, London is also at the forefront of the modern art and music scene. Historical buildings are spread throughout the city, while new buildings display the latest innovations in architectural technology. Seamlessly blending old and new, London holds something for everyone. Renowned for its multi-cultural fabric, the city provides an ideal location for students to broaden their international horizons.



Examples of things to see and do within easy reach of the school:

- Explore the National Gallery and the National Portrait Gallery, both located in Trafalgar Square
- Explore the treasures of the British Museum
- Walk along the banks of the River Thames towards the Globe Theatre to discover Shakespeare's London
- Visit to the London Eye for an aerial view of the city

Examples of things to see and do in London

- Visit some museums and learn about local and global history and culture. Entry is free to most of London's museums.
- Explore London's galleries which contain iconic pieces from globally renowned artists.
- Watch a theatre production in London's West End.
- The music scene in London holds something for all tastes, from local bands to classical touring orchestras from around the world.
- Visit the world famous shopping street, Oxford Street, or explore one of London's many markets.
- Eat in a traditional English pub or indulge in world class international cuisine.

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 london@regent.org.uk

Website

Please visit the website at www.regent.org.uk to find out more about the English World courses.

Mailing List

We send our partners regular updates and news from the school by email. If you would like to start receiving these emails, please contact us at info@regent.org.uk and we will add you to the mailing list.

Partner zone

The partner zone is an online resource available to all of the ETOs we work with. The partner zone is available at: <https://www.regent.org.uk/representatives>



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