



# Guidelines for partners



## About OISE Newbury Study Hall

### Location

Newbury is an historic market town about an hour from London and also within easy reach of Oxford, Winchester and Bath. Dating from the 11th century, the town has a population of around 30,000 and boasts a beautiful town centre with a picturesque canal and superb facilities including a wide range of shops, cafes and restaurants. In addition there is a modern local cinema, excellent theatres and a whole host of sporting opportunities.



### The school

The school is located within a few minutes' walk of the town centre and within a 5 minute walk of the town's railway station. The school is a Victorian building which has been converted into a spacious and comfortable study environment.

### Facilities include:

- Free Wi-Fi throughout the building
- Computers available for students to use
- Individual study spaces and areas for collaborative work
- 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
- Security coded residence block of single study bedrooms, each with private bathroom.



## *Booking process and payments*

### *Commission*

ETOs receive commission on the course package 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.
- Ensure registration forms are completed correctly.
- Collect all student fees and send payments to the school no later than 30 days prior to the start of the course, net of commission.
- Liaise directly with the student and be responsible for all correspondence.

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

### *Referrers*

Referrers provide an introduction to the school and if this results in a course enrolment they can invoice OISE for their commission fee.

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

### *Booking procedure (for ETOs)*

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

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

### *Essential booking information*

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

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

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

## *Booking process and payments*

### *Marketing materials*

We are happy to provide a range of marketing materials to help our partners promote the school. This may include information sheets, and brochures. In addition, there is extensive information on our website.

### *Pre-arrival communications*

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

### *Invoices*

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

### *Communication during the course*

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

## *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 arrive on Sundays. The student is shown around the school by the School Principal or another tutor who is available to answer any questions and show them how to access the building using the door code. The first day follows the normal timetable for the student's chosen course.

### *Needs analysis*

Students are level-tested before the start of the course. This is to ensure that students are allocated to the appropriate class and also so that tutors can be aware of the specific study objectives of each student.

### *First impression report and progression monitoring*

On the second day of the course, students complete a first impressions form to highlight which areas they are most enjoying as well as raise any issues or concerns. This covers all aspects of the experience from the journey to school to the level of their class. The small student to staff ratio creates a friendly and approachable atmosphere in the school making it easy for students to talk to someone if they have any concerns. Staff constantly monitor the progress of each student to ensure that throughout their course they remain motivated and challenged.

### *The final day*

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

### *Certificates and reports*

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

### *Post-course support*

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

## *The Academic Programme*

The Scholar English course is an intensive academic programme which is designed to develop intellectual maturity in teenagers. The course provides English language tuition and personal 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
Academic term courses	Academic term course - each term is a duration of 8 weeks.
Short courses all year	Short courses throughout the year - duration from 1 - 4 weeks.
Summer taster courses	Summer taster courses - a summer course in June, July, or August - duration from 1 - 8 weeks.
Exam preparation programmes for IELTS and Cambridge exams	Dedicated exam preparation programmes to make students familiar with the requirements of the exam.

### *Key course information*

- Courses start every Monday of the year.
- Courses can be taken as:
  - Academic term courses
  - Short revision courses all year round
  - Summer Scholar English taster programmes
  - Exam preparation programmes for IELTS and Cambridge exams
- Classes are taught in maximum group sizes of 8.
- The student age range is 13-17 years.



## *Exam preparation programmes*

- IELTS exam preparation
- Cambridge exam preparation - Cambridge B2 First and Cambridge C1 Advanced exams

These programmes coach students to enable them to meet the expectations of the test and to achieve their desired score in the exam. Students practise and revise the components of the language which are tested in the exam and are given strategies for overcoming anxiety to become confident exam candidates. This course prepares students who need to prepare for either the Cambridge B2 First or the Cambridge C1 Advanced exam, or the IELTS exam.

### **English language revision**

Exercises and practice to develop accuracy in grammar, vocabulary and comprehension. Speaking tasks and projects develop fluency and allow students to become comfortable and relaxed when using the language. Sessions on compensation strategies allow students to prepare themselves mentally for the test and to equip themselves with practical solutions for unexpected questions in the test. Essay-writing sessions teach students how to structure the essay and manage the essay content in line with the requirements of the test.

Students receive regular feedback from their tutors and are coached with tips on how to improve specific areas of performance as required.

Each week, the timetable includes mock examinations which are sat by all students under authentic timed conditions. After each mock exam, students receive feedback from their tutor.

On exam day, students are taken by taxi to the local Test Centre, escorted by a teacher. The teacher waits whilst the student sits the exam and they travel back to school together by the return taxi.

The school receives the students' results as original certificates, sends scans and posts them to the students.

### **Exam day and chaperone service**

- All exam services must be booked a minimum of 4 weeks in advance.
- For those students taking an exam during their stay, a chaperone service is arranged.
- This service is included in the Exam Service fee.
- The school handles all paperwork necessary for the exam.
- For early morning exams, a taxi is arranged to take the student(s) and staff to the exam centre. Students are given a packed breakfast and packed lunch and two bottles of water. The breakfast normally consists of a fruit, a pastry or croissant, a biscuit, fruit juice, and a milk carton. The lunch normally consists of a sandwich, a packet of crisps, juice, fruit and a milk carton.
- A member of staff accompanies the student(s) to the exam centre, stays with them for registration, waits for them in the waiting room if there is one, and meets them during their breaks to make sure they eat their packed lunch, or to walk around with them if they wish, to refocus for the next part of the exam.
- Students may choose to leave their belongings in the lockers provided at the exam centre while they sit their exam, or they may leave their belongings with the staff if they prefer.
- Students may choose to bring pocket money with them. During the breaks, students are free to get more snacks or drinks if they so wish, in which case the staff member accompanies them to the shop/cafe.
- After the exam, the staff and student(s) return to school by train and the staff member settles the student back into school.
- The school receives the students' results as original certificates, sends scans and posts them to the students.



# Scholar English - Sample timetable

Scholar English: Academic term courses, short courses and summer taster courses

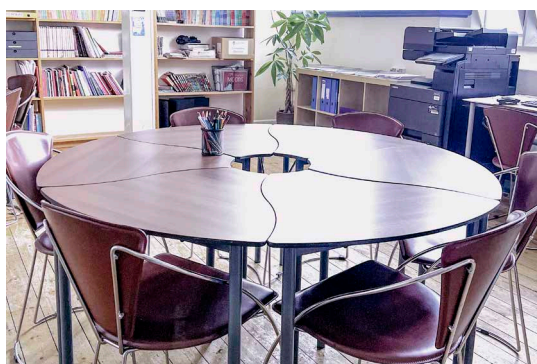
Exam preparation: IELTS exam and Cambridge exam preparation

Monday		Tuesday		Wednesday		Thursday		Friday	
Scholar English	Exam Preparation	Scholar English	Exam Preparation	Scholar English	Exam Preparation	Scholar English	Exam Preparation	Scholar English	Exam Preparation
Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop
Progress Testing	Accuracy	Book Club Vivas	Accuracy	Question Club Seminars	Accuracy	Poetry Club Recitals	Vocabulary	Progress Testing	Progress Testing
<b>Break</b>									
Written Expression	Written Expression	Ideas and Argumentation	Written Expression	Biographies	Text Analysis	Written Expression	Written Expression	Philosophy	Text Analysis
<b>Lunch</b>									
Adaptative Reading	Reading	Adaptative Reading	Interview techniques	Business Studies	Presenting skills	Adaptative Reading	Reading	Adaptative Reading	Presenting skills
Text Analysis	Comprehension	Text Analysis				Numbers and diagrams	Numbers and diagrams	Research Project Rehearsals	
<b>Break</b>									
Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop	Eloquence Walkshop
Drama + Literature	Essay writing	Drama + Literature	Essay writing	Great Debates	Cultural context	Research Project	Essay writing	Research Projects Performance	Essay writing
<b>Break</b>									
Book Club	Mock exam practice	Question Club	Mock exam practice	Poetry Club	Mock exam practice	Memory Club	Mock exam practice	Weekend Prep	Mock exam practice
<b>Supper</b>									
<b>Hobby Clubs</b>									

This is an example timetable and may be subject to change.

## *Progress monitoring*

- Students' progress is monitored each week, through Progress Tests every Monday and Friday morning, followed by a Writing Test, and a 500 word weekend essay to be reviewed on Monday.
- The Monday and Friday progress tests are as follows:
- The students are given 5 minutes to read a text. After 5 minutes, the students turn to the other side of the page which is the same text with words missing. Students then swap papers and mark each other's, giving them a score out of 100. Students are then given 10 minutes to write 100 words on a topic related to that of the text. Teachers grade the writing test using the CEFR mark scheme.
- Teachers use the test scores and the writing test grades to separate students into different ability groups.
- On Friday afternoons, teachers give an essay title for the students to complete over the weekend. On Monday, teachers go through these with the students.
- Students preparing for exams are given exam rehearsals throughout the week. Listening, Reading, Writing and Speaking are equally worked in class, though teachers may choose to focus more on the areas the students struggle with the most. The teacher keeps track of the students' progress.



## *School staff*

Small class sizes and constant proximity to tutors create a collaborative working environment. The office is open plan with an open door policy and there is no staff room. This allows constant interaction with tutors outside of the formal sessions during breaks, lunchtime and on the cultural programme which students particularly value.

## *The tutors*

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 school programme before joining the school. Tutors regularly participate in training and development within the school as well as attending external teacher development workshops.

The cultural programme is led by the School Principal or a tutor who value the opportunity to share their extensive knowledge about the local area.

## *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.



## *Bespoke courses for groups*

### *Group bookings*

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

- **Integrated groups:** participate in the regular timetable and take part in classes with other students in the school of a similar age and level. Integrated groups may customise other aspects of the course such as the cultural programme.
- **Closed groups:** taught in closed groups on a bespoke programme. This option is good for groups specific learning goals or specialisations.





## *Accommodation in the school residence*

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.

### *Security and alarms*

- The school is equipped with fire and burglar alarms as well as CCTV. At 22:00, the main gate is locked, and the main entrance of the residence and the corridors are alarmed, to prevent students from entering other student's corridors at night.
- Students will each have their own key card which lets them enter the residence building and only their own room.
- There is a safe in the school office in which students can keep any valuables they wish.



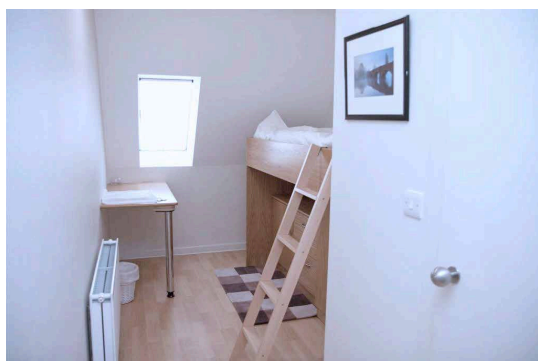
### *Food and mealtimes*

- All meals are prepared daily using quality, fresh ingredients from local suppliers to deliver a well balanced and varied menu of dishes. Meat, fresh fruit and vegetables are delivered daily to ensure quality and freshness. Fruit is always available as well as milk, hot drinks for the morning and afternoon break. In the evenings we also have fruit, milk, hot drinks plus biscuits and other snacks available. The chef and catering team are trained to cater for all dietary needs and requirements, including food allergies and religious food restrictions.



### *Mealtimes*

- Breakfast: 08:00 - 08:50
- Lunch: 12:30 - 13:30
- Dinner: 18:30 - 19:30



### *Laundry and housekeeping*

Students' rooms are cleaned once a week and bed linen and towels are provided. Laundry service is available once a week and the laundry room is available at the weekend for students to do their own laundry should they wish to do so.



## *Arrival*

Arrival at school.

Students arrive on Sundays. Lunch and evening meal is provided on Sundays so that the new students receive a meal during arrival day.

Departure day is Saturday.

## *Transfer*

The school arranges a transfer service from the airport. The cost of the transfer is invoiced to the agent with the course and accommodation fees.

The school requires the following information before booking the 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.



## *Welfare, medical, emergency*

### *Illness and medication*

- The Domestic Head of School is responsible for the school Health and First Aid provision. Students can be registered to a local GP if they are staying longer than two months or if medical help is needed at any point of their stay.
- Over-the-counter medicines, also known as non-prescription medicines, should not be brought to school.
- If a student becomes ill during the course and requires medicine, staff are trained to administer medication provided by the school. The local GP or the NHS will be contacted if necessary.
- Students must tell the school staff immediately if they are feeling unwell. In case of emergency, school staff will take the appropriate action.

### *Supervision and staffing*

- The boarding house is supervised 24 hours, 7 days a week by at least two members of staff at all times.
- If a student is aged 14 or over and they have parental permission, they may leave the school unsupervised on weekends and after school.
- The school reserves the right to override parental consent and forbid a student from leaving school, if we have reason to believe that the student may act irresponsibly and therefore that such denial of permission by the school would be in the best interests of the student themselves or others.

### *School contact information*

- The office phone is reachable from 09:00 - 17:00 on weekdays, and the emergency phone number is reachable 24 hours, 7 days a week.



## *The cultural programme*

The cultural programme is led by tutors and is designed to fit the educational ethos of the school, often incorporating history, literature, politics and culture. Typical excursions are to Oxford and London.



### *Example cultural programme activities in London*

- Architectural walking tour of London including information about some of the most iconic buildings
- Visit museums and learn about local and global history and culture. Entry is free to most of London's museums

### *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.

### *Example cultural programme activities in Oxford*

- Walking tour of Oxford colleges and the Radcliffe Camera.
- Picnic in the University Parks.

### *Oxford*

Oxford is a beautiful and historic city, steeped in centuries of academic and architectural splendour. One of the best ways to experience its charm is by punting along the tranquil River Cherwell, where you can drift past college gardens and the vibrant Oxford Botanic Garden, the oldest of its kind in Britain. Walking tours of the renowned colleges, such as Magdalen and Christ Church, reveal fascinating insights into the city's academic past, with each college boasting magnificent quads, ancient libraries, and beautiful cloisters.

For a leisurely afternoon, a picnic in the extensive University Parks provides a perfect activity, surrounded by rich greenery and peaceful pathways. A visit to the Oxford University Museum of Natural History adds to the experience, with its awe-inspiring displays of fossils, rare minerals, and dinosaur skeletons.

## *Points of interest in Newbury*

Newbury is a small, serene town, with many beautiful walks a stone's throw from the school. Students may wish to walk along the canal, to watch the locks being opened as boats come by, or to cross the Monkey Bridge into Northcroft Park.

Students might want to feed the ducks by the canal or in Victoria Park, play tennis or go to the ice cream shop in the summer. There is a quintessentially English Tea Shop by the canal, the Flowerpot Cafe, a Starbucks, a Cafe Nero, Mr Moo Juice (a juice and smoothie shop), The Sweet Box (a dessert bar).

For artistic activities, students may want to visit the Ugly Duckling pottery cafe, or watch a performance at the Corn Exchange or at Arlington Arts Centre. They may also walk around the town and take photos for the photography club.

There are two main shopping centres in Newbury; Kennet and Parkway, a cinema, and a High Score Arcade.

There is a lot to see culturally, from the Newbury Markets in the Marketplace, which are put up every Thursday and Saturday from 9am to 4pm, to the Clock Tower, to St Nicholas Church to Donnington Castle, to the West Berkshire Museum. Newbury Library is by the canal, and is open on Monday, Tuesday, Wednesday and Friday from 9-5, and Thursdays 9-6 and Saturdays from 10-4.



