



## **Agent Manual for English Language Courses 2009**

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## History

UIC is the trading name of Languages in London Ltd. The school was established in 1987 and gained British Council accreditation in 1990. The school is also a member of English UK.

## Mission Statement

As a school our aim is to provide a positive and pro-active learning environment for our students together with extremely high levels of student welfare and teaching. We aim to provide this at a competitive price for the students so that excellent value for money is one of our key USPs. We also aim to ensure that all stakeholders who work with UIC, which includes teachers, agents, host families and other service providers, receive an equally high standard of welfare, training and care.

## Our USPs

- WHY UIC

1. Location – very central London
2. Owners part of the management team on site
3. Very efficient registration process and ability to take very late bookings and provide last minute accommodation
4. Student welfare an integral part of the school structure
4. A social programme which is properly managed and an integral part of the school
5. Good comfortable surroundings in the school

## The School

UIC is situated just a few minutes from Oxford Circus station in Central London in what was originally the University of Westminster's IELTS testing centre. Our students come from over 50 different countries including British Students studying one of the many foreign languages that we teach.

We also share some additional facilities in the same building with international students studying for degrees and masters programmes in London at an associate college – giving further opportunities to our students.

## Facilities

UIC has 10 classrooms and:

A student common room and cafeteria where you can

- Watch TV
- Listen to music
- Relax and read Time Out to find out about what's happening in London
- Buy coffee, tea and snacks.

Computers and Internet

- A computer room with free email and internet facilities
- WiFi access throughout the building

- Additional PCs in the UIC classrooms which can be used outside class times.

In the summer time UIC takes an extra 12 classrooms at the University of Westminster's New Cavendish Campus.

## Courses

### Sample Timetable

Time							
0900	General		Business				Cambridge FCE / CAE
1000							
1100	English		English				
1220							
1240- 1325		Conversation					
1340- 1425			Business Lunch	General	IELTS	TOEIC	
1500							
1600				English			
1700							

All classes are 60 minutes except for the conversation and business lunch classes  
There are breaks of 10 minutes between the classes

## General English Courses

### AM 15

- *Maximum students in a class 14*
- *5 x 3 hours per week*
- *Start any Monday*
- *Beginners to Advanced levels*
- *0900 -1220*

The General English course is for students who want to improve their ability in everyday English.

The course involves practice of speaking, listening, reading and writing skills, together with grammar and pronunciation. The main emphasis of the class is on practical communication to develop fluency and confidence.

The class teacher follows a syllabus for your level but will use additional materials to practise grammar, vocabulary, conversation, and pronunciation practice. You may also ask your teacher if there is anything specific that you want to learn.

### PM 15

- *Maximum students in a class 14*
- *5 x 3 hours per week*
- *Start any Monday*
- *Beginners to Advanced levels*

- 1340-1700

This course is the same as above but delivered in the afternoon

## AM 20

### General English and Conversation Combination

- *Maximum students in a class 14*
- *5 X 3.45 hours per week*
- *Start any Monday*
- *Elementary to Advanced levels*
- *0900-1325*

This course combines the study of General English with an extra conversation class that includes discussions on a variety of topics with a group of students of a similar level. There is also extra work on vocabulary, idioms and everyday language. Many students like to take these dedicated lessons, where the teacher concentrates on encouraging you to experiment with language that you have learnt. You will also practice language for specific situations and receive extra help with vocabulary and pronunciation.

Lower levels concentrate on repetition to improve confidence and fluency.

## PM 20

### General English and Conversation Combination

- *Maximum students in a class 14*
- *5 X 3.45 hours per week*
- *Start any Monday*
- *Elementary to Advanced levels*
- *1340-1700*

This course is the same as above but delivered in the afternoon

## AM 25

### General English and Business Combination

- *Maximum students in a class 14*
- *5 X 3.45 hours per week*
- *Start any Monday*
- *Intermediate to Advanced levels*
- *0900-1425*

Combine your General English course with a special focus class on using English in business situations. The classes include focus on the language used in marketing, finance and management. You will also develop speaking skills necessary for meetings and presentations and writing skills for preparing reports and letters.

### General English, Conversation and Business Combination

- *Maximum students in a class 14*
- *5 X 4.30 hours per week*
- *Start any Monday*
- *Intermediate to Advanced levels*
- *0900-1425*

Improve all your English skills by combining all the different options available. This means that not only do you have the opportunity of improving a broad range of language skills but you are also able to concentrate on areas of your English that needs improving.

### GE30

#### Intensive Combination Course

- *Maximum students in a class 14*
- *5 x 6 hours per week*
- *Start any Monday*
- *Beginners to Advanced levels*
- *0900-1700*

For a truly intensive experience, many students take parallel General English courses. You are in the same level for both courses and will work with two different teachers using different books. This means that you get the expertise of two teachers on ways to improve and have a lot of English Language practice.

#### Academic Year Course

- *Maximum students in a class 14*
- *5 x 3 hours per week*
- *Start any Monday*
- *Elementary to Advanced levels*
- *Choose between morning or afternoon classes*
- *All IELTS classes take place in the afternoon*

This course is designed for students who want to study English for a longer period of time. You will study for 36 weeks and includes an IELTS course at the appropriate time for you. The class tutorials provide the perfect opportunity to discuss with the teacher the best moment to take the IELTS course.

## **Examination Preparation Courses**

### Cambridge Examination courses –FCE, CAE

- *Maximum students in a class 14*
- *15 hours per week*
- *See dates and fees for start dates*
- *Elementary to Advanced levels*
- *0900-1325*

These examinations are widely accepted internationally by employers and universities as evidence of your ability in English. It is important to choose the right examination for your current level of English. The courses involve practice in writing and speaking skills, reading and listening comprehension, grammar and vocabulary for Use of English and examination techniques and practice.

PET – for Intermediate students

FCE – for Upper Intermediate students

CAE – for Advanced students

CPE – for Proficiency students

Starting dates in 2009 for FCE & CAE

23<sup>rd</sup> March 12 week course

14<sup>th</sup> September 12 week course

### IELTS Examination course

- *Maximum students in a class 14*
- *15 hours per week*
- *See dates and fees for start dates*
- *Upper Intermediate to Advanced levels*
- *1340-1700*

This examination is required by British universities and other centres of education as evidence of language ability. Anyone can take the examination as the score is the indication of your level but most universities require an IELTS score of 6.0 or more. For this reason the course is for Upper Intermediate students or above. The course involves practice in writing and speaking skills, reading and listening comprehension and examination techniques and practice.

### TOEIC Examination course

- *Maximum students in a class 14*
- *15 hours per week*
- *See dates and fees for start dates*
- *Upper Intermediate to Advanced levels*
- *1340-1700*

This examination is internationally recognized by corporations who rely on the TOEIC test to show progress in English-training programmes, to recruit, promote, and hire employees, and to have a common standard of measurement across multiple corporate sites. Anyone can take the examination as the score is the indication of your level but most corporations require a TOEIC score of 600 or more.

For this reason the course is for Upper Intermediate students or above. The course involves practice in grammar and vocabulary training, reading and listening comprehension and examination techniques and practice

Start dates in 2009

05/01/2009

02/02/2009

02/03/2009

06/04/2009

05/05/2009

01/05/2009

06/07/2009

03/08/2009

01/09/2009

05/10/2009

02/11/2009

Please note that the above courses are examination preparation courses only. If a student would like to sit an examination whilst in the UK it can be arranged for the fee of 100 GBP. Please tell us at the time of booking as places are limited and can only be booked in advance.

### Business English

- *Maximum 12 students in a class*
- *5 x 3 hours per week*
- *Start any Monday*
- *Intermediate to Advanced levels*
- *0900-1220*

The Business English class is designed to help two kinds of student:

1. Professionals who need to improve their English to reach the next position in their career
2. People who are studying Economics or Business Administration related subjects and want to improve their English to find a good job. The course combines practical skills for the workplace with analysis of Business language and concepts.

The course involves practice in speaking skills (e.g. telephone language, negotiations, presentations), writing skills (e.g. reports, e-mails and letters) as well as listening and reading comprehension using newspaper and television reports and business English materials.

### **First day procedure**

New students should arrive between 0830 and 0900 on Monday if they are studying in the morning and between 1030 and 1100 if studying in the afternoon. The students are given a written and an oral test. Students studying in the morning should enter the first lesson by the first morning break.

There is a welcome meeting at 1240 on the first day in order to give students information on the school and living in London. Students are also given a welcome pack and file on arrival at the school.

### **Tutorials**

Students have regular tutorials with their teachers to find out how they can improve their English and to discuss any problems they might be experiencing living in another country e.g. accommodation, transport, homesickness etc. Aside from the tutorials, there is also continual assessment to assist students in improving their English (see Tests)

Moving Levels

### **Tests**

We have a system of continual assessment at UIC starting with the entrance test and the interview on their first day. Throughout the 12 weeks, that students study a course book, there are assessments of their spoken English every odd numbered week (i.e. 1,3,5,7,9,11) and assessments of their written English every even numbered week (i.e. 2,4,6,8,10,12). Also there is a grammar and vocabulary test every two weeks.

Homework

### **Moving Levels**

Technically students have the opportunity to move up a level on any Friday when their teacher believes that they are ready for the next level (as shown by their assessments). However, it normally takes the average student 12 weeks to complete one level. Ultimately, the decision as to whether a student moves level will be a mutual decision between the student, the teacher and the Director of Studies.

### **Homework**

Teachers are encouraged to give students an average of half an hour homework each day. As all our students are adults, clearly there is no discipline for uncompleted homework but we explain that we strongly believe that students who aim to improve their English as efficiently as possible can only do this through daily revision and homework.

### **Certificates & Reports**

Students who have attended 90% of the course will be given a certificate of attendance. A written report & reference can be written if the Director of Studies is informed in advance.

### **Course Books and Materials**

Course books are not included and can be either invoiced at the point of sale or purchased on the first day at school. Course books cost 19 GBP. We would expect a student to move levels, and therefore need to buy a new book, every 12 weeks.

We endeavour to use books and materials that the student will not be familiar with even if they have been studying previously in their own country.

### **Student Services**

We employ a full time student services to help students, open bank accounts, apply for discounted travel, find part-time jobs and help them to adapt to London living.

### **Student Feedback Procedure**

There are three types of feedback given out to students: first day, first week and last week. The first two types are designed to catch problems as early as possible. The third type is designed to use student suggestions to improve the classes. Apart from these formal feedback types, we also encourage students to discuss classes with their teachers, the Student Officer and the Director of Studies. Our teachers are extremely professional and flexible and are familiar with a wide range of teaching methods so can easily change their classes to suit students' needs.

### **Lateness**

We take students' attendance very seriously at UIC and we count the number of hours that students attend classes as well as the days that they attend. This means that we have strict lateness policy: students who arrive more than 10 minutes late

to the first period are asked to wait to the second period before joining classes. No one is allowed to be late for the second or third period. The main reason behind this is that our classes are very dynamic and communicative and often involve pair or group activities. If groups or pairs are interrupted by someone arriving late, it is very annoying for the other students.

## **Discipline**

Any students who are believed to be causing a disruption in the class will first speak to their class teacher but if the problem persists then the Director of Studies will speak to them and explain that the next step is to suspend them until they are able to behave in a way that assists their learning and the progress of the class. Discipline issues are an extremely rare incidence in the school but when they have occurred, they have been dealt with professionally and swiftly with the minimum disruption to the class.

## **Illness & Emergencies**

We recommend that all students take out medical insurance before they travel. Our student services officer can help with doctors' appointments but students from outside of the European Union will be charged for treatment.

## **Outside the Classroom**

UIC operates an inclusive social programme. We have three events a week in the winter time and two events a day in the summer. Most of the events are free but some events such as theatre trips may be charged.

UIC also holds four season tickets to a premiership football club, which we loan to students at a minimal cost.

Every few weeks we throw a party at UIC around a particular nationality. We also invite the local students studying other languages, such as Spanish & Italian to participate so the students studying English have a chance to meet the local British students.