



ADVICE AND INFORMATION FOR PARTNERS 2012

The following information is designed to assist all St Giles Partners when promoting and selling the programmes of St Giles International. If you have any questions about working with St Giles, or about any of the systems outlined below, please feel free to contact us at the St Giles Head Office. We look forward to working with you!

1 Agent discount rates

We offer partners the following rates on our published prices, as stated in the St Giles International list of Course Dates and Fees for the relevant year:

- ❑ **20%** on the published tuition fees (all adult centres in the UK, USA and Canada)
- ❑ **25%** on the published tuition fees for International Semester Courses and University Pathway Courses.
- ❑ **15%** on the published package price for any bookings for individual students at any St Giles Junior Summer Camp.
- ❑ **20%** on the published package price for groups of 12 or more students placed at any St Giles Junior Summer Camp. Free places are also available for group leaders accompanying groups of a minimum 15 students.
- ❑ **10%** on the published tuition fees for Cambridge CELTA and Trinity TESOL courses
- ❑ **5%** on St Giles London Central College Residence prices
- ❑ **20%** fixed agent discount on the work placement fee for English + Volunteer Placement
- ❑ **100%** discount on our Registration Fees

Higher agent discount rates may be offered to agents providing substantial volumes of business, and you are welcome to contact St Giles Marketing for further information.

We charge a Registration Fee for all adult courses, and the current rates are quoted in the St Giles International list of Course Dates and Fees. Authorised agents are not subject to this charge - the fee will not appear on agent net invoices but will appear on the gross invoices for students. The charge can therefore be passed on to the agent as an extra form of discount.

In New York, San Francisco and Vancouver, we charge an Accommodation Placement Fees for all accommodation. Please see our list of Courses Dates and Fees for the current fees.

Specially discounted rates can be offered for groups of 5 or more students arriving and departing together, and taking the same courses and accommodation. Quotations will be provided by St Giles Marketing on request.

2 Student Enrolment Procedure

Enrolments should be sent direct to the centre at which the student wishes to study. All addresses and other contact data are listed on page 7 of this document.

An enrolment can be made by:

- a) Post – this must include an enrolment form
- b) Fax or E-mail
- c) Telephone – this must be followed by a written confirmation
- d) Online at www.stgiles-international.com

You may use the St Giles International enrolment form, or your own agency enrolment form, provided the following information is given:

- Student's full name
- Sex
- 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 (with evidence if requiring a full UK General Student Visa)
- Passport Number and nationality if requiring a full UK General Student Visa

We also need to know if any accommodation is to be reserved, and what type (please see our list of Course Dates and Fees for more information), arrival and departure dates, plus any other accommodation requirements: smoking/non-smoking, family with or without children/pets etc. Our accommodation officers will then do their best to offer your students the accommodation most appropriate to their needs.

3 Confirmation of bookings

3.1 If the agent is paying the centre the net fees, all correspondence regarding the student will be sent to the agent. The agent will receive:

- a) A letter of confirmation for the student, which confirms the student's place on the course and which can be shown to British immigration authorities or Canadian immigration authorities, or a completed I-20 form for US immigration.
- b) Details about accommodation e.g. the host family's or Residence Hall's name, address and telephone number plus accompanying information.
- c) A **net invoice** with the discount deducted.

3.2 If the student is paying the centre directly, all the above correspondence will be sent to the student's private address. 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. St Giles Colleges require payment of at least the full value of the deposit before we can confirm reservations to students paying direct.

All correspondence regarding courses and payment should be directed to the centre at which the course is being held. Addresses and other contact data are listed on page 6 of this document.

4 Payment Procedure

Payment may be made in the following ways:

- Bank-to-bank (TT) transfer, sent direct to our bank accounts in London, San Francisco or Vancouver. Up to 28 days should be allowed for money to be transferred. UK, US or Canadian bank charges (if any) should be paid by the sender.
- Credit cards with the Visa, Delta, MasterCard or Switch symbols
- By cheque made payable to St Giles College (**AESTG Ltd.** for the UK Junior Summer Camps), and drawn in Sterling on a UK bank account for courses at the UK centres, in US\$ drawn on a USA bank account for courses in San Francisco, or in CAD\$ drawn on a Canadian bank account for courses in Vancouver.

All fees must be received by our office or by our bank before the course begins in order to guarantee the student's place.

The **UK Colleges'** bank accounts are all held at:

National Westminster Bank	Bloomsbury Parr's Branch 214 High Holborn, London WC1V 7BX	Sort Code: 60-30-06
Brighton	Account number 90126068	IBAN: GB21 NWBK 6030 0690 1260 68
Eastbourne	Account number 90126041	IBAN: GB71 NWBK 6030 0690 1260 41
London Central	Account number 90126092	IBAN: GB52 NWBK 6030 0690 1260 92
London Highgate	Account number: 90127714	IBAN: GB05 NWBK 6030 0690 1277 14

The **UK Junior Summer Camps'** bank accounts are held at:

National Westminster Bank	105 High Street Winchester SO23 9AW, UK	Sort Code: 55-81-26
Bank Account Name: AESTG Ltd	Account Number: 88053334	IBAN: GB83NWBK 558126 88053334 SWIFT/BIC: NWBKGB2L

The bank account for **St Giles New York City, San Francisco** and the **US Junior Summer Camps** are held at:

Bank of America	One Powell Street San Francisco CA 94102, USA	
New York City	Account number 121000358 00668-54869	Routing/Transit (ABA) Number 0260-0959-3 SWIFT Address BOFAUS3N
San Francisco	Account number 121000358 00661 05249	Routing/Transit (ABA) Number 0260-0959-3 SWIFT Address BOFAUS3N

The bank account for **St Giles Vancouver** is held at:

National Bank of Canada	555 Burrard Street, Vancouver BC Canada V7X 1M7	
	Account number: 05-94021	Routing/Transit (ABA) Number 14021-006 SWIFT Address: BNDCCAMMINT

An agent who has accounts with more than one centre in the St Giles Group in the UK can send the total balance to the Centre to which the largest amount is owed, together with a detailed Remittance Advice slip.

5 Net or Gross Fees?

We offer contracted agents the following payment options:

Option A: The agent collects all fees from the student and pays the centre the *net fees* (Agency Net Payment)

Option B: The student pays the gross fees direct to the centre (Student Gross Payment)

Agents choosing option **B** will receive discounts from the centre, which will be credited to their account at the end of the course in question.

In order to minimise banking charges, St Giles recommends that agents requesting retrospective discount payments should open a UK bank account.

In all cases, all fees must be paid in full before the course start date.

We reserve the right to cancel any courses or accommodation for which payment has not been received, or in cases where debt is outstanding.

Please contact St Giles Head Office if you wish to discuss any other form of payment option.

6 Payment of invoices

Option A Agency payment

The agent undertakes to remit all the expenses connected with the student's enrolment. On receipt of an enrolment, the college will send the agency an invoice for tuition fees, with the agent's discount already deducted (net invoice) together with all accommodation and other student expenses.

We also send a "gross" pro forma invoice for the student, in addition to the agent's (net) invoice. (NB. Agents receiving net and gross invoices should pay the net fees.)

Option B Student payment

The student sends a completed enrolment form, clearly marked with the agent's name or stamp, plus the Registration Fee, the Course Deposit, the Accommodation Deposit, and the UK Visa Fee (if applicable). The college then issues an invoice to the student for the balance of the course fees, which are payable 21 days before the course begins. St Giles Colleges require payment of at least the full value of the deposits before we can confirm reservations.

Agents who book students on this basis will receive discount statements at quarterly intervals, with discounts credited after the end of the course. Discounts will only be credited if all accounts with St Giles are fully paid to date, and St Giles reserves the right to withhold discounts until all outstanding debts are settled. These credit notes may be deducted from future invoices or refunded at the agent's request.

Please note that discounts can only be credited to the agent if the enrolment form is marked with the agency name, or on receipt of a letter from the agent providing full details of the student's enrolment.

7 Extensions and re-enrolments

If any student enrolled by an agent subsequently extends their course, the agent will be credited with extra discount earned. Extra discounts will be added to the agent's account and paid retrospectively, either by way of a credit note or bank transfer. We will also endeavour to pay discount for any student who was originally referred by an agent, who subsequently re-enrols independently, although payment can only be guaranteed if the agent submits a written claim.

8 Cancellation Terms

Our full cancellation terms are stated on the last page of our enrolment forms. We ask you to familiarise yourself and your students with these requirements, as we reserve the right to levy cancellation fees where appropriate.

At our discretion, special arrangements may be made for cancellations that are a result of your student failing to obtain the appropriate visa for entry into the UK, USA or Canada. If your student is obliged to cancel a course for this reason, please contact us and we will advise you further.

In cases where students cancel their course, qualifying for a refund under our terms and conditions of enrolment, agents must undertake to return any discount already paid which relates to the part of the course subsequently cancelled. The amount to be refunded to St Giles can usually be deducted from future discount payments.

9 Contracts

We ask all new agents to sign a contract with us: this is in order that we avoid any misunderstandings and ensure smooth business co-operation. Please note that the contract does not oblige you to send us students - it tells you our Terms and Conditions of business only. If you would like to become an agent and enrol students for our courses, please complete and return the Agents' Account Application form and we will send you a contract.

10 Advertising/using St Giles name

We are very pleased to make agreements with agents for promotion of the St Giles Group – please note that agents are required to seek our approval before utilising the St Giles trading names in any forms of promotion.

11 Promotional materials

We are pleased to provide agents with a reasonable supply of promotion materials, such as brochures, posters, photographs and videos. Please contact St Giles Marketing whenever further stocks are required, or use our online promotional materials request form.

12 Insurance

We are happy to advise you on this so that you have peace of mind during your stay. We recommend:

- Course-u-can (UK)
- ISO Student Health Insurance (USA)
- Student Guard (Canada)

Contact Numbers and Addresses

Please ensure that bookings are sent to the centre at which your student wishes to study.

<p>Head Office 154 Southampton Row London WC1B 5JX Tel: +44 (0)20 7837 0404 Fax: +44 (0)207278 5458 E-mail: hq@stgiles.co.uk</p>	<p>Managing Director: Mark Lindsay P.A. to the Managing Director: Shreyaa Patel Sales Manager: Hannah Lindsay Sales Coordinator: Leigh McIntyre Sales Coordinator: Myla McPhail Sales Coordinator: Henna Bhatti Sales Consultant: Horte Mendy Marketing Manager: Rachel Bell Marketing Executive: Adomaa Mansoh Marketing Support Officer: Kirstine Bowen</p>
<p>UK Colleges</p>	
<p>St Giles Brighton 1-3 Marlborough Place Brighton Sussex BN1 1UB Tel: +44 (0)1273 682747 Fax: +44 (0)1273 689808 E-mail: brighton@stgiles.co.uk</p> <p>Principal: Niall Chafey Registrar: Sue Laker</p>	<p>St Giles Eastbourne 13 Silverdale Road Eastbourne Sussex BN20 7AJ Tel: +44 (0)1323 729167 Fax: +44 (0)1323 721332 E-mail: eastbourne@stgiles.co.uk</p> <p>Principal: John Sutherland Registrar: Margaret Greenwood</p>
<p>St Giles London Highgate 51 Shepherds Hill Highgate London N6 5QP Tel: +44 (0)20 8340 0828/9207 Fax: +44(0)20 8348 9389 E-mail: londonhighgate@stgiles.co.uk</p> <p>Principal: Richard Harris Registrar: Sophia Fallone</p>	<p>St Giles London Central 154 Southampton Row London WC1B 5JX Tel: +44 (0)20 7837 0404 Fax: +44(0)20 7837 4099 E-mail: londoncentral@stgiles.co.uk</p> <p>Principal: Mark Rendell Registrar: Kamila Zapletalova</p>
<p>USA</p>	
<p>St Giles New York 330 Fifth Avenue, 7th Floor New York City, NY 10001 USA Tel: +1 212 967 9900 Fax: +1 212 967 9915 Email: newyork@stgiles-usa.com</p> <p>Centre Director: Marianne Vaccaro Registrar: Nanette Johnson</p>	<p>St Giles San Francisco 785 Market Street, Suite 300 San Francisco CA 94103 Tel: + 1 415 788 3552 Fax: + 1 415 788 1923 Email: sanfrancisco@stgiles-usa.com</p> <p>Centre Director: Megan McEnulty Registrar: Konstantine Ivanov</p>
<p>Canada</p>	
<p>St Giles Vancouver 1130 West Pender Street, Suite 400 Vancouver, British Columbia V6E 4A4 Tel: + 1 604 685 0291 Fax: + 1 604 685 0294 Email: english@stgiles-canada.com</p> <p>Director: Jackie Pilkington Registrar: Haruna Kool</p>	

AGENTS' ACCOUNT APPLICATION FORM

At St Giles we take pride in treating our agents with friendliness, efficiency and flexibility. We are also great believers in communication, which is, after all, the essence of our business. In order that we may start to build what we hope will be a long and fruitful business relationship with our new agents, we ask you to fill in the following questionnaire. Although you are not obliged to answer all the questions, we hope you will, in order that we may better understand your business and consider your needs. We guarantee absolute confidentiality and will never disclose any information you give us.

If you have any queries, please contact the St Giles Head Office (Telephone: +44 (0)20 7837 0404; Fax: +44 (0)20 7278 5458; E-mail: hq@stgiles.co.uk). Thank you for your co-operation.

1 GENERAL INFORMATION

1.1 What is the full trading name and address of your business?

Company Name:

Address:

Tel: Fax: Email:

1.2. What are the names of your directors?

1.3. Please give details of your main trading activities.

1.4. Are you a company, partnership or sole trader?

1.5. If you are a company, please provide us with your company registration number.

1.6. How long has your business been established?

2 MARKETING INFORMATION

2.1. How many offices/outlets and locations does your business have?

2.2a. How long have you been dealing with English UK / British Council-accredited / AAIEP / Language Canada schools?

2.2b. Please name at least 3 schools (including contact details) to which you have referred students in the last 12 months.

NB. Please be advised that it is St Giles' policy to contact references given by prospective agents and we will need to receive at least 2 references before confirming your account or accepting bookings. Please therefore ensure that referees are current and available for comment.

Partners in visa national countries working with our UK Colleges should ensure that these references are from British Council/English UK Accredited Schools and that they are listed on the UKBA Register of Sponsors.

If you are a new agent with no previous experience, please contact the St Giles Head Office at hq@stgiles.co.uk and we will advise you on how to proceed.

Name of College/Institution 1:
Name of contact and telephone/email details:

Name of College/Institution 2:
Name of contact and telephone/email details:

Name of College/Institution 3:
Name of contact and telephone/email details:

2.3 (Partners from Visa National Countries only)

Does your agency have a UK visa refusal rate of 5% or higher?

Yes No

2.4 Have you to your knowledge ever been listed in the English UK Bulletin regarding debts?

Yes No

2.5 How did you first hear of St Giles International?

2.6 Why would you like to work with St Giles International?

2.7 How many students do you send to the following destinations per year?

UK:
Canada:

USA:
Other Markets (please specify):

2.8. How many students did you send to the UK/USA/Canada on language programmes last year?

2.9 How many students do you expect to send to the UK/USA/Canada this year?

2.10 Please give us some details about how you recruit your students - advertising/word of mouth/friends and family? Do you produce your own brochure? Do you give presentations? Do you attend trade fairs? Which fairs do you attend?

2.11 Please give us an indication of the rate of discount you currently receive, and also the rate you would expect from St Giles International (on General English Courses).

2.12 Please comment on who are your biggest partners and reasons why?

2.13 Are there any other terms, which you would like to discuss with St Giles International before you agree to work with our organisation?

3 FINANCIAL INFORMATION

3.1 Please give the name and address of your business bankers

3.2 Can you provide us with a bank reference issued by them? Yes No

3.3 Please state the name of your Financial Director (CFO) or the person who would be responsible for payments to the St Giles Group.

4 PAYMENTS

We offer agents two payment options:

Option A: The agent collects the full amount due from the student and pays St Giles International the **net** amount due contained in our net invoice (Agency Net Payment)

Option B: The student pays the full amount due as stated in the St Giles International pro forma invoice addressed to the student. (Student Gross Payment)

In both Options, all fees must be paid in full before the course start date.

St Giles Colleges reserve the right to cancel any courses or accommodation for which payment has not been received by the due date or in cases where debt is outstanding.

Which option do you wish to choose? Option A Option B

5 Declaration

I understand and accept that all fees must be paid by the course starting dates?

I declare that the information given above is correct to the best of my knowledge and belief

Signed	Date
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NB. Agents should contact St Giles Marketing if they wish to discuss any other payment option, but should note that special credit terms will not normally be granted by the St Giles Group without good reason and only after satisfactory evidence of financial status, the receipt of credit references, and a continuous period of satisfactory trading with the agent concerned.