

ETO Manual 2024



This manual should be read in conjunction with our website: www.beet.co.uk, which contains comprehensive details of the school, its courses, timetabling, facilities, accommodation provision and extra-curricular programmes. Students are provided with access to BEET Online on their first day at BEET; this contains lots of important information including the BEET Student Guide.



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About the school

BEET Language Centre was established in 1979 by Clive Barrow, who is now the Chairman of the Board of Directors. The other Director of the school is Judith Barrow, who is also Company Secretary.

The first lesson was given at 9.00 am on Monday, 1 October 1979, with a total of three students! Since then, BEET has grown into a medium-sized school with a maximum capacity of 400 students and an average number of 200.

The school is situated in a quiet residential area, just 5 minutes' walk from the main high street, Charminster Road, where you will find numerous cafés, bars, restaurants, and even a nightclub!



Why choose us?

- Friendly, family-run school with over 45 years of experience
- Highly-qualified teachers providing ongoing academic support
- FREE unlimited access to BEET Online for 1 Year
- All course books & materials included in registration fee
- Regular assessments to track students' progress
- FREE in-house social programme 5 nights per week
- Staff-led Saturday excursions
- Low cost of living (almost 30-40% cheaper than London)
- All accommodation within 20 minutes' walking distance
- Active town: water sports, swimming pools, gyms, racket sports, golf and more
- Vibrant university town offering excellent international student facilities
- International airport 15 minutes away
- FREE airport transfers for courses of 24+ weeks

BEET Language Centre:

- ✓ Accredited by the British Council
- ✓ Member of English UK
- ✓ Member of Quality English
- ✓ Member of IALC
- ✓ Member of The English Network (TEN)
- ✓ Member of the International Education Forum
- ✓ Member of RALSA

What does BEET offer?

- ✓ English language tuition & exam preparation for international students aged 16 & upwards
- ✓ Single-centre school, directed personally by the owner
- ✓ Small classes: normal class average is 10, the class maximum is 13 from September to June, and 14 in July and August
- ✓ Wide range of courses
- ✓ Well-qualified, experienced and dedicated staff
- ✓ Comprehensive extra-curricular social and cultural programme
- ✓ A friendly, welcoming atmosphere

Facilities

The building is a typical example of Victorian architecture. It was built originally as a primary school. In recent years it has been extensively modernised.

- ✓ 16 classrooms
- ✓ Computer Rooms with PCs
- ✓ Student Lounge
- ✓ Wi-Fi throughout the school
- ✓ Library with a wide range of graded books, as well as materials for self-study
- ✓ Small bookshop situated in the library where many of the books are discounted. Teachers are available to help and advise students during break times
- ✓ Large cafeteria (drinks, snacks, freshly prepared hot meals and sandwiches), outside marquee in the summer
- ✓ BEET Online – an online learning platform free to all students for 1 year from the student's first day of school
- ✓ Interactive whiteboards in every regular classroom
- ✓ Car park

British Council Inspection

The British Council's summary statement from our most recent inspection is as follows:

The British Council inspected and accredited BEET Language School in March 2017. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and care of under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details). This private language school offers courses in general English for adults (16+) and for closed groups of adults (16+).

Strengths were noted in the areas of staff management, student administration, quality assurance, premises and facilities, learning resources, academic staff profile, academic management, course design, learner management, teaching, accommodation, and leisure opportunities.

The inspection report stated that the organisation met the standards of the Scheme.

The full report can be accessed [here](#).



Check List

Accredited by the British Council	✓
Member of English UK	✓
Member of Quality English	✓
Member of The English Network (TEN)	✓
Member of IALC	✓
Student computers all on ADSL Broadband	✓
BEET Online – free online learning platform	✓
Free internet and email	✓
Free Wi-Fi throughout the school	✓
Library and Bookshop with Discounted Prices	✓
Free Course Books	✓
Courses in General English	✓
Options Programme:-	
Speaking, Pronunciation & Listening	✓
Reading, Writing & Vocabulary	✓
English for Business	✓
Cambridge English B2 First (FCE), C1 Advanced (CAE), C2 Proficiency (CPE)	✓
IELTS Preparation	✓
Guaranteed Courses for Cambridge English Exams in:	✓
B2 First (FCE) & C1 Advanced (CAE)	✓
Summer Cambridge English: B2 First (FCE) & C1 Advanced (CAE)	✓
All-day Canteen	✓
Accommodation and Welfare Officers	✓
Single-room Homestay Accommodation	✓
Summer En-Suite Apartments	✓
Executive Homestay Accommodation	✓
Student Houses (self-catering)	✓
Free Car Parking	✓
Student Magazine	✓
Weekly afternoon conversation circle	✓
Lecture Programme on a variety of Topics	✓
Evening Activities, including music nights and comedy theatre performed by staff, sing-songs, quiz nights, club nights	✓
Regular Saturday Excursions	✓

School Rules

There are six school rules:

1. Respect

Everyone must show respect at all times to other people in the school. No abusive behaviour is acceptable. For example, no abusive behaviour, or negative comments about appearance, age, sex, sexuality, marital status, nationality, race, religion or disability. This includes abusive behaviour on social media platforms.

2. Attendance

Students are expected to attend all their lessons. All other absences must be approved, in advance if possible, by an Academic Manager. Students must arrive at lessons on time - students who arrive late for a lesson will not be allowed in until the next lesson.

3. Participation

Taking part is important. Students must participate in class activities, complete homework assignments and be in a fit state to study when on school premises. This means students must not be drunk, under the influence of drugs, or too tired to take part in lessons effectively.

4. English

Students should use English as much as possible, both in and out of the classroom, even in conversation with students from their own country.

5. Smoking

Students must not smoke in the school building or in the road. Please stand away from windows when smoking in the car park.

6. Mobile phones

Your phones should be switched to silent when inside the school building. Mobile phones may be used during lessons with the teacher's permission, but only for language learning. Students who use their phones for social networking, web browsing, emails or other non-academic purposes will be asked to turn them off. If they refuse to do so, they will be asked to leave the class.

NOTE: BEET is not a disciplinarian school. The atmosphere is relaxed and friendly. If students break the rules, we are careful to be firm but friendly in reminding them. However, if a student repeatedly breaks a rule we reserve the right to expel him/her, but only as a final resort.

Students really appreciate the "English only" rule, and have complained to us if other students insist on speaking their own language. So, we do regard this rule as an essential ingredient of a successful and rewarding stay.

Teacher Qualifications

All our teachers are highly motivated specialists in the teaching of English as a Foreign Language, and each possesses a Teaching Certificate or Diploma in TEFL. Most teachers possess the Cambridge Delta. Other teachers are required to take the Delta if they wish to continue employment with us.

All teachers attend regular in-service training, regardless of their seniority. This ensures a constant flow of ideas and approaches, and keeps us at the forefront of modern methodology.

At BEET, we employ the most efficient teaching methods available. We use the latest and best coursebooks, together with audio, audio-visual and computer-based aids.

Academic Programmes

NOTE: For full details of courses, please refer to the BEET website.

Placement Test

All students must complete a placement test prior to arrival. Students are placed in class on the basis of their results. It is a very accurate test. If students feel they have been placed at a level too high or too low, they are asked to wait a few days until the class has settled. If, after a few days, they are still unhappy about the level, they should speak to their teacher, or to the Director of Studies. However, they will only be moved to a different level if, in the school's opinion, it is really in the student's best interests.

Course Structure

BEET offers a variety of courses. These include: General English, Cambridge English Examination Preparation, IELTS Preparation, and the International Academic Year Programme. ALL these courses have a Core Programme of 20 lessons per week, 4 lessons a day.

Students can continue their studies on the Options Programme for either 4 or 8 extra lessons a week. These lessons are every day except Friday. The total number of weekly lessons can be 20, 24 or 28.

Total lessons	Monday to Friday	Monday to Thursday	Evening
20 Main Course	Core Programme (20 lessons) →	+ Options Programme (4 lessons)	Evening Programme available to all students
24 Intensive Course	Core Programme (20 lessons) →	+ Options Programme (8 lessons)	(Normally 5 evenings per week)
28 Extra Intensive Course	Core Programme only (20 lessons)		



Options Programme

The following options are available:

Speaking, Pronunciation and Listening
 Reading, Writing and Vocabulary
 Cambridge English B2 First (FCE) Preparation
 Cambridge English C1 Advanced (CAE) Preparation
 IELTS Preparation
 English for Business

If your student chooses an Intensive course (24 lessons per week), they choose one option. If they choose an Extra Intensive course (28 lessons per week), they have to select 2 options. We normally, allow 10 weeks per level in each option.

Speaking, Pronunciation & Listening	A1 – C1
Reading, Writing & Vocabulary	A1 – C1
English for Business	B1 – C1
Preparation for IELTS	B1 – C2
Cambridge English B2 First (FCE) Preparation	B2
Cambridge English C1 Advanced (CAE) Preparation	C1
Cambridge English C2 Proficiency (CPE) Preparation	C2



Timetable

Lessons are generally combined to form 90-minute sessions, in order to maximise teaching time and also to enable longer breaks between lessons.

Lessons on the Core Programme take place in the morning, lessons on the Options programme are in the middle of the day Monday to Thursday.

During July and August and occasionally during busier periods, we operate a zigzag timetable, which means the main lessons alternate daily: in the morning one day, in the afternoon the following day, and so on.

Many may think this a strange timetable. However, it is in fact very popular. It means that both study and leisure periods are more concentrated. So, students will have lessons starting in the middle of the day, then again the next morning. They are then free for the afternoon and the following morning.

This format also means that every other week students have an extended weekend: Friday afternoon, Saturday, Sunday and Monday morning. This gives students the opportunity to travel easily around the UK.

Timetable	
CORE LESSONS	
09:00 – 10:30	2 x Lessons (90 minutes)
Break (20 minutes)	
CORE LESSONS	
11:00 – 12:30	2 x Lessons (90 minutes)
Break (40 minutes)	
OPTION LESSONS	
13:30 – 15:00	2 x Lessons (90 minutes)



Courses

General English

Students can enrol on a course at any time, although we strongly recommend that Elementary students start on Preferred Start Dates.

Students take tests in weeks 4, 8 and 10. The tests in weeks 4 and 8 are progress tests assessing how well the students have learnt the material covered in the course. The test in week 10 is a general level test: this test gives the school an assessment of overall achievement and helps determine whether the student would benefit from more study in the same class, a move to a stronger class at the same level, or a move up to the next level.

It is important to remember that when a change is made, it is in the best interest of the individual student.

Cambridge English Examinations

These courses are of fixed duration. The placement test is more comprehensive than for other courses, and a student would not normally be expected to move from their allocated class. However, as with other courses, if the level is too easy or too difficult, the student should discuss this with their teacher.

Most important: We guarantee to run the Cambridge English B2 First (FCE) & C1 Advanced (CAE) courses, even with just one student! The classes are dedicated to exam preparation and normally all the students in each class will take the examination. Occasionally a student might follow the exam course without sitting the exam.



IELTS Preparation

We have two types of course:

- i) A 24 or 28-lesson course, comprising a 20-lesson core programme of General English, plus 4 or 8 lessons per week of IELTS preparation
- ii) A full-time IELTS course, 20 lessons per week; you are also able to select 1 or 2 'Option Lessons' if you would like to study a 24 or 28 lesson-course

Students can enrol for any period, the minimum duration is 1 week.



Levels and Course Planning

BEET Language Centre has classes at all levels from Elementary to Advanced. **Please note, we do not accept complete beginners.** Students can enrol on a course at any point, although Elementary level students are strongly recommended to start on our preferred start dates; these are highlighted on our course dates and fees.

Throughout the course, informal testing occurs regularly, and at the end of each module students receive a progress test. Students whose progress is very much faster or slower than the rest of the class can then move to a more suitable class for their learning speed. This ensures the optimum rate of learning for each individual.

The Cambridge English Examination courses are of fixed duration. The placement test is more comprehensive than for other courses, and students would not normally be expected to move from their allotted class. However, as with other courses, if students find the level too easy or too difficult, they can discuss this with their teacher.

How many teachers for each class?

There is normally one teacher for each Core Programme, plus one teacher per class on the Options Programme.

Students should not expect to be taught by the same teachers for their whole course. We change teachers throughout the year for a number of reasons. Most importantly, we aim to expose students to as many aspects of the English language as possible. The process can be accelerated from time to time, due to holidays and illness and the need to realign certain classes. Normally, students should expect a change of at least one teacher approximately every 4 weeks.

Questionnaire

BEET prides itself on its high quality of teaching and student services. In order to monitor student satisfaction and ensure that high teaching standards and services are maintained, each student is given a questionnaire to fill in at the end of their first week, and then a more comprehensive online questionnaire is given at the end of the course. The questionnaires are read by the Academic Management Team and other department heads, and feedback is given to staff in the form of a written summary.

Choosing an Examination Course

Students who are worried whether their English is good enough to start a particular examination course should be given the appropriate BEET pre-course test for the examination which they are considering. This test is a companion to the school's Placement Test specific to each exam given on intake day. Copies of the pre-exam course tests can be obtained from the school upon request.

Please ensure that the test is properly supervised and send the results to the Director of Studies, who will then be able to recommend the correct length and level of study for a particular examination. It may, for example, be necessary for students to join the school some time before the desired examination course has started, in order to reach the right starting level.

N.B. PLEASE TRY TO ENSURE THAT YOUR STUDENTS BEGIN THEIR STUDIES NO LATER THAN THE PUBLISHED COURSE STARTING DATES. THOUGH LATE ENROLMENTS MAY BE ACCEPTED, THIS IS SUBJECT TO LEVEL AND AVAILABILITY OF PLACES.

Changing Class

Students are placed in class on the basis of their Placement Test score. Although the test is very accurate, some students may feel that they have been placed at the wrong level. In such cases they should see their class teacher, who may then refer them to the Academic Management Team. A student will be moved to a different level only if it is really in the student's best interest.

Changing Course

Students wishing to change their course or course dates should inform Reception.

Certificate of Studies

These are normally issued to all students when they finish their courses. However, a student may not receive a certificate if his or her attendance has not been satisfactory.

Monthly Reports

You may if you wish request monthly progress reports on your students.

Arrival Procedure

Students can start in any week, but we encourage students to start on preferred start dates if possible. This is especially important for elementary students.

On intake day, students must arrive at the school at the time specified in the school's letter of confirmation - normally 08.45, but this may vary. We aim to place students in their appropriate classes as soon as possible on their first day.

For all-level intake dates, the day usually proceeds as follows:

1. The students are welcomed at Reception and guided to the canteen.
2. After an introduction from the Academic Management Team, students who have not already completed an online pre-course test are given the Placement Test, which tests grammar, vocabulary, reading, writing listening and speaking. The result will determine in which class a student is subsequently placed. Students who believe that they have been placed in the wrong level will be assessed in more detail, and moved if the second assessment warrants a move.
3. After the students have completed the Placement Test, they will be placed in class. They will also be taken on a tour of the Bournemouth area. (This applies to preferred start dates only).
4. In the afternoon, they will receive an induction/orientation talk from the Academic Management Team.

Students arriving on non-preferred start dates, will be tested, have a tour of the school and a short induction session, and then be placed in class as soon as possible.



Accommodation and Welfare

Accommodation

Most students stay with local homestays (host families). There are also 4 student houses (residences) owned by the school, and several more, which we rent as and when required. During the summer months we also offer en-suite apartment accommodation. Some students may prefer other arrangements such as living in a rented flat or staying in a hotel. Help in finding non-homestay accommodation can be provided, but you should be aware that it can be very difficult to find anything suitable in the summer.

Please point out that living with an English family is the preferred option, as it gives students far more opportunity to practise the language in a natural context. At the same time, they will gain first-hand experience of the cultural and social aspects of life in England.

We also have some homestays who may take more than 4 students – these are called ‘private homes’ to show that there may be less contact with the hosts. The private homes we use are very popular with students, or we wouldn't use them!

Homestay

We realise that the quality of the student's homestay experience is, in many ways, just as crucial as their educational experience in the school. Students spend more time at home than they do in class and an unsatisfactory home situation can quickly undermine the best classroom teaching. Because of the importance we attach to this aspect, our homestays are very carefully selected by the Accommodation and Welfare Officers. We visit each homestay and regular contact is maintained to ensure there is a friendly and open relationship with the school and students. We try to select people who are sympathetic to the needs of students and who will make them feel part of the family.

Our homestays are within walking distance and normally a maximum of 20 minutes' walking distance from the school. During peak periods this could increase to up to 30 minutes in which case they would always be on a bus route

Although many of our homestays are ‘traditional’ families: husband, wife and children, some of the people who host our students are single or retired people who enjoy having a student for the company and who have plenty of time to spend with the student.

With the exception of retired people, most homestay providers work outside the home. This is also true for people with children.

Counselling

Past experience has led us to conclude that the quality of the orientation which the students receive from you before arriving in England is very important. We therefore request that all our representatives devote special attention to explaining fully to their clients what to expect both of the school and of homestay providers. If students arrive at the school with unrealistic expectations, we are more likely to encounter difficulties. Please explain to students that homestay providers may live in more modest accommodation than our students are used to in their home country.

Monitoring

At the end of the first week of their course, students are given a questionnaire about their homestay provider, which they complete and return to the Accommodation and Welfare Officer. However, we encourage students to inform us straight away if they have any problems in this area, so that a solution may be found rapidly.

IMPORTANT: Some students are exceptionally shy or timid, and may find it difficult to talk to a member of staff, even our trained welfare staff, when they have a problem. They may instead communicate with their mother or another relative or friend, who may then contact you, the agent. If this happens, it is vital that you contact us immediately with any information you have. If we know nothing, we can do nothing. Communication is the key!

Student Houses (Self-Catering Residences)

BEET has four houses, converted into self-catering residences. The minimum age is 18 years. Each student has his/her own room, equipped with wardrobe, bed, study space, chair etc. The rooms are a good size and comfortable. Other facilities are shared. These facilities are bath/shower room, toilet, kitchen-breakfast room, lounge with television and access to a range of Freeview channels. Wi-fi access is available free in all houses.

The houses normally consist of single, twin and double rooms. Outside, there is a patio/garden area, usually with a barbecue. All services, such as gas, water and electricity, are included in the rent.

The public areas in each house are cleaned twice a week. However, students are responsible for cleaning and tidying their own rooms. Students are also responsible for keeping the public areas tidy.

The normal rules of living in a community should apply. Parties and large gatherings are not permitted. Inviting a friend or two, for example to dinner, is permitted, but there should never be more than three guests in the house at any one time (not three per student, three for the whole student house). It should be remembered that all kinds of people live in the student houses: trainee teachers, students preparing for university or examinations, students on long or short courses etc. They are here to study and the houses must, therefore, reflect this, by providing a quiet and peaceful study environment.

Students should bring their own towels and items for personal hygiene (soap, toothbrush etc). Sheets and blankets are provided.

Summer Apartments (Self-Catering)

During the summer months BEET has the use of excellent en-suite accommodation; these are individual apartments located within a purpose built student complex. Please contact BEET for more information.

Illness

It is strongly recommended that ALL students should obtain medical insurance before coming to England.

Students who become ill should contact our Accommodation & Welfare department. If living with a host family they will be asked to register with their own doctor, if living in a student house, they can register at another local surgery.

Dentist

Students who develop dental problems should:

Either - make an appointment with their homestay's dentist or ask our Accommodation & Welfare Officer to help you.



Flights to England

a) Cheap Flights: Several airlines offer cheap flights to a number of London airports, mainly Stansted and Luton. However, beware! These two airports are to the North of London; the time and cost of then reaching Bournemouth could cancel out any financial benefits. The two nearest airports are Bournemouth International and Southampton.

Bournemouth International Airport is a 10-minute drive from the school and most homestay and student house addresses. There is a bus service to Bournemouth centre, from where a taxi should be taken. Alternatively, take a taxi or ask the school to arrange a transfer. Please apply to BEET for the cost. Several airlines operate out of Bournemouth International Airport, including Ryanair, Easyjet and Thomsonfly, all low-price airlines. Regular flights are available to several European countries and the Channel Islands. For full information, see <http://www.flybournemouth.com>.

Southampton Airport is on a train route from Southampton Airport Parkway (adjacent to the airport) to Bournemouth. Two trains per hour are a direct service. Other services may mean a change at Southampton. On arrival at Bournemouth station, which is part of the Travel Interchange, students should take a taxi from the rank alongside the station direct to their accommodation. See <http://www.baa.co.uk>.

b) Other Flights:

These are mainly into London Heathrow or Gatwick.



Transfers to Bournemouth

Transfers from Heathrow and Gatwick are:

Private Car:

BEET can arrange for students to be met at the airport by hired car. In such cases, you must notify the school at least 3 days before the student's arrival. The school must receive full payment in advance. For this year's transfer fees, see the COURSE DATES & FEES list. Note: Students on the International Academic Year programme receive a free airport transfer on arrival. When there are 2-4 students arriving at the same time, they will share the cost equally. In such cases, part refunds will be made in England.

Public Transport:

Please ask the school for up-to-date information before advising your clients.

From Heathrow Airport to Bournemouth

By coach: National Express

Approximate journey time: 2 hours and 15 minutes

By train: Not advisable from Heathrow

From Gatwick Airport to Bournemouth

By coach: National Express

Approximate journey time: 3 hours and 30 minutes.

Note: It is necessary to get a Flightlink to Heathrow and then change to the Bournemouth coach.

By train: Approximate journey time: 2 hours and 40 minutes

From Central London to Bournemouth

By coach: Victoria Coach station, National Express,

By train: Waterloo station

COACH TRAVEL, ALTHOUGH A LITTLE SLOWER, IS USUALLY MUCH CHEAPER THAN TRAVEL BY TRAIN

Educational Tour Operator Categories

UK Visa Requirements

The regulations are frequently revised and may vary from country to country. You will need to establish the exact procedure applicable in your area. You are advised to contact the visa section of the British Embassy nearest you. Further information is available [here](#).



Referrals:

This is the simplest form of consultancy, and involves no more than the recommendation and encouragement of a prospective student to enrol. The enrolment is done by the student, as also is payment of fees. Commission will be at the lowest rate currently in force.

For your part, you will need to provide a "paper trail". This can be done in two ways:

- a) When you enrol a student, please make sure your details are clearly shown at the top of the **application form**.
- b) As soon as you have recommended our school to someone, send us their details, including name and address, plus any other useful information that might help us to identify them.

WARNING: There is a real danger that you might lose your discount by using this method. It could happen that, having recommended the school, the student then approaches a Professional Consultancy (see below) to enrol. Should this happen, you will lose all discounts.

Professional Consultancy

This is generally a safer way to operate, as you are unlikely to lose your discount. It also commands a higher rate of discount. However, there are greater responsibilities.

A Professional Consultancy will need to sign a full Agency Agreement, a copy of which we can send you on request.

Apart from the normal counselling of a prospective student, you will also be expected to effect the enrolment and take payment from the student. See Enrolment and Payment Procedures below.

The rate of discount may vary considerably, depending on how much promotion of the school you intend and the expected turnover. Once you have established a solid track-record of steady, good quality enrolments, and a reasonable number of them annually, then we can further discuss your rate of discount.

Enrolment and Payment Procedure

The following is a step-by-step guide to help you with enrolment and payment procedures. Clearly, you may operate a different in-house system with your clients. So, this is only a suggested sequence.

1. The client completes an Enrolment Form
2. (For clients under 18 years of age only). The parent or legal guardian must complete a separate letter of consent. (Please ask us to email you one, if you are enrolling a student under 18 years). Without a letter of consent, students under the age of 18 will not be allowed to go out of their homestay unless they are accompanied by a member of staff, an adult member of the host family or a group leader.
3. Email the completed enrolment form to our registration department: enrol@beet.co.uk. Make sure that your name or agency stamp is noted on the form
4. We send you a confirmation of acceptance and an invoice for the NET amount of the course (i.e. minus your commission). If required, we can also send a gross invoice to give to the client. Please consult the school to arrange the best system for you.
5. You invoice the client either for the complete course amount or for a deposit that will cover both your and our expenses, should the client cancel. The client should then pay you or your agency. We strongly advise that you take a deposit at the time of enrolment. BEET Language Centre itself does not need a deposit.
6. The client pays you.
7. Beet Language Centre has partnered with Flywire to make your international payments safe and easy. Flywire allows you to pay from almost any country and currency by bank transfer, credit card and other local payment methods. **IMPORTANT:** If you make the payment via bank transfer, **all bank charges must be paid by you. We must receive the fees in full. To make your payment, please go to [beet.flywire.com](https://www.flywire.com)** For help with your payment go to <https://www.flywire.com/help>
8. The net amount is transferred to the school's bank account at least 30 days before the start of the course, or immediately, if the enrolment is made within this period. Details about methods of payment are shown on the invoice.

9. Once payment has been received, we shall send you a LETTER OF and joining instructions. This letter is essential if your client requires a visa. Your client may need to show this letter to immigration officials upon arrival in Britain, if requested.

Cancellation

Please refer to Terms and Conditions printed on the current Course Dates and Fees. Before refunding fees, deduct the school's cancellation charges.

Your agency should have its own printed cancellation policy, which should be shown to the client at the time of enrolment. You are strongly advised to agree the refund amount with us before returning the money to the client.

Financial Advice to Students

Students often miscalculate the amount of pocket money they need during their stay in Bournemouth. You can save them a lot of worry by giving them some guidelines. Our advice is that an amount equal to the cost of homestay accommodation is about right. Clearly, a student who spends every night in a disco, pub, entertainment centre etc. is going to spend more than a student who spends the evenings at home watching television. So, the amount should be adjusted accordingly.

Discipline

Students committing a criminal offence will be expelled immediately. Those under 18 will be put on the first available return flight home. Fees will not be refunded. Please note that those caught in possession of cannabis can face a 6-month jail sentence! Though we appreciate that this is a very delicate subject, it may be worth pointing out that shoplifting (stealing from shops) is not a game. Those caught will be charged, arrested and fined. They will also be expelled from the school.

Complaints Procedure

Normally, students are advised to make any complaint they may have immediately, whilst still attending the school. The procedure for doing this is posted in every classroom. However, should a student lodge a complaint directly with you, please would you communicate this as soon as possible to the Centre Manager?

It is our policy to resolve problems as quickly and sympathetically as possible and in the best interests of the student, always bearing in mind the reputations of both the school and you, the agent.

If, despite all our efforts, the problem remains unresolved, the student or you on the student's behalf are advised to make a formal complaint, in writing, to English UK:

English UK
47 Brunswick Court
Tanner Street
London, SE1 3LH

Email: info@englishuk.com
Tel: +44 20 7608 7960

English UK will attempt to mediate, but if this fails and the student is still dissatisfied, the complaint can be put to the independent Ombudsman, who will issue an adjudication which is binding on the school to accept.



Who's Who

Position	Name	Email
Chairman of the board of Directors	Clive Barrow	clive@beet.co.uk
Director & Company Secretary	Judith Barrow	judith@beet.co.uk
Director of Studies	John Dench	john@beet.co.uk
Centre Manager	Richard Ellis	richard@beet.co.uk
Asst. Director of Studies	Shaun Douglas	shaun@beet.co.uk
Marketing Executive	Sarah Beasley	sarah.b@beet.co.uk
Office/Finance Administrator	Kayo Daniels	kayo@beet.co.uk
Registrar	Zuzana Leech	zuzana@beet.co.uk
Administration Assistant	Kate O'Leary	soc.org@beet.co.uk
Accommodation Officer & Designated Safeguarding Lead	Alison Yorke-Saville	alison@beet.co.uk
Accommodation & Welfare Officer	Millie Hendy	accommodation.team@beet.co.uk
Accommodation Officer	Andrew James	
Canteen Manager	Tanya Cooper	canteen@beet.co.uk
Site Manager	Deon Van Essen	admin@beet.co.uk



Where to find us



BEET Language Centre
Nortoft Road, Charminster, Bournemouth,
Dorset BH8 8PY United Kingdom

tel: +44 1202 397 721/609
email: admin@beet.co.uk
www.beet.co.uk

Emergency Number: 07729164998