



International
Language
Homestays

Agent Manual



■ Introduction

This Agent's Manual is designed to help you understand exactly who we are, what we offer and how we work. We hope that by making our courses and services totally clear to you, our association together will always be extremely cordial and successful.

The Student Reservations Team in Margate will endeavour to make your life as easy as possible at all times and, through its quick responses to enquiries and efficient, uniform administrative systems, to help you maximize your business. Remember that if you or a member of your staff wishes to speak to us in your language, there will probably be a member of the Student Reservations Team who can help.

Our constant aim is to give the highest quality services both to our students and to our agents, while keeping our prices at the most competitive level possible. This winning formula can only serve to help you increase your business by working with us.

If, after referring to this manual, you would like some more information, just telephone, email or fax us.

We look forward to an ever more successful association in the future!

■ Staff at the Student Reservations Office dealing with ILH

Adam Wilton	Managing Director. Languages spoken: French, some Spanish
Richard Lewis	Academic Director. Languages spoken: French and Spanish
Cherry Thompson	Assistant Academic Director. Languages spoken: French
Max Keogh	Systems Manager. Languages spoken: French
Ross Emans	Office Assistant. Languages spoken: French
Michele Beldin	Office Assistant. Languages spoken: French
Gloria Lombardi	Office Assistant. Languages spoken: Italian
Rachel Swindale	Office Assistant
Ann Learmonth	Accounts Manager

Consultants to ILH

Malcolm Bruce	Financial Consultant
Kay Spittlehouse	Financial Consultant
Andrew Carter	IT Consultant

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■ Profile & History of International Language Homestays

International Language Homestays (ILH) is an extremely reputable international company whose founder pioneered the Language Homestay approach to language learning in the early 1980s.

From small beginnings in the South of England, where the first immersion courses were organized, the company has grown into the largest language homestay organization in the world - thanks to a concept that was totally original. ILH now offers 10 languages in 20 countries worldwide. For a full list of countries and locations please see our Courses and Course Fees sheets at the back of this manual.

It has been possible to offer such an extensive range of language courses in the country where the language is spoken thanks to the system of Local Organisers established by ILH over the years. This system has ensured that top quality host teachers are recruited, closely supervised and supported in each centre in each country. The Local Organisers work exclusively for ILH and are extremely dedicated and motivated. Many have been working with the organization for over 10 years and understand fully both the needs of the students and their host teachers. Many of the host teachers, too, have been successfully receiving students for over 10 years.

More recently other language organizations have come to realize the originality and business potential of the ILH formula and have imitated the programme. ILH has taken this as a considerable compliment! Also, this situation has helped the general public become more aware of this type of language learning programme, which is very positive. However, experience and dedication count in this specialist field, especially if courses are to be carried out successfully on such a large, global scale. And, in the final analysis, experience and dedication are the reasons why so many language travel agents worldwide, big and small, trust ILH and work with ILH.

ILH has always taken a long term approach in its business view. Its ongoing policy to invest in better and better resources, both human and material, has proved beyond doubt to have been the key to achieving and maintaining its position as market leader in the language homestays field.

International Language Homestays is accredited by the Association of British Language Schools (ABLS). This means that strict criteria regarding management, office systems, academic standards, resources and welfare are followed, guaranteed by regular inspections which additionally include lesson observations. ABLS is also a UK Borders Agency approved accreditation body. Here are some extracts from a recent ABLS Inspection Report (August 2009):

(ILH provides) good location of host-teachers homes in smart and safe areas; good quality living accommodation, safe, clean and with outdoor space; excellent quality of bathroom fittings, most having been newly refurbished.

A good academic chain of support is in place, from the director level through to the Local Organisers. Teachers feel very well supported. Loyal, hard-working teachers take their responsibilities seriously and attend to the requirements set down by ILH. Teachers have access to a range of coursebooks and audio aids.

Strengths of ILH's welfare system are: the hardworking conscientiousness of the Local Organiser who knows all students and teachers personally; frequent informal visits from the Local Organiser to check on the welfare of the student which, in addition, allows for constant checks on the maintenance of the home; the care and concern of the host teachers; the evidence of safety measures such as smoke alarms; good quality bedrooms; clean houses, excellent bathroom facilities.

ILH has a thorough and rigorous computerised system which records a large amount of data on students and teachers. The employed staff are of a high level of expertise and experience, with a caring and conscientious approach. This is reflected in their recruitment through the chain of administrators, local organisers and then on into the home tuition experience provided.

In brief this is how ILH works:

Enquiries, bookings, administration, academic support, problem solving



Student Reservations Office – located in Margate, Kent, England

Placement of student with most suitable host-teacher, monitoring the course, arranging airport transfers, 24 hour support and problem solving.

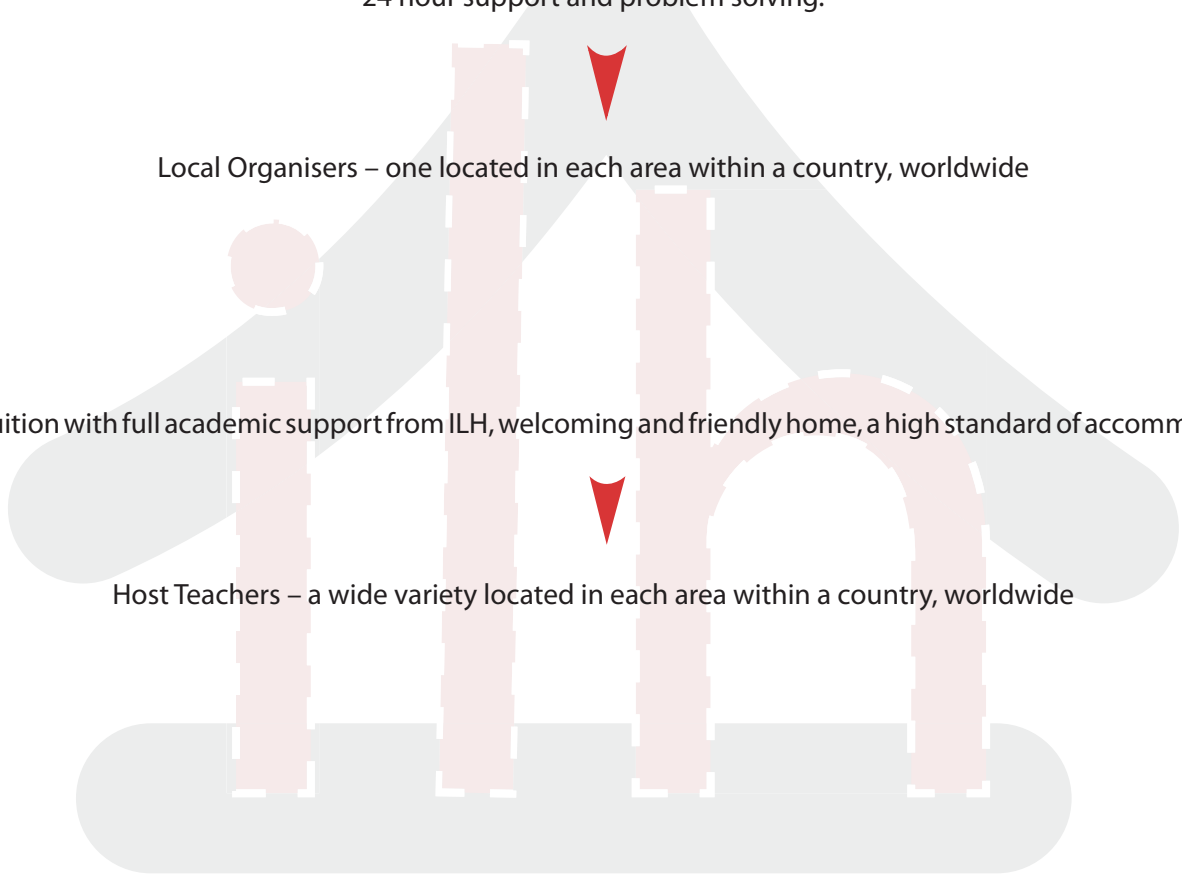


Local Organisers – one located in each area within a country, worldwide

Expert tuition with full academic support from ILH, welcoming and friendly home, a high standard of accommodation.



Host Teachers – a wide variety located in each area within a country, worldwide



■ Standard Course

Languages & Countries:

The Standard Course is available in all languages and in all countries offered by ILH.

Hours & Duration:

Students may choose 15, 20, 25 or 30 hours' individual class per week. The minimum course duration is 1 week (except the Intensive Midweek or Weekend Course - see below). The average course duration is 2/3 weeks. The lessons run from Monday to Friday. Note: 1 hour is 60 minutes.

Aim:

The overall aim is to make rapid progress in the language, with special emphasis on improving oral ability. As always, learners additionally play an active part in family life, joining in conversation at mealtimes, meeting people socially and experiencing the culture of the country. Students are carefully matched with host teachers in accordance with their age, interests, job/studies and other relevant criteria.

Course Content:

The formal lessons contain a mix of oral work, grammar, reading & discussion, vocabulary extension, listening comprehension, pronunciation, role play etc. At all times the student's particular needs are taken into account in the planning and delivery of the lessons.

Students:

This course suits all general learners, including children & teenagers, college students, adults and the retired. People in work needing the language for general purposes will find these courses suitable. Language teachers wishing to update their language and trainee language teachers will also find these courses suitable.

Dates:

Courses run from Saturday to Saturday (preferred) or Sunday to Sunday. If it is impossible to start on a Saturday or Sunday, owing to problems with travel, other start days may be accepted, subject to availability. Note: a week is 7 days, and if students arrive on a Saturday, they may leave on a Saturday. Courses are calculated in whole weeks. There is no price reduction for leaving a day early. We ask that students arrive between midday and 22.00. If a student arrives in the morning he/she would be expected to leave in the morning.

Recommended Hours and Duration:

The general rule is that the lower the start level, the longer is needed for good, useful progress to be made. It is better for an elementary student to do 3 weeks with 15 or 20 hours' class per week than to do 1 or 2 weeks with 25 hours' class per week.

Levels:

All levels, but courses are not very suitable for complete beginners.

■ Executive Plus

Languages & Countries:

The Executive Plus course is available only in English in the UK and Ireland. Note that placement with the most suitable and best qualified host teacher will take precedence over a request for a specific location.

Hours & Duration:

As for the Standard Course, learners may choose 15, 20, 25 or 30 hours' individual class per week. The majority of Executive Plus learners tend to choose 20, 25 or 30 hours. Note: 1 hour is 60 minutes. The minimum course duration is 1 week (except for the Intensive Midweek or Weekend Course). The average course duration is 1 or 2 weeks. The lessons run from Monday to Friday.

Aim:

The aim of the course is to enable executives and professionals to achieve effective communications skills in English in their particular work situation. Only host teachers of a suitable age with a relevant professional background and/or considerable ESP experience are used for this programme.

Course Content:

Each course is designed and taught according to individual professional requirements. The link to a needs analysis form is sent before the course starts and the client is asked to complete with details of his/her job and course objectives; the completed form should be e-mailed back to us as soon as possible to enable the teacher to prepare the course.

The course normally includes:

- Development of listening/speaking skills and key grammar teaching in the specific professional context
- Important work-related vocabulary and terminology
- Language work based on professional texts
- Key areas such as presentations and meetings
- Relevant role-play and simulation exercises
- Specific skills development, such as telephone English, writing reports and memos, professional correspondence
- English for social situations
- Note that a full length course report is issued at the end of the course in addition to the standard course report

Students:

This course is especially for business executives and all professional people. Typically these will be in the areas of business, banking, marketing, finance, law, medicine, engineering, military, computers, hotel and tourism, telecommunications, electronics.

Dates:

Courses generally run from Saturday to Saturday (preferred) or Sunday to Sunday, though there is further flexibility in this to accommodate work schedules and travel plans, subject to availability. Note: A week is 7 days and courses are calculated in whole weeks. There is no price reduction for leaving a day early. We ask that learners arrive between midday and 22.00. If a learner arrives in the morning he/she would be expected to leave in the morning.

Recommended Hours:

It is usually best to do 20, 25 or 30 hours, especially if the course is short, but see also Levels below.

Recommended Duration:

The higher the start level of the learner, the more he/she will benefit from it in a limited time period. Lower level learners should try to do a minimum of 2 weeks.

Levels:

All levels, but this course is most suitable for Low Intermediate and above. Elementary learners are not advised to do 30 hours.

■ English in Spain

This is for all agents seeking quality English courses in the teacher's home in a warm climate.

Original Concept

Since 2001 students have been benefitting from a full immersion English course in an English teacher's home in Spain. International Language Homestays offers English host teachers within easy reach of Alicante or Valencia who provide the same high standard of course as given in England.

Programme

The student receives 15, 20 or 25 hours' individual lessons per week. The Intensive Midweek or Weekend Course is also available. The course includes the usual excellent accommodation with full board and active participation in the English speaking family and social life of the host teacher. The teacher/family undertakes to occupy the student fully after class time and provides a wide variety of opportunities to continue practising English.

See Standard Course above for Aim, Course Content, Students, Dates, Recommended Hours, Levels.

English Community

Even though the course takes place in Spain, the host teachers, living within the English community, will integrate their students into a completely English way of life. They will speak only English, watch English TV, listen to English radio and read English newspapers. Visits to other English friends, to English clubs and societies, English speaking theatre, cinema and so on will all be arranged during the course, time permitting. The permanent population of the English community on the Costa Blanca is over 60,000.

Teachers

Many highly qualified and experienced English teachers and other professionals live on Spain's Costa Blanca. Many are retired in their 50's or even younger, and some have worked for International Language Homestays in England. International Language Homestays has selected from this community only teachers who meet or exceed the strict selection criteria applied in England. They all offer first class accommodation and, importantly, a great deal of time to dedicate to their student. They have all been personally interviewed and their homes inspected.

Transfers

Families will be happy to collect students free of charge within a radius of about 10 kilometres, from a bus station, bus stop or local railway station. For those arriving at Alicante/Valencia Airport or Alicante/Valencia Railway Station students are advised to take a taxi from the taxi stand to their host teacher (cost should not exceed €80 Euros each way). Transfers can be arranged with certain families; such transfers and their cost would need to be discussed at the time of booking.

Selling Points

Warm climate all year

Courses are priced in Euros

First class accommodation

Spanish clients can drive or take the train to their host teacher

Totally English environment offered within Spain

Many teachers have a professional background, ideal for executives

■ English in France

This course is similar in concept to English in Spain, though the English host teachers are widespread throughout France. It is envisaged that only French learners of English will take advantage of this English immersion course. In so doing they will have all the benefits of an English language homestay but without having to travel abroad. It will particularly suit teenagers who can be taken to the host teacher by their parents by car and busy professional people who want a short, intensive immersion course nearby.



■ City Plus

This option guarantees that students taking a course in one of the specified cities (see Course Information sheet) will be accompanied by their teacher or adult family member to visit a place of interest, theatre/concert etc (the choice is theirs), on three separate afternoons, or evenings for theatre/evening events, each week within the city/region (the days chosen will be appropriate to the visit). Visits outside the city can be arranged if preferred. Please note that students will enjoy their family's company and share their social life beyond these visits in the way that is customary for all ILH courses.

Students booking City Plus will have three accompanied outings as indicated above, with the cost of their travel and the accompanying person's travel included in the price they have paid. They will, as an additional cost, have to pay any entrance fee, theatre/concert ticket etc, as applicable, both for themselves and for the accompanying person.

Host teachers chosen for this option will all be within easy reach of the city centre and will be selected because they are especially helpful with students wishing to see and visit important sights and events in the chosen city.

■ Activity Plus

This option provides a tailor-made activity/cultural package for students in almost all our centres worldwide. It includes three separate half days (or one full and one half day) of accompanied activities and/or excursions, or of special interest classes. Any applicable travel is included in the price. Students must pay for any entrance fees, if applicable, both for themselves and for the accompanying person.

This option may be of particular interest to students placed outside city locations and for whom the City Plus option would not be possible.

■ City Experience Option

This option is particularly designed for students who are not placed in a city location and who wish to visit a city within reasonable reach during their course. The option includes a full day visit to the chosen city accompanied by the host teacher or an adult family member. The cost of this option includes transport costs to and from the chosen city, but students must pay for any entrance fees, as applicable, both for themselves and for the accompanying person.

The above options may be added to any course in the centres indicated (see Course Information) at a supplementary fee. The options will suit those who want the guarantee of accompanied, pre-specified visits during their course. As the fee charged for these options only covers actual costs, it is non-commissionable.

■ Summer Special Course

(a special course for younger students who wish to share the lessons and host teacher with one or two other students of a different nationality)

Languages & Countries:

The Summer Special Course is available only in English in Southern England.

Hours & Duration:

There are 15 hours of shared class per week. Lessons run from Monday to Friday. This option is available between the weekend of 2/3 July and the weekend of 30/31 July 2011, and stays must be of 2 weeks or more within this period. If a student wishes to have additional weeks before or after the Summer Special Course period he/she may book the one student programme (Standard Course) for the additional weeks. Note: If there is no partner for any part of the stay during the course dates the student will receive 15 hours' one-to-one tuition at the same price as for the Summer Special Course. We cannot always guarantee a partner student.

Aim:

The aim is to provide an interesting course where two or more teenage students of different nationalities are placed together in the same host teacher family. As well as sharing the class, they will share their free time and do activities together. As they will not speak the same language, they will have to communicate in English with each other, as well as with the family. Students will be placed with suitable families, experienced in hosting teenagers. Students who really want to learn and who want to speak English all the time during their stay will make real progress on this course. They will not speak their own language after class, as they do when they go to a traditional language school.

Advantages:

A saving of 13% on the Standard Course.

The benefit of having a partner or partners to share free time after class when English children are still at school (State schools' summer holidays do not start until the last week of July in the UK).

Course Content:

As for the Standard Course, though this will be a shared General English course and cannot normally be orientated to a specific objective (such as a particular examination).

Students:

This is a special course uniquely for youngsters aged 14 to 17 years old who wish to share lessons with a student or students of a different nationality. **IMPORTANT:** this is an extra option; younger students may always book the Standard Course in all centres at all times of the year.

Dates:

Courses run from Saturday to Saturday or Sunday to Sunday (see above for dates)

Levels:

This course is recommended for students who have done at least 2 years of English up to high intermediate level. It is not suitable for very elementary or for advanced students.

Transfers:

Transfers are arranged at a fixed cost from Heathrow, Gatwick, City and Stansted airports and from Ebbsfleet International Station. Transfers are mandatory for students under 17 years old, unless we are informed that they are being accompanied by an adult on arrival and departure. Please check our current Fees for transfer prices and conditions. Note that there is a supplement of £10 for departure transfers in the UK for students aged 14 - 16.

Placement Details:

Placement details for this course will not normally be sent until two weeks before the course start date. Students may sometimes share a room with their partner student. A single room cannot be guaranteed.

■ Two Student Option

Languages & Countries:

The Two Student option is available in all languages and in all countries offered by ILH.

Hours & Duration:

As for the Standard Course.

Aim:

The aim is for two students of similar language level to make rapid progress during their shared classes.

Course Content:

As for the Standard Course.

Students:

This option is suitable for friends, couples and relatives who wish to share lessons and accommodation in the same teacher-family. It will suit all general language learners.

Dates:

As for the Standard Course.

Recommended Hours:

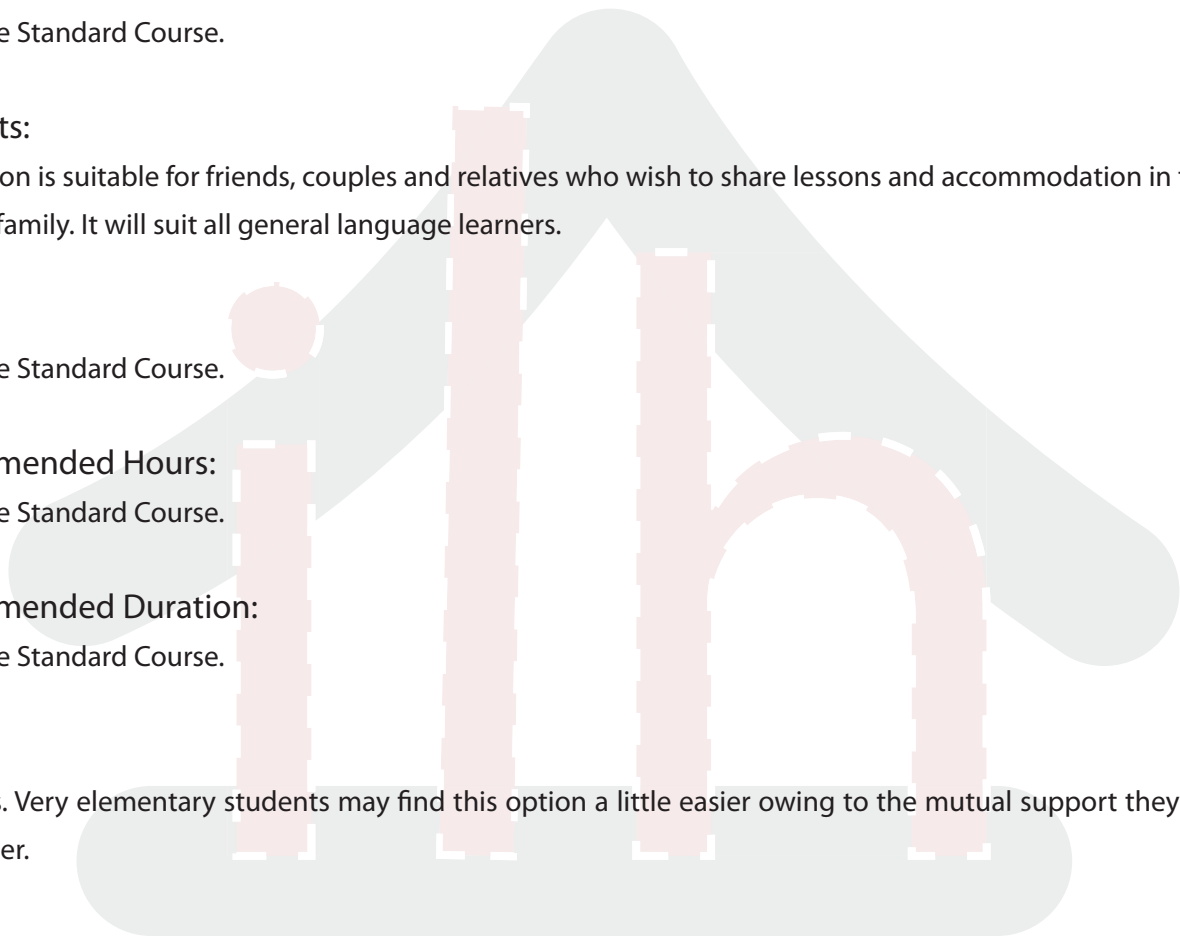
As for the Standard Course.

Recommended Duration:

As for the Standard Course.

Levels:

All levels. Very elementary students may find this option a little easier owing to the mutual support they can give each other.



■ Examination Preparation Course

Languages & Countries

Special preparation courses are offered at a supplement (see Fees) for the following examinations in English:

- Cambridge Preliminary English Test
- Cambridge First Certificate in English
- Cambridge Advanced English
- Cambridge Proficiency in English
- IELTS
- TOEFL
- TOEIC

These courses are available in England, Scotland and Ireland only.

Hours & Duration

Students may choose 15, 20, 25 or 30 hours' individual class per week. The minimum course length is 1 week, though realistically for meaningful examination preparation, courses should be a minimum of 2 weeks, and 3 or 4 weeks would, naturally, be better. Generally students will already be preparing to take the examination in question in their own country, or about to embark on a preparation course. Our course will, therefore, usually represent an additional and supportive (or preliminary) element to their longer-term preparation at home. If students want to take any of the examinations indicated above in the UK or Ireland we can usually enter them as long as we are given sufficient notice and are paid the examination entry fee. Please check with our office for details regarding the terms and conditions of specific examinations.

Aim

The course focuses clearly on the examination that the student is preparing for. The aim is to raise the student's linguistic standard significantly by doing solid examination-orientated practice in the four skills areas, and to extend and improve their oral/aural skills informally after class.

Course Content

The content of the course is determined by the content of the examination. Special examination preparation materials are provided, covering all aspects of the examination, and students may request to emphasize certain skills areas according to individual need. The examination preparation materials may be kept by the student.

Students

This course will typically be for students and young adults who need the examination for work purposes.

Dates

As for the Standard Course.

Recommended Hours

If the course is short (1 or 2 weeks) it is best to do 20 or 25 hours' class per week. For longer courses 15 hours is an option.

Recommended Duration

A minimum of 2 weeks is recommended, and ideally 3 or 4 weeks (see above).

Levels

Students should be at or approaching the level corresponding to the chosen examination in order to do the examination preparation course. If they are significantly below the level and want a preliminary to course to enable them to start an examination preparation course then the Standard Course is recommended.

■ Other Examinations

The Standard Course can, in a more limited way, be orientated to help students preparing for the examinations indicated below, though special examination preparation material cannot always be provided. There is no supplementary cost for this service.

England

- Common Entrance
- GCSE (O & A Level)
- London Chamber of Commerce

USA

- GMAT

France

- Baccalauréat
- Concours Grandes Ecoles
- CAPES
- DEUG
- HEC
- Certificat Européen

Germany

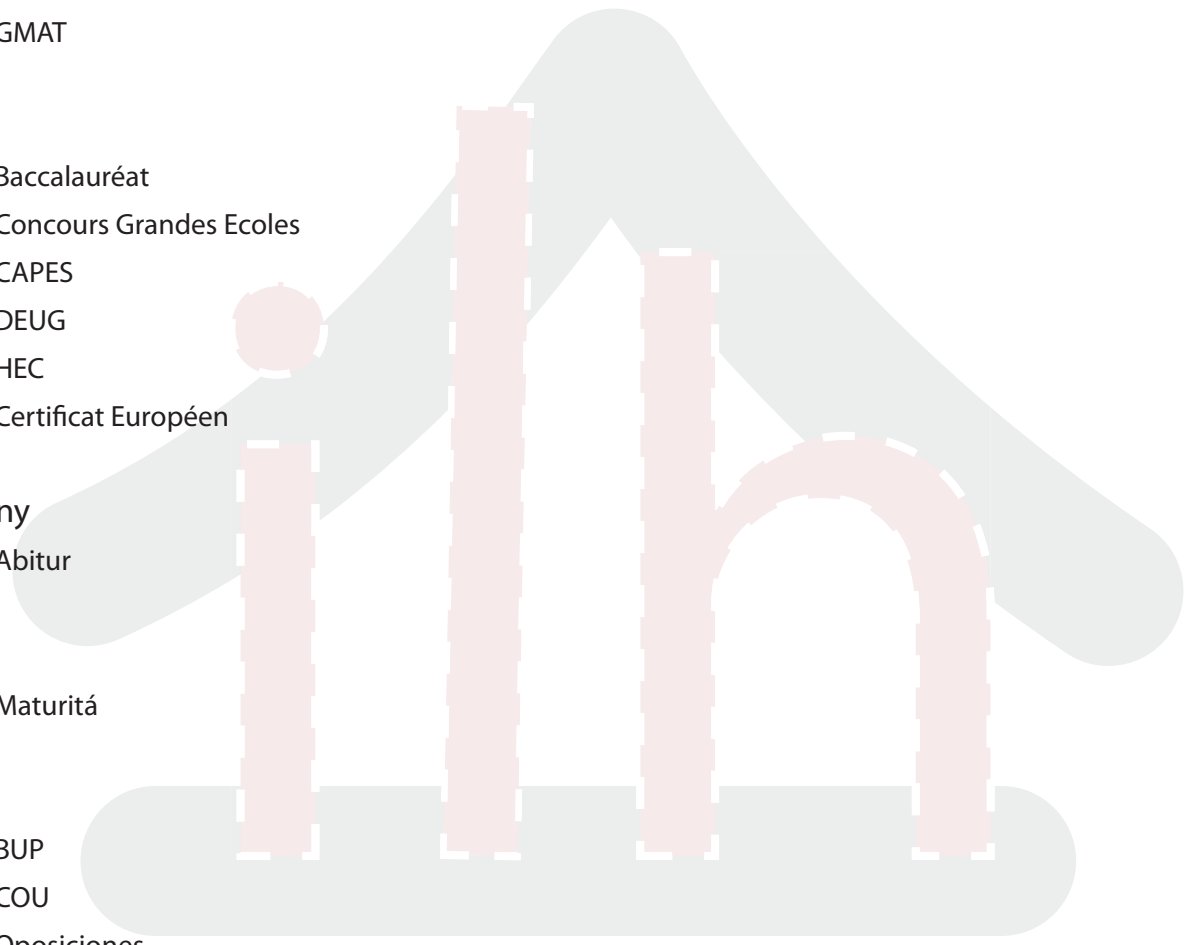
- Abitur

Italy

- Maturità

Spain

- BUP
- COU
- Oposiciones



■ Language and Hobbies / Sports

Language and Hobbies/Sports

It is possible to combine a course with a special activity.

Activities that can be typically arranged are:

- Golf
- Tennis
- Swimming
- Horse riding
- Sailing
- Water sports
- Flying
- Skiing
- Art / painting
- Music
- Antiques
- Stately homes
- Castles
- Bridge
- Cookery
- Flower arranging
- Aromatherapy

An extra cost will be payable in most cases, depending on which activity is chosen and in which country. This cost will be quoted on request.

Some activities are only available in specific centres and countries:

Golf in South East Kent, England, and in Scotland.

Flying in South East Kent, England.

Bridge in Edinburgh, Scotland.

Skiing in the South of France and Austria.

Certain very localized activities can also be arranged, such as visiting the Chateaux in the Loire Valley, France.

Any request will be considered and checked against the range of activities offered by host teachers and against availability. Note that full student details, including requested course dates, must be received by the Student Reservations office before an answer can be given to a request.

■ Family Bookings

ILH courses allow great flexibility. Those who wish to bring their spouse/partner and/or their children are very welcome. ILH has many host teachers with houses spacious enough to accommodate families.

It may be that one person alone wishes to have classes, or perhaps two people wish to share classes together. Those not having classes come on an accommodation only basis. Note that children under the age of six can only be accepted if they are accompanied and supervised by an adult who is not taking lessons.

Relevant prices for this type of programme are shown on the Course Information and Fees sheet.

■ Private Bathroom Option

The meaning of Private Bathroom Option is that a private bathroom is guaranteed.

The Private Bathroom Option is available in Great Britain, Ireland, the USA, Canada, Malta, South Africa, Australia, New Zealand, France, Germany and Italy.

The following courses can normally be upgraded to Private Bathroom Option:

- Standard Course
- Executive Plus
- City Plus
- Intensive Midweek or Weekend Course
- Two Student Option
- Examination Preparation Course
- Family Booking

Please note that on the Two Student Option the supplement payable for this option would be shared by the two students.

■ Accommodation Only

Students who are booked on to a course and who wish to have one or two extra days' accommodation may do so. They will pay an Accommodation Only rate for this, which is shown in the fees sheet and calculated on a daily basis. This is primarily to allow a degree of flexibility in making travel arrangements at busy times of year.

For Family Bookings, those members of the family not receiving classes may also come on an Accommodation Only basis. This may be for all or part of the accompanying student's stay. The cost will also be calculated on a daily basis. There are reduced rates for children. Prices are shown in the fees sheet.

Please give warning to clients that this is family accommodation, and that the family do not provide hotel-type accommodation or hotel-type services.

■ Split Stays

Sometimes it is necessary to book part of a course with one host teacher and part with a second host teacher. Although ILH tries to minimize split stays, these can happen when:

- The course is longer than 3 weeks. A host teacher often will not accept a student for more than 3 weeks; in any case, it is often better for the student to experience a second host teacher on a long course
- The booking is late and the only availability possible is a placement with two host teachers
- The student insists on a specific location, but there is only limited availability in that location

If a course is booked with more than one host teacher, ILH will cover the transfer costs between host teachers. The Academic Department will also ensure that there is full academic continuity between teachers.

■ Student Profiles

Types of students who choose the ILH Standard Course

Student type: Teenager

Jessica: French 14 years old Target Language: German

This young girl was doing well in German at school, liked the subject and wanted to improve on her Low Intermediate level. Her parents sent her for a one week course during her school holiday in April. She said, "It was marvellous working with my teacher in the morning and afterwards participating in the family life, talking all day. This showed that the teachers have a private, personal life that is just as interesting as their professional life".

Student type: Young Adult (General)

Monica : Spanish 22 years old Target Language: English

This young lady's brother is an English teacher and he recommended an ILH course to her when she was 18 years old. She came for 3 weeks in the summer, then repeated the experience each year for the next 3 years! She said, "At first I spoke hardly any English, so I was really worried about the course and my ability to learn English. Today I not only speak English, but I speak very good English. Every time I came back, I improved it and I'm very proud of myself. I had good teachers, who became good friends too. This is the best way to learn a language well".

Student type: Young Adult (Student)

Luca: Swiss 21 years old Target Language: English

This young man was enrolled on a Business Studies course at the University of Buckingham, England, and needed to get a score of 6.5 at the British Council IELTS (International English Language Testing System) in order to gain admission. He was already at High Intermediate level and came for a 5 week course in the autumn. He said, "I had an excellent welcome, the family was very friendly and the course was just what I wanted. I had five very pleasant weeks of study".

Student type: Adult (Employee)

Sylvie: Belgian 34 years old Target Language: English

Sylvie, a secretary, needed General English in her job . Although technically at Mid Intermediate level, she was unable to understand everyday English well or express herself as she wanted. She enrolled on a two week course in Dublin in February. She said, "This type of course is more adapted to you than at a language school. You can ask all the questions that occur to you. It is an individual course. The other members of the family also help you and do all they can to put you at ease".

Student type: Adult (Employee)

Jean Pierre: French 42 years old Target Language: English

Jean Pierre is a journalist who thought it would be useful to him, both professionally and socially, to activate and improve his Mid Intermediate level. He had previously been on a General English school course in Toronto, but felt he needed something more effective. He came on a two week course in Edinburgh in June. He said, "This is the best course if you want to improve quickly. The course was my best language learning experience".

Student type: Adult (Teacher)

Rocio: Spanish 32 years old Target Language: French

This lady is an EGB (Primary School) Teacher who wanted to improve her oral fluency in French and feel more confident in the language. She enrolled on a one week course in the South of France in June. She said, "For me the choice of an ILH course in the teacher's home was the most beneficial and practical on a didactic level given the little time I had available. The learning process was continuous, and not confined exclusively to the formal lessons".

Student type: Adult (Retired)

Chieko: Japanese 60 years old Target language: English

Chieko not only wanted to learn the language, she wanted to know everything about life in England and the way people thought about things. She had a reasonable level of English, but was a little hard of hearing. She chose a one week course in Kent in April. She said, "I was a bit afraid of how the family would be - utter strangers. But they were very kind and warm-hearted. I enjoyed myself. I did not need to worry about other students, so I could speak without hesitation".

Types of students who choose the ILH Executive Plus Course

Executive Plus Student type: Executive

Gérard: French 41 years old Target Language: English

Gérard is a Director of one of the world's most well-known Champagne houses. He already had a High Intermediate knowledge of English but needed to improve his oral English for the purpose of conducting meetings and making presentations; he also wanted to be able to socialize easily with foreign clients. He enrolled on a one week course with 25 hours' class in Kent in May. He said, "I had great satisfaction from the course. I was especially happy to have made the acquaintance of my teacher-family who did the maximum to make my stay so pleasant and interesting. I know for sure that I have made great progress".

Student type: Executive

Helena: German 27 years old Target language: English

Helena works in the Reservations Department of a well-known tour operator in Germany. Initially, she booked on an ILH Two Student Option course in Spanish in Barcelona in February, coming for one week with a work colleague. She wanted to improve her Spanish both for work and pleasure. Then she was invited by her company to upgrade her already Advanced level English and so returned for an English course in June. She opted for a one week Executive Plus course in Kent with 25 hours' class. She especially wanted to focus on English for international tourism. She said, "The tuition was very individual and focused on my specific needs. I was overwhelmed by the friendliness of my teacher-family".

Types of teenage students who choose the Summer Special Course

Summer Special Course

Benat: Spanish 15 years old Target language: English

Brice: French 15 years old Target language: English

Benat and Brice came for a two week course in South East Kent in July. They were both 15 years old and at a Low Intermediate level. They were placed with a teacher-family who have a large house with gardens 5 miles from Canterbury. Between them they had interests which included, football, cycling, swimming, horse-riding, playing the guitar and going to the cinema. They were able to pursue most of these interests during the course, speaking English all the time. Benat said, "I must say I have been very lucky with my teacher-family. They made me part of the family and made my stay really enjoyable".

Types of students who choose the ILH Two Student Option

Student type: Adult (Employee)

Venero & Ombretta: Italian 30 & 37 years old Target language: English

Venero and Ombretta are two nurses who work in a private hospital in Bologna. They needed to be able to speak to foreign patients. Their English was near Beginner level so they decided to come on a Two Student Option course, where they could give each other mutual support. They enrolled for two weeks in Kent in May. They said, "There was a serious work atmosphere, but we were always at ease and relaxed".

Student type: Adult (Retired)

Jean & John: English 61 & 65 years old Target language: French

Jean & John, a married couple, are retired teachers who had visited France many times before and had studied French previously. They wanted to go to France to have lessons and to get to know the way of life first hand. They chose a one week course in the Loire Valley in April. They said, "It was culturally interesting, very stimulating and extremely rewarding - and much more comfortable than a school! We made good friends with whom we correspond, and who we hope to see again one day. And our French is 100% better!"

■ Selling an ILH Course

General Points

In proposing an ILH course to a potential client you are guaranteeing to them a quality language homestay that will match our brochure description. The client is asked to trust your ability to sell the right course as a reputable agent and to trust the ability of ILH to provide the most suitable host teacher and the other course elements as specified.

In the selling stage, a potential client may ask to see the details of the host teacher he/she would be placed with before deciding on the course. This can lead an agent to ask us to send the details of the specific host teacher we would provide before this client has enrolled. This is not possible. It is not possible to sell our course by selling a specific host teacher. It is important to understand that teachers are not schools; they are not fixed installations. A teacher may fall ill before the course starts, or their family circumstances may suddenly change. Sometimes the client may change course dates and we then find that the originally booked host teacher is no longer available. In all these cases we will provide another suitable host teacher who will be equally as good as the host teacher originally booked.

It is also very important to understand that placing a student with a host teacher is a two way process. The host teacher has to accept the student, as well as the student accepting the host teacher. This 'human element' in the process means that it is just not possible for us to propose two or three host teachers for the student to choose from, as if they were inanimate language schools or hotels.

The procedure therefore is to sell the programme, not a specific host teacher. Naturally, we understand that a client may want to see concrete details of the kind of host teacher he/she can expect. In order to assure your client at this point, you should refer to the section "Typical Teacher Profiles" in this manual. Here you will find profiles of representative host teachers, which will give the client an excellent idea of the kind of host teacher, family and accommodation that he/she can expect.

It is also important to explain to your clients that they should complete our enrolment form, and that on the basis of the information they give we will find the most suitable host teacher for them. You should guide them out of the 'hotel mentality' that they sometimes bring to this situation, where they give you a long list of all the features they want and then ask you to come back with the host teacher/location that exactly matches their specifications. In making the sale you will explain that their profile as shown on the enrolment form is taken fully into account when a host teacher is selected for them, but that it is not feasible to proceed if a series of conditions is given by them (except those relating to allergies and special medical or dietary requirements).

Parents sending their children have in recent years increasingly asked for host teachers with children of the same age. While we will always do our best to fulfil specific requests, we unfortunately cannot accept such a request as a condition of the booking, even if the booking is made early. Our policy regarding young students is to place them with host teachers who are experienced in teaching and looking after young people, and who are normally happy to introduce them to other young people in the area. It is important therefore to inform parents that the overwhelming response from young students on our courses has been extremely positive and that they invariably develop a special relationship with their 'second parents', but that it is not possible to guarantee a host teacher with children of the same age at home.

Because of their positive experience, students, especially younger students, may ask to return for another course with the same host teacher. Alternatively, a student or a student's parents may request a specific host teacher on the recommendation of someone they know. While we will naturally place a student with the requested host teacher if possible, we always reserve the right to change the host teacher and place the student with another suitable host teacher in the event of unforeseen circumstances, for example illness or an accident. Similarly, we also reserve the right to place the student with an equally suitable host teacher if the requested host teacher is not available. It is important to explain to the client therefore that we cannot make placement with a specific host teacher a condition of the booking.

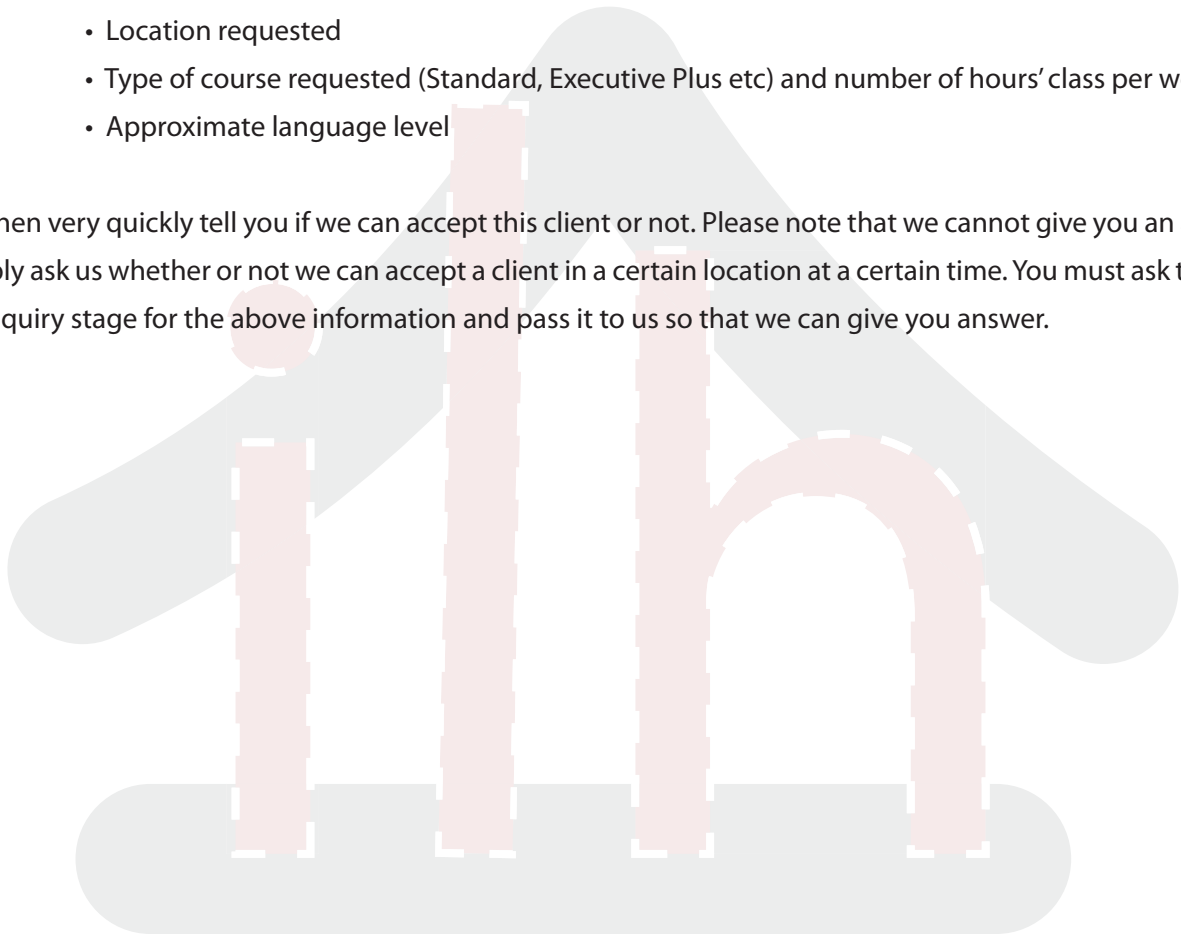
Finally, the client must enrol, pay you a deposit or the full fees and we must receive full details before we can send the description of the specific host teacher and accommodation chosen for this client. In fact, it would simply not be possible for our Reservations Office to propose a specific host teacher for every enquirer as this would involve as much work as actually processing a booking. If the client does not for some reason accept the host teacher chosen by us, he/she can always say so and, providing there is good enough reason, we will provide an alternative.

■ Late Bookings

You may receive a request for a course in a specific location with only two weeks' notice or less. In this case, when you contact us to check if we can accept your client in that location, you must give us the following minimum details:

- Name
- Age
- Sex
- Profession
- Allergies and special medical or dietary requirements
- Smoker or non smoker
- Requested arrival and departure dates
- Location requested
- Type of course requested (Standard, Executive Plus etc) and number of hours' class per week
- Approximate language level

We will then very quickly tell you if we can accept this client or not. Please note that we cannot give you an answer if you simply ask us whether or not we can accept a client in a certain location at a certain time. You must ask the client at the enquiry stage for the above information and pass it to us so that we can give you answer.



■ Student Expectations

So that a student may know exactly what to expect (or not to expect), the following description of the key points of an ILH course may be useful in selling the courses and preparing students:

1. Personal, not impersonal

ILH offers the language learner an opportunity that no other school, method or course can provide. It brings him/her together with a teacher on a personal basis for the purpose of learning or improving a language. The really important word here is "personal" and the fact that the student lives in the home of the teacher increases the interpersonal nature of the course.

2. Teaching adapted to the student (as far as possible)

The course is quite different from school classes in the conventional sense. The formal work in the specified tuition time is adapted, as far as possible, to the needs, level and requests of the student. The student may specify the work he/she wants to do, though of course the teacher's judgment on what is best for the student will also be important. A student may, for example, say that he wants to speak all the time. This is clearly not possible for 3/4/5/6 hours each day, and a variety of activities aimed at increasing oral fluency will be suggested by the teacher.

3. Flexible programme, evolving as the course progresses

The course aims to be relaxed and to encourage communication. The teacher and student develop objectives together as the course progresses. The teacher will plan out the opening phase of the course, but the student should not expect a detailed and rigid programme worked out in advance for the whole course. The planned work will constantly be reviewed and modified as the course progresses. Do not therefore ask for a student's detailed work programme before he starts the course. Only a sample programme can be given, to give a general idea.

4. Student should take full advantage

Students are encouraged to take full advantage of this unique learning situation. They will not be able to speak their own language and, as they are not inhibited by being in a group situation, should acquire considerable confidence in communicating.

5. Specialized Courses

Where a specialized course is requested (e.g. Executive Plus), or if a student wants to prepare for an examination (e.g. Examination Preparation Course), the selected teacher will be given a special briefing and issued with special teaching materials. It is always the aim of ILH to choose a host teacher of a suitable background and with relevant teaching experience for the learner.

6. Unrealistic Expectations

Many students have been on a conventional language course before, in their own country or abroad, and have not made as much progress as they had hoped. Most who come on an ILH course realize that they achieve far greater progress than on any other type of course. However, although the price of an ILH course may seem high compared to a language school (in fact, language school one-to-one classes are normally more expensive than at ILH), the student should not expect that this will buy a linguistic miracle! Some students do have over high expectations. Such students are often those who already have difficulty in learning a language, and/or those who start from a very elementary level, particularly older learners, in their 40s or 50s.

The average student coming as Low Intermediate could reasonably expect to progress to a good Intermediate level after a 2/3 week course. He/She should be able to communicate and understand competently at this level by the end of the course, but will not leave speaking like a native.

■ After Class

Before they decide to enrol, many potential students worry about what they will do after class. They worry that they will be left on their own all the time and that they will get bored. This worry sometimes stops them enrolling. In explaining ILH courses to such students, you should make the following points clear:

a) Generally, the spirit of the course is that the student participates in the life of the family after class. This may mean doing mundane things, like going shopping together, it may mean visiting friends, it may mean an outing to somewhere of interest, it may mean an evening in the pub. Each family is different and will offer different things. There is no language school-type activities programme where set activities are scheduled, and students should not expect that every minute of the waking day will be pre-planned before the course. The family will discuss possible activities and things the student may want to do once the student is with them. Of course, if a student has specifically asked to do a particular activity such as horse-riding or golf, this will be arranged by the family in the student's free time.

b) In fact, students should never feel isolated or bored. Families will always go out of their way to be with students in their free time or to give them opportunities for activities, so as to keep them happy and interested. However, realistically there may be some times when the student will be on his/her own, and it may not always be possible for the teacher to be with the student every minute of the day, especially if the teacher is the wife who must also prepare food and do housework. At these times students may be expected to get on with homework or other self-study work, or perhaps pursue an activity suggested by the family.

c) Please note that it is important to explain to students that any costs incurred on an outing or visit (entrance costs, refreshments, extras at pub/restaurant etc) will be payable by the student. It is recommended that students allow a minimum of £60 per week (or the equivalent currency) for pocket money expenses during the stay.

d) London: students who enrol for London must understand that, because of the costs involved in travel and entrance fees, tickets etc, it is unrealistic for them to expect their teacher to accompany them to the famous sights or theatres of London on a regular basis. Families will be happy to spend time with their students in their normal family life. However, it is important to explain to students that if they expect to visit the sights of London with their teacher on a regular basis they must book City Plus in London.

■ Teachers and Accommodation

How Host Teachers Are Selected

All host teachers are personally visited and interviewed by an ILH Local Organiser, who uses the following exacting criteria for selection:

1. Qualifications

All ILH teachers must have a minimum of a higher education certificate/diploma; ideally they should have a university degree or equivalent and/or a teaching certificate.

They must demonstrate an excellent teaching ability and either have one-to-one teaching experience or teaching experience which will clearly enable them to teach one-to-one successfully.

All new teachers must be prepared to attend a training session or sessions organized by ILH, as available.

2. Personal Qualities

All ILH teachers must demonstrate an ability to communicate effectively with foreign students, even at a very low level, and establish a rapport with them. Personality is important here, and clarity of speech. They must show that they will be sensitive to the students' needs and allow them to talk as much as possible, rather than talk all the time themselves. They must demonstrate that they will show flexibility rather than authoritarianism or rigidity in their teaching approach to their students. At the same time, they must show that they will display professionalism in delivering the correct number of formal lesson hours and an intellectual ability to plan and deliver a course in line with the needs and objectives of each individual. Also, especially if they are youngish housewives with children, they must establish the fact that the children will be looked after during class time and not be in the class area or disturb lessons. Naturally, both the teacher and his/her spouse must be the kind of people who will do their utmost to welcome the student, who will appreciate the problems the student may have with cultural differences.

Selection Criteria for accommodation

The accommodation offered by a host teacher will be in a pleasant area, be clean and tidy and provide a good level of comfort. The room to be used by the student will be of a reasonable size and the student will not be asked to share (unless this has specifically been asked for).

Every student will have a comfortable, full-size bed with a good supply of blankets or duvet, ample drawer and wardrobe space, a writing desk or table and chair, a mirror and a waste paper bin. There will be good lighting by the bed, over the mirror and at the desk. Adequate heating will be provided.

Linen and towels are provided and will be changed, and the room cleaned, in accordance with each family's schedule. Note: this does not include daily making of the bed and it is important to point out that this is family life rather than a hotel.

Meals

ILH host teachers are asked to provide the student(s) with three meals per day:

Usually continental breakfast

A light lunch (for example, salad or sandwiches or cold meats)

A cooked, substantial evening meal

Students always have their meals with the family

Laundry

Light laundry can be done together with the family's general laundry, in accordance with their usual laundry schedule. This would not normally include heavy items, such as jackets and trousers, or ironing.

The above basic requirements for accommodation and board are those laid down by the Association of British Language Schools (ABLS) for homestays; these guidelines will help you to know what to expect from ILH, though in reality the basic requirements are usually far exceeded.

Internet Access

We cannot always offer internet access on our courses as host teachers may not wish students to have use of their personal computer, which may contain confidential information. Furthermore, experience has shown that, where use has been allowed, costly corrective work to the computer has frequently been necessary after the student has left.

Those who wish to use a computer are advised to check if their host teacher has WiFi at home and, if so, to bring their own laptop. Note that there are limits on the amount of material that can be downloaded. As an alternative, there is generally a public internet facility not too far from most host teachers' homes, such as a public library or an internet café.

Variety of Host Teachers

One final point is that ILH Local Organisers recruit a wide variety of host teachers. There are young families with young or teenage children; there are middle aged or older families where the children have left home; there are families on the sea, in the country, or in a town or city; there are families who actively do different types of sports, or who have particular hobbies and interests; there are families with a business or professional background, and so on.

The Local Organiser gets to know each teacher-family very well and will always take great care in matching each student with the right type of teacher-family, based on age, interests, language level and any special course request that the student may have made.



■ Typical Teacher Profiles

Teachers with children at home

Teacher:	Sue	born:	1962
Qualifications:	Sue has the CELTA and Trinity College Diploma in TESOL. She has been teaching English to foreign learners on a one-to-one and two-to-one basis at home for over ten years.		
Husband:	David	born:	1959
Occupation:	David is an engineer in the steel industry.		
Children:	They have a daughter of 15, Lauren, and a son of 11, Connor.		
Home/Location:	They live in a large, detached house with 5 bedrooms in Minnis Bay, Kent (GB) on the sea. They are close to shops, the sea front and all the facilities of the nearby town of Birchington.		
Interests:	Sue is interested in sport and her active interests include swimming, cycling and walking; David likes all sports, especially swimming; their children, Lauren and Connor, are also enthusiastic about swimming and cycling.		
Journey time:	They are 1.5 hours by car from Gatwick, 20 minutes from Port Ramsgate and 45 minutes from Port Dover.		

Teacher:	Jane	born:	1978
Qualifications:	Jane has a PGCE (Post Graduate Certificate in Education) and a Bachelor of Arts University Degree. She has been teaching English to foreign learners on a one-to-one and two-to-one basis for three years.		
Husband:	Peter	born:	1979
Occupation:	Peter is a driving instructor.		
Children:	They have a daughter, Hannah, who is six and a son, Jo, who is three.		
Home/Location:	The family live in a 3-bedroomed terraced house in the seaside town of Herne Bay in Kent. All usual facilities can be found there and the pretty towns of Broadstairs and Ramsgate are a short distance away. There is also easy access by train or bus to the cathedral city of Canterbury.		
Interests:	All the family are keen swimmers. Jane's other interests are reading and walking. Peter enjoys watching football and working out in the gym.		
Travel information:	Herne Bay railway station can be reached from London Victoria in approximately 1 hour 45 minutes and the family home is 2 miles from the station.		

Teacher:	Felix	born:	1961
Qualifications:	Felix has a University Degree in Spanish literature and has had extensive experience in mainstream education and one-to-one teaching of Spanish.		
Wife:	Elfi	born:	1963
Occupation:	Elfi is a teacher of Spanish and German, and is also an experienced translator.		
Children:	There are four sons – Miguel, Pau, Guillem and Gueralt – whose ages range from 11 to 18 years.		
Home/Location:	The family live in a 6-bedroomed detached house in the pretty town of Olesa de Montserrat with easy access to nearby Barcelona, a lively city renowned as a tourist destination with its wealth of famous sights, shops, and cafés.		
Interests:	All the family are very sporty and also love music. Both Felix and Elfi are keen skiers.		
Travel information:	By taxi or family transfer.		

■ Typical Teacher Profiles

Teachers with no children at home

Teacher:	Megs	born:	1948
Qualifications:	Megs has both a Bachelor of Arts University Degree in French and a Master of Arts Degree in Modern Languages. Besides this, she has a TEFL certificate from the Stanton School of English and a Diploma in Marketing. Her teaching career encompasses language teaching in primary school as well as many years of teaching English as a Foreign Language on a one-to-one basis. She has also had experience of working in commerce.		
Husband:	Eric	born:	1950
Occupation:	Eric is a qualified chartered accountant and works in finance.		
Home/Location:	Megs and Eric live in a 4-bedroomed terraced house in the lovely London residential area of Chiswick and central London is easily accessible from here.		
Interests:	Megs' interests are reading, theatre, gym and swimming. Eric is keen on history, reading, rowing and fishing.		
Travel Information:	Easy access from Gatwick or Heathrow by train/underground or by taxi.		

Teacher:	Anne-Marie	born:	1952
Qualifications:	Anne-Marie has a French state teaching qualification and she has had many years of teaching in mainstream education and teaching French on a one-to-one basis.		
Husband:	Christian	born:	1950
Occupation:	Christian is an engineer and his work has taken him to the USA, Germany as well as France.		
Home/Location:	Anne-Marie and Christian live in a 5-bedroomed house in Antony, which is in the south of Paris and is within easy reach of the centre.		
Interests:	Both Anne-Marie and Christian share in interests in travel and hiking. Anne-Marie also enjoys reading, gardening and mountaineering.		
Travel information:	Easy access on the RER B train from central Paris to Antony.		

■ Typical Teacher Profiles

Teachers for Executive Plus

Teacher:	Helen	born:	1947
Qualifications:	Helen has a very interesting combination of qualifications. She has a University Degree (BA) and a Law Degree; in fact, she has spent most of her working life as a practising solicitor. In addition, however, she has the CELTA. Needless to say, she is extremely well able to teach all students who want a law based language course. Helen has been teaching foreign learners at home for 10 years.		
Husband:	Frank	born:	1940
Occupation:	Frank is also a lawyer and has attained various eminent positions in the legal profession, including that of Coroner for his local district. He is currently a Tribunal Chairman.		
Children:	They have 3 daughters and 2 sons, all of whom have now left home.		
Home/Location:	They live in a large house with 6 bedrooms in the very best area of Tunbridge Wells, Kent (GB), a town which is described above.		
Interests:	Helen likes doing needlework and listening to music for relaxation; Frank enjoys cycling.		
Journey time:	Around 45 minutes by car from Gatwick.		

Teacher:	Bob	born:	1950
Qualifications:	Bob is TEFL qualified and has a solid business background with wide experience in sales, marketing and management training. Bob has been teaching English on a one-to-one basis for 6 years.		
Wife:	Susan	born:	1953
Occupation:	Susan works for the local council as a housing manager.		
Children:	They have a son and a daughter who are no longer living at home.		
Home/Location:	Bob and Susan live in a 5-bedroomed detached house in a quiet village about 6 kilometres from Maidstone, the capital of Kent. Maidstone has a wide range of sport and cultural facilities and is within easy reach of London.		
Interests:	Both Bob and Susan love travelling and have had many caravanning holidays. Bob is also a cricket enthusiast while Susan enjoys sudoku and reading.		
Travel information:	Train time from London is under an hour.		

Teacher:	Yvonne	born:	1943
Qualifications:	Yvonne has diplomas in language teaching and theology. She has had many years experience teaching in mainstream education as well as teaching English on a one-to-one basis. She has particular interest and experience in English for Science.		
Husband:	Phillip	born:	1943
Occupation:	Phillip is a retired medical doctor and now lectures at a university.		
Children:	They have one son who no longer lives at home.		
Home/Location:	Yvonne and Phillip live in a large Victorian semi-detached house in a beautiful residential part of London near the river Thames. The city centre is easily accessible.		
Interests:	Yvonne especially enjoys cooking along with reading, art, antiques and cycling. Phillip likes playing golf, walking and sport in general.		
Travel information:	Their home is easily reached by train to Strawberry Hill station or by underground to Richmond.		

■ Typical Teacher Profiles

Teachers for English in Spain

Teacher:	Dennis	born:	1954
Qualifications:	Dennis has a Bachelor of Arts University Degree in Spanish and Linguistics as well as the Cambridge Certificate of English Language Teaching to Adults – CELTA. Dennis has taught English on a one-to-one basis since 2005.		
Wife:	Geraldine	born:	1955
Occupation:	They have 2 daughters who are no longer living at home.		
Home/Location:	Dennis and Geraldine live in a 2-bedroomed terraced house in the seaside town of Torrevieja. Their house has access to a swimming pool and tennis courts and is near the beach. The nearest main town is Alicante, which can be easily reached by bus or taxi.		
Interests:	Both Dennis and Geraldine are keen swimmers, walkers and cinema goers. Dennis also enjoys music (especially the drums) while Geraldine is interested in floristry.		
Travel information:	They are only half an hour away from Alicante airport or Alicante railway station. A new bus service goes direct from Alicante airport to Torrevieja.		

Teacher:	Sue	born:	1949
Qualifications:	Sue has various professional qualifications plus the Trinity College Certificate in Teaching English to Speakers of Other Languages. She has a varied commercial background and gained considerable English teaching experience while living in Saudi Arabia. She has been teaching English in Spain since 2001.		
Husband:	Ron	born:	1944
Occupation:	Ron is now retired.		
Home/Location:	Sue and Ron have a truly magnificent detached villa set high on the hillside in Moraira, overlooking the bay of Calpe, in the northern Costa Blanca. The view is stunning. There is a beautiful garden on many levels and a swimming pool. Moraira has many facilities and the nearest big town is Javea, about 5 kilometres away.		
Interests:	Ron is a very practical man and enjoys doing jobs around their extensive house. Sue does a lot of the gardening and also enjoys walking and swimming.		
Journey time:	Around an hour and a quarter from either Alicante or Valencia airport.		

Teachers for English in France

Teacher:	Iris	born:	1945
Qualifications:	Iris has a University Degree in Education and a Master's Degree in Philosophy. Both she and husband, David, gave one-to-one English language home-stay programmes when living in Scotland, and have continued to do so in France.		
Husband:	David	born:	1946
Occupation:	David has an MBA and University Degree in Economics and was a company director when living in Scotland. Now, he specialises in one-to-one business English courses.		
Home/Location:	Iris and David live in a 4-bedroomed detached house a short distance from the beautiful Breton town of Quimper. Most sports and cultural facilities can be found in this town popular with tourists.		
Interests:	Both Iris and David share a love of music and walking. Iris also enjoys gardening and art.		
Travel information:	The nearest TGV railway station is either at Quimperle or Roscoff. Both are a short distance from the family home.		

■ Typical Teacher Profiles

Teachers offering Private Bathroom Option

Teacher:	Lou	born:	1953
Qualifications:	Lou has a Bachelor of Arts and a Master of Arts degree, plus management experience. She has been teaching English to foreign learners at her home for 10 years.		
Husband:	Peter	born:	1954
Occupation:	Peter is a Training Officer for the Ford Motor Company.		
Children:	They have 3 children, the youngest of whom still lives at home. The eldest lives in his own house built within the grounds of the family home.		
Home/Location:	They live in East Anglia, an interesting and picturesque area of Eastern England within easy reach of London. Their house is a large mansion complete with long drive and ornamental iron gates. The accommodation they offer combines luxury, tranquillity and easy access to the nearby town of Dunmow, to the larger Bishops Stortford and of course to London.		
Interests:	Lou is a wonderful cook. She also likes gardening, theatre and walking. Peter likes gardening too, and is a DIY (Do It Yourself) enthusiast.		
Journey time:	Around 20 minutes by car from Stansted Airport.		

Teacher:	Dorothy	born:	1952
Qualifications:	Dorothy has an MBA and a Bachelor of Arts University Degree. She also has a Post-Graduate Diploma in Human Resources. Dorothy has been teaching English on a one-to-one basis since 2002.		
Husband:	Christopher	born:	1950
Occupation:	Christopher has a managerial position and is also TEFL qualified.		
Children:	They have a son and a daughter no longer living at home.		
Home/Location:	Dorothy and Christopher live in a popular Edinburgh suburb and there are excellent public transport links into the centre of the city. Edinburgh is the capital of Scotland and is one of the liveliest and most historically interesting cities in Britain.		
Interests:	Dorothy is a keen walker and swimmer while Christopher's interests lie in IT.		
Travel information:	They are within easy reach of Edinburgh airport and the city centre.		

Teacher:	Annette	born:	1953
Qualifications:	Annette has Trinity College's Certificate for Teaching English to Speakers of Other Languages – TESOL. She also has a Diploma in Business Studies. Annette has been teaching English on a one-to-one basis for 13 years. Other work experience has been in the world of advertising.		
Husband:	Christopher	born:	1946
Occupation:	Christopher is now a company director after working in the engineering field.		
Children:	They have a son and a daughter no longer living at home.		
Home/Location:	Annette and Christopher live in a large 5-bedroomed country house in a village not far from the historic town of Colchester, where a range of sports and cultural facilities can be found.		
Interests:	Both Annette and Christopher are keen on sailing. Annette also enjoys swimming, gardening and antiques while Christopher is a classic car enthusiast.		
Travel information:	They are within easy reach of London, which is just one hour by train from Colchester.		

Local Organisers

Function

Each teaching centre in every country offered by ILH around the world is supervised by a Local Organiser. All the Local Organisers work exclusively for ILH and are completely dedicated to their job, many having been with the organization for over 10 years and some for over 20 years! Several have originally acted as host teachers and all completely understand what is involved in carrying out a successful language homestay. Naturally, they have also shown considerable organizational skills and for this reason they have been chosen by ILH to be a Local Organiser.

The Local Organisers keep constantly in touch with their existing host teachers and, when necessary, recruit new host teachers. The bookings received by the Student Reservations Office in Margate, Kent are given to the relevant Local Organiser, who places each student with the most suitable host teacher. While the student is on the course the Local Organiser contacts the student and makes sure all aspects of the course are going well. If there are any problems, or if the student needs any extra assistance, the Local Organiser is there to help. Likewise, if the teacher needs special support, the Local Organiser will help with advice and teaching materials.

Here are the profiles of a few ILH Local Organisers:

Name:	Jane	centre:	Kent and Sussex, England
<p>Jane has been the Local Organiser for Kent and Sussex for 13 years. Jane and her husband Mike, a retired pilot, live in a typical Kentish house near the historic city of Canterbury. As well as her TEFL experience, Jane has a Diploma in Art & Design and a Certificate in Education, which she gained from her training college in Lincoln. Jane taught English in Germany for two years and then spent three years teaching English in the UK at RAF Fairford and Greenham Common. She joined ILH as a host teacher 17 years ago, and although she has graduated to being the Local Organiser for her area, she still enjoys hosting and teaching students at her home. Jane has two sons.</p>			

Name:	Maria Antonia	centre:	Barcelona, Spain
<p>Maria Antonia has worked in language travel since 1985 and has had enormous experience with a wide variety of language students during this time. Originally from Tarragona, she has lived in Barcelona most of her life and has brought up her 5 children in the Catalan capital. Maria Antonia has built up a really impressive range of host teachers in and around Barcelona since first venturing into language homestays in 1991, and indeed is an experienced teacher of Spanish herself. She loves travelling and her children have also "caught the bug" - they are great travellers and linguists. In particular, Sonia and Lidia have dedicated themselves to teaching and to the organizational aspects of language travel, and they ably assist Maria Antonia in her activities.</p>			

Name:	Renate	centre:	South of France
<p>Renate has been the Local Organiser for this part of France since 1989. She was born in Germany, but was always attracted to France and went to study French in Paris in her younger days. There she met her future husband, Patrice, now a widely known artist. Renate is qualified in teaching German and English to primary school children and has been teaching since 1986. She also looks after High School students from all over the world who spend a year in France and runs a small language school. She and her husband have lived in Provence since 1977. They live in Montpellier. Renate is a resourceful person and has built up an impressive array of host teachers for ILH in the area. She is also an expert at arranging special interest courses, such as French and Ski-ing, French and Horseriding etc. Renate and Patrice have one daughter and one grand-daughter.</p>			

Name:	Vivian	centre:	Toronto, Canada
<p>Vivian has two young children, a daughter of six and a son who is eight years of age. She has been the Local Organiser in Toronto for International Language Homestays for the past 12 years. She is a University graduate with degrees in Education and Languages with a specialization in English as a Second Language. In addition to teaching ESL she has worked in curriculum development and has had two ESL books published while working for the Canadian Foundation for refugees. She has also created a television series to teach ESL. In her leisure time, Vivian enjoys gardening, reading, travelling, creative writing, photography and exercising. She enjoys meeting and talking to students who visit Toronto with International Language Homestays.</p>			

Name:	Jutta	centre:	Bavaria, Germany
<p>Jutta was born in Berlin but grew up partly in Prague and later in Kassel and Marburg. She spent long periods working in England before settling in Grafing, about 25 miles south east of Munich. The area around Grafing is beautiful and in clear weather the Alps can be seen. All her host teachers live in similar surroundings in and around Munich. Apart from her many years as Local Organiser for International Language Homestays, Jutta has worked for the local branch of a charitable organization, has helped transport aid to the poor in Upper Silesia and has also worked for an organization which provides homes for the aged in her hometown of Grafing. She has a son and daughter, and four grand children. Jutta is trained in Household Management and in Librarianship. She has been married since 1964 and her husband is an agricultural specialist for Developing Countries.</p>			

■ Educational Standards - Academic Support

ILH teachers have the central academic support of the Academic Director and the Assistant Academic Director at the Student Reservations Office, both of whom are highly qualified and experienced language teachers/managers. Teachers also have the local support of their Local Organiser.

The academic support provided has three aspects:

1. Training

Newly recruited teachers are normally given the opportunity of attending a comprehensive training session specifically in teaching one-to-one or two-to-one at home. At the same time these teachers are issued with a specially written Teacher's Manual, which gives detailed help on delivering an ILH language homestay course.

In-service training workshops are also arranged from time to time for experienced teachers, so that they can have the opportunity to learn new teaching techniques and discuss important issues with their fellow teachers.

2. Ongoing Support

If any student has a particular course request beyond the general language, such as exam preparation or business-related language, the Academic Director/Assistant Academic Director or Local Organiser will discuss the course with the teacher beforehand and suggest the best way of planning and delivering the course. Special teaching materials will be discussed and provided.

In addition, teachers are always able to pick up the phone and discuss the course they are giving once the student is in place. Full advice and additional or alternative teaching materials are given if needed.

3. Teaching Aids

The academic staff at the Student Reservations Office are constantly producing and improving teaching aids which will help teachers with their course. Among other things, these notably include :

A Language Level Assessment Test (for English, French, Italian, Spanish and German) which students are asked to do before they arrive in order to give an accurate indication of their language level. Please note that a copy of the test will be e-mailed to you, the agent, with the family placement details and invoice. You are asked to give the test to the student to do at home. The student is instructed to do the test without help, book or dictionaries in about 90 minutes and then post it directly to his/her teacher-family. Please do not send, e-mail or fax the test back to the Student Reservations Office.

Note: it is a good idea to ask the student to write a letter of introduction and send it with the Language Level Assessment Test to their host teacher. If they are learning a language for which there is not yet a Level Assessment Test, it is even more important that they send a letter of introduction in the target language before arriving. Alternatively, if their level is intermediate or above they may like to phone before their arrival.

A Diagnostic Test (English only) which the teacher can administer on the first morning of class; this diagnoses language points which can be usefully covered on the course within the student's language level.

A comprehensive Needs Analysis Form for Executive Plus students to fill in and send before their course starts.

A Personal Course Planner on which the teacher projects for the student the different lessons which will compose the course.

A Course File which is given to the students to keep and into which they can write up the important elements of their individualized course, keep a diary, check irregular verbs and so on.

The pocket guide book 'Welcome to Britain' (students in Britain only) which is given to the students to keep as part of their Welcome Pack. The book contains 80 pages of essential language and useful information.

■ Course Materials

Appropriate coursebooks are used by each teacher for each course. It is important to inform students that these materials are on loan for the duration of the course only, with the exception of Executive Plus and Examination Preparation Course students who may keep the main coursebook used.

General language coursebooks and CDs are issued to teachers by ILH if they wish to have them, though many experienced ILH teachers have built up their own library of course materials over the years. Books typically issued by ILH are the Innovations series, the Headway series, the Go! series (for teenagers), Ship or Sheep, In At The Deep End, New Interchange, Le Nouveau Sans Frontières series.

Special books are provided by ILH for the different exam preparation courses as listed under Examination Preparation Course. The student may keep the book provided.

An extremely wide range of ESP materials is provided for the Executive Plus courses, for example:

Business Basics/Objectives/Opportunities, English Law and Language, English In Medicine, English for International Tourism etc.

■ Course Content

For most learners, the overall aim of an ILH course is to improve considerably their communication skills.

To achieve this end, teachers will normally offer a balanced course composed of speaking, listening, grammar, vocabulary extension, reading and - for optional homework - writing, within a general or specialized context.

The following is an example of Week 1 of a Standard Course in General English with 15 hours' class for a Mid-Intermediate learner. Note that the full number of class hours are always given on an ILH course, so on the 15 hour programme 15 full hours of class are given.

Sample 15 Hour Programme

	09.00 - 10.00	10.15 - 11.15	11.30 - 12.30
Monday	Local Orientation	Personal Profile	Diagnostic Test and discussion of learning aims
Tuesday	Grammar: Revision of Past Tenses	Reading Comprehension and discussion	Role-Play Pronunciation
Wednesday	Grammar: Verb + ing	Verb + Infinitive Biographical talk	Listening to the news and discussion
Thursday	Grammar: Modals - must/have to	Exercises Prepare writing task	Dictation Stress and intonation
Friday	Function: talking about future arrangements	Predicting the future-reading comprehension and discussion	Pronunciation Video work for comprehension and predicting

The teacher keeps a record of the work done each day on the ILH document supplied for this purpose, headed Hoursheet & Work Report. The number of hours received is also entered and the student is asked to sign to confirm that he/she has received these hours and done the work shown.

■ Student Welcome Pack

On arrival, each student is given a Student Folder in which to keep course material. On a pocket inside the folder are the details of the Local Organiser for that particular area. Also inside the wallet the student will find a Welcome letter, a Course File, a course questionnaire plus pre-paid envelope for return and general local information. Those students going to the UK will also have included the book 'Welcome To Britain', which contains 80 pages of essential language and information.

■ Certificate of Attendance & Course Reports

A Certificate of Attendance, signed by the Academic Director, will be automatically issued to all students.

A Course Report will also be issued together with the Certificate of Attendance. It will also be signed by the Academic Director. The Course Report is a check-list report which indicates the amount of progress made on the course in the categories of grammar, speaking, listening, reading, writing, vocabulary extension and pronunciation; it also indicates the language level at the end of the course in the categories of speaking, listening, reading and writing (if applicable). The Course Report will be issued in English, Spanish, French, Italian, or German.

For Executive Plus students, a Certificate of Attendance and a check-list Course Report will be issued in all cases. In addition, a full written report signed by the teacher will also be issued. The full written report will be in English.

Note that the Course Reports have to be completed and sent by post by the teacher to the Student Reservations Office, then processed by the Student Reservations staff and sent out with the Certificate of Attendance. Please understand that, because of the process involved, there will often be a time delay between the end of the course and the receipt of these documents, especially if the Course Report has to be sent in from abroad and particularly in peak periods.

■ Student Feedback and Problem Solving

During the course, usually about 3 days after the student has arrived, the Local Organiser will speak to the student alone and make sure the student is happy and all is going well with every aspect of the course. If there is any doubt, the Local Organiser will contact the student again a little later on. Please note that it takes about three days for the student to settle down with the family and to be in a position to give a measured view of how things are going.

If the student is not happy, the family will inform the Local Organiser. If a student develops a problem which he feels he can only explain in his own language, he may telephone the Student Reservations Office and ask to speak to someone who speaks his language. Most languages are available. Please note that you may inform students of this facility.

At the end of the course, the student is asked to complete a questionnaire on the course and to make any comments he/she may wish to make. This questionnaire is carefully scrutinized at the Student Reservations Office and any negative response or comment is given back to the Local Organiser for full investigation, report and proposed action. The questionnaire exists in English, French, Spanish, Italian, German and Japanese.

Thus, throughout the course, every attempt is made to check that students are happy and making progress and, finally, that the course has been successful.

If at any moment a student has a complaint, the Local Organiser will do everything possible to rectify the situation. Please note that complaints rarely happen, but if there is something wrong the student should speak to the Local Organiser or the Student Reservations Office while on the course so that the situation can be resolved. Alternatively, they may prefer to contact you so that you can get back to the Student Reservations Office.

If necessary, in an extreme and genuine case, the student will be discreetly moved to another host teacher as quickly as is practicable.

■ Administration

Office Hours

The Student Reservations Office is open from 09:00 to 13:00 and from 14:00 to 17:00 Monday to Friday. The office is not open on public holidays, dates of which are provided upon request. If you need to speak to someone concerning a student on a course outside office hours then please telephone his/her Local Organiser, whose number is given with the family details. Note that this should normally only be because there is a problem concerning a student on a course or because a student who is due to arrive that weekend cannot now do so. If you cannot contact the Local Organiser, please call the family directly. If these measures still prove unsuccessful, please telephone our emergency number: 07939 208591.

■ Making a Booking

To make a booking please complete our enrolment form (see Agent Area of website). If you use your own enrolment form then please ensure that you provide the main information that we ask for in ours. If the invoice is issued nett to an agency then a deposit is not normally required by us in the case of individual bookings. However, you must ensure that you yourself have taken a deposit from your client, to confirm the booking and in case of later cancellation where a cancellation fee may be payable. For group bookings a deposit of 20% would be required. Note: in cases where we invoice the student direct for either full or part fees then the student must pay both a Registration Fee (payable once only; not payable for subsequent courses with ILH) and the usual deposit when booking.

You can expect to receive a confirmation of a booking within two working days. In the confirmation we confirm the student's name, dates of stay, type of course booked and the region and country requested. It is important to check the confirmation letter carefully and inform the Student Reservations Office if any information is incorrect.

In addition to the confirmation you will receive on the same sheet a travel form which needs to be completed and returned to us once the travel arrangements have been made. A photograph is useful but not essential as we realize that it is not always easy for you to obtain one.

You will also receive a needs analysis form which you should give to the student for completion and return to us. For Executive Plus courses the link to an Executive Plus needs analysis form is sent and you should ask the student to complete the form and e-mail it to us.

If you wish to make an enquiry (rather than a confirmed booking) we would still require full booking details as per our enrolment form before we can give an answer.

■ Confirming a Host Teacher

We aim to confirm details of the host teacher within two weeks of receipt of booking. The host teacher information will include:

The student's name, dates of stay, location and course details, whether transfers are requested or not

Student Reservations Office phone number

Name of the Local Organiser and phone number

Any special notes about the placement

Family name, address, phone number, e-mail address, location details and status regarding smokers

Teacher's name, age, qualifications and interests

Details of family members, including their ages and interests

If children are no longer living at home or are sometimes at home (eg during the academic holidays) then this is indicated

Status regarding pets; description of accommodation and facilities

Local amenities and their accessibility, eg cinema within walking distance, golf a short journey away by car

Relevant information regarding travel to the family's home

Sometimes information relevant to a particular student's request is included, eg if horse-riding is requested we will provide additional information about this.

When you give host teacher details to students please encourage them to write a brief letter of introduction to the family with a photograph of themselves, and/or to phone them beforehand. Remember to give them a copy of the Level Assessment Test (see above under Academic Support).

If students have not requested to be met then it is important that they contact the family as soon as they know their travel details to inform them of their arrival time at the family. Students often omit to do this and so must be reminded. Please note that families are not obliged to wait at home all day if they have not been told of an approximate time of arrival.

Students making their own way to their host teacher should be encouraged either to seek travel information on the Internet or to contact the Student Reservations Office for assistance.

■ Changing Dates

Please always notify us in writing (e-mail or fax) of any change of dates for a student. It would also be helpful if you explain the reason for the change. We cannot accept any change of course dates by phone.

Another booking confirmation and travel form with the new dates will be issued.

We will do our best to confirm the same host teacher (if one had already been allocated), but this cannot always be guaranteed.

If a course is postponed to a totally new date we reserve the right to charge a postponement fee if notification is received less than 28 days before the commencement of the course. Payment is due immediately, but the amount paid will be deducted from the invoice for the re-booked course.

■ Cancelling

If a student has to cancel a course, we must receive notice of this cancellation in writing (e-mail or fax) and a reason for the cancellation. We reserve the right to charge the usual cancellation fee if notification is received less than 28 days before the commencement of the course.

■ Discount/Commission and Invoicing

A discount/commission is offered on the whole course fee and homestay package, including extra nights' accommodation and the Christmas supplement. The same discount/commission is offered on all of our course options, including:

- Executive Plus.
- Examination Preparation.
- English in Spain.
- English in France.
- Summer Special Course
- Private Bathroom option.

No discount/commission is applied to the following:

- Course Extras, such as City Plus, Activity Plus or City Experience.
- Accommodation only for additional accompanying family members or friends not participating in the course.
- Airport transfers.
- Supplement for accompanying minors to check-in on departure.
- Airline Escort Service.

An invoice for the course package is sent with the host teacher information normally within two weeks after receipt of booking. There are 4 invoicing methods:

1. Nett invoice to agent where the discount is deducted. No Deposit or Registration Fee is payable by the agent in this case.
2. Gross invoice to agent where the discount is not deducted. The agent invoices ILH for the discount amount after the student's course. We would require name(s) of student(s), invoice numbers and discount amount claimed for each student. In addition, we would require details of the bank account into which the discount amount should be sent. No Deposit or Registration Fee is payable by the agent in this case.
3. Invoice to student (a duplicate invoice and details of the host teacher would be sent to the agent as well). The commission payable has to be claimed by the agent after the course (see above). The normal Deposit and the Registration Fee are payable by the student in this case (see also Making A Booking).
4. The student pays the agent a deposit and ILH invoices the student for the balance. It helps if the deposit equals the commission due. The amount of the deposit taken from the student should be indicated on the enrolment form. The deposit should not be more than the commission. If the deposit taken is less than the commission then the balance should be claimed after the course, as in 2 above. The Registration Fee is payable by the student in this case (see also Making A Booking).

Full bank details and payment instructions are shown on the invoice. We have three different currency accounts: Pounds Sterling (£), Euros (€), and US Dollars (\$). Please ensure that payment is made in the correct currency to the correct account.

If there are changes made to the booking (dates, course etc) an amended invoice is issued.

■ Change of Host Teacher

Host teachers are sometimes obliged to cancel a student for personal reasons and so ILH must reserve the right to change the allocated family before or during the stay. We will, of course, do our best to choose another host teacher in the same location, but this cannot be guaranteed.

■ Complaints

Any complaint received will be given our full attention and will be thoroughly investigated. We undertake to answer a complaint within 30 days of receipt of the complaint. If your student is not satisfied with our response or resolution he/she may contact ABLS Accreditation and access their complaints mechanism. All complaints to ABLS Accreditation must be received in writing in English and signed by the complainant. The complainant should record whether action has already been taken by ILH and state whether he/she is happy for the complaint to be copied to ILH.

■ Transfers (meeting service)

Please indicate at the time of booking whether an arrival/departure transfer is required. There are fixed transfer costs for London, Edinburgh, Dublin and Belfast regions (see fees). For all other cases, transfer fees will depend on the distance to the host teacher and the cost will be within the price range shown in our fees. We understand that sometimes a student will only decide to have a transfer after the host teacher details and invoice have been issued. In such cases we will reissue the invoice, adding the cost of the transfer.

Transfers are strongly recommended for all students aged 17 or under. Please note that ILH reserves the right to increase the price of an arrival or departure transfer if it falls on a National Holiday in the country where the course takes place.

When exiting Customs, students should look for their name, which will be displayed on a sign held up by the person meeting him/her (taxi driver, family or Local Organiser). If, after 5 minutes, the student is not able to identify this person, they should go to the information desk, give their name and wait. If the driver does not appear after 30 minutes and the information desk has not received any information, then the student should call their host teacher or Local Organiser for assistance.

Note: When we arrange transfers, we always request the student mobile phone contact number as it is most important to be able to contact the student on the day of arrival in case of delays or unexpected last minute changes. This is especially important for minors.

If students do not request a transfer, then it is important that they telephone the family as soon as they know their travel details to inform them of their arrival time in the country. This will give the family an idea of approximately when to expect them at their home. If a student is not confident enough to phone the family, then please inform us of his/her arrival details and we will in turn inform the family.

We are quite happy to provide upon request detailed instructions on how to reach a host teacher's home provided that we receive the time and point of arrival at least one week before the student's stay.

Special note for young students

Documents to be carried

It is an immigration requirement that all students under the age of 18 travelling alone must carry with them and be able to produce on demand: passport, letter of consent to travel, visa if applicable and airline ticket. Those students aged 8 – 13 must additionally be able to produce a receipt of payment for the airline's arrival and departure 'unaccompanied minor' service. If travelling with Eurostar, all students under the age of 18 must also carry with them and be able to produce on demand the completed Eurostar forms: the forms can be supplied by ILH on request.

Unaccompanied Minor Status

Airlines require young people of 8 – 13 years to be booked as 'unaccompanied minors', for both the outward and inward flight. There is a supplement for the 'unaccompanied minor' service added by the airline to the normal ticket price. Once the course is booked, a copy of the airline ticket showing that the student is registered as an 'unaccompanied minor' with the airline, both ways, must be emailed or faxed to the Student Reservations Office. A supplement is charged by ILH for all such registered minors, which covers an escort service, including waiting time and extra parking, on departure. This supplement will be automatically applied.

Young Traveller Status

Airlines normally class young people of 14 – 18 years as ‘young travellers’, without any requirement to be booked as ‘unaccompanied minors’. But note that ILH automatically provides for young people of 14– 16 years to be accompanied to check-in on departure. There is a small supplement for this, added to the invoice. Students older than 16 who would like this service may also request it as an option and the supplement will be added to their invoice.

If parents are not confident about their child travelling alone, even if he/she falls into the ‘young traveller’ age range, they may still ask the airline to book him/her as an ‘unaccompanied minor’, at the extra cost stipulated by the airline. In this case, ILH must be notified at the time of booking and ILH’s airport escort service must be booked for the departure, the fee for this being added to the invoice (see ‘unaccompanied minor’ status above).

Please note that some airlines have been known to persuade parents to book their children as ‘unaccompanied minors’ even when they are classed as ‘young travellers’. This may be done for commercial gain by the airline.

Emergency Hospital Treatment Authorization

Young people of 16 years or under must bring an authorization for hospital treatment/surgery in case of emergency signed by one of their parents. An authorization form can be found in the agent section of the ILH web site, which can be downloaded and given to the student’s parents for completion. Go to our web site www.ilh.com, click Secure Area, click Secure Area for Agents, username: agent password: home, click ‘Emergency hospital authorization treatment for minors’ (choosing the relevant language). The parents must be instructed to attach the completed form to the student’s travel insurance policy and to ensure that the student brings both to the course.

■ Insurance

Personal insurance is strongly recommended. Insurance against cancellation, accident, illness, injury, loss of property, theft or accidental damage that the student may cause to the property of others is the responsibility of the student. ILH is unable to accept responsibility for injury, theft or damage caused to persons or property during the stay. Please note that students of 16 years and under must bring an authorization for hospital surgery in case of emergency signed by their parents. All EU students travelling to an EU destination are advised to obtain the European Health Insurance Card.

■ Getting a visa to enter the United Kingdom to study on an ILH course

Students from outside the European Economic Area (EEA) will need a letter of invitation. To issue this letter we need to have a copy of the student’s passport, including the photograph page.

Please note that with regard to the UK, International Language Homestays (ILH) is accredited by ABLIS, a UK Border Agency (UKBA)-approved accreditation body. See the following link to check approved accredited providers: [UKBA website](#)

ILH’s accreditation reference number is: ABLIS.ACC 14 – 05.

Students who are 18 and over will normally need a ‘visitor student visa’ to attend an ILH course in the UK. The application form to use is: [Application form VAF1D - Student visitor](#) All applicants under the age of 18 should apply for a child visitor visa. The application form to use for a child visitor visa is: [Application form VAF1A - General visitor](#).

Once the visa is issued, please immediately send us a copy of the visa by e-mail or fax.

NOTE: ILH is not, and does not need to be, on the register of licensed Tier 4 sponsors. A student or child visitor visa, as indicated above, is the visa required for an ILH course.

■ Entry to the United States of America to study on an ILH course

The US allows nationals from the following participating countries to travel to the United States for 90 days or less without first obtaining a US visa: Andorra, Australia, Austria, Belgium, Brunei, Denmark, Finland, France, Germany,

Iceland, Ireland, Italy, Japan, Liechtenstein, Luxembourg, Monaco, the Netherlands, New Zealand, Norway, Portugal, San Marino, Singapore, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom: These nationals come on the Visa Waiver Program (VWP). They do not need a US visa, but must complete the online ESTA (Electronic System for Travel Authorization) application form prior to travelling. See: www.american-visa-services.com/ESTA

■ Getting a visa to enter the United States of America to study on an ILH course

Students from countries other than those listed above will need a letter of invitation to obtain a B1/B2 visa for entry to the USA. Such students are restricted to studying on a course of a maximum of 15 hours' class per week. To issue the letter we need to have a copy of the student's passport, including the photograph page.

Once the visa is issued, please immediately send us a copy of the visa by email or fax.

■ Visa Refusal

In the event of a visa being refused after the booking and payment have been made, we will reimburse all fees paid less an administration fee of £40 GBP, €60 Euros or \$60 US Dollars (depending on currency) and the visa invitation courier fee if applicable on receipt by email of a scanned copy of the visa refusal letter.

■ Publicity Materials

We offer brochures, enrolment forms, posters and course information sheets in six languages and a video in PAL, SECAM and NTSC formats.

These materials will be sent to you without our address unless otherwise requested.

Please always use the Publicity Materials Request Form, or the agent area of the internet site, when making a request for materials.