

# International Student Support

## Pre-arrival information for international students

This pre-arrival pack is written to help you prepare for your journey and to provide essential information about the College and what to expect on arrival.

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**Excel College**  
2 Fairfield Street  
Manchester  
M1 3GF

**Tel** +44 (0) 161 236 5551  
**Fax** +44 (0) 131 236 0684  
**E-mail** [info@excel-college.com](mailto:info@excel-college.com)  
**Web** [www.excel-college.com](http://www.excel-college.com)

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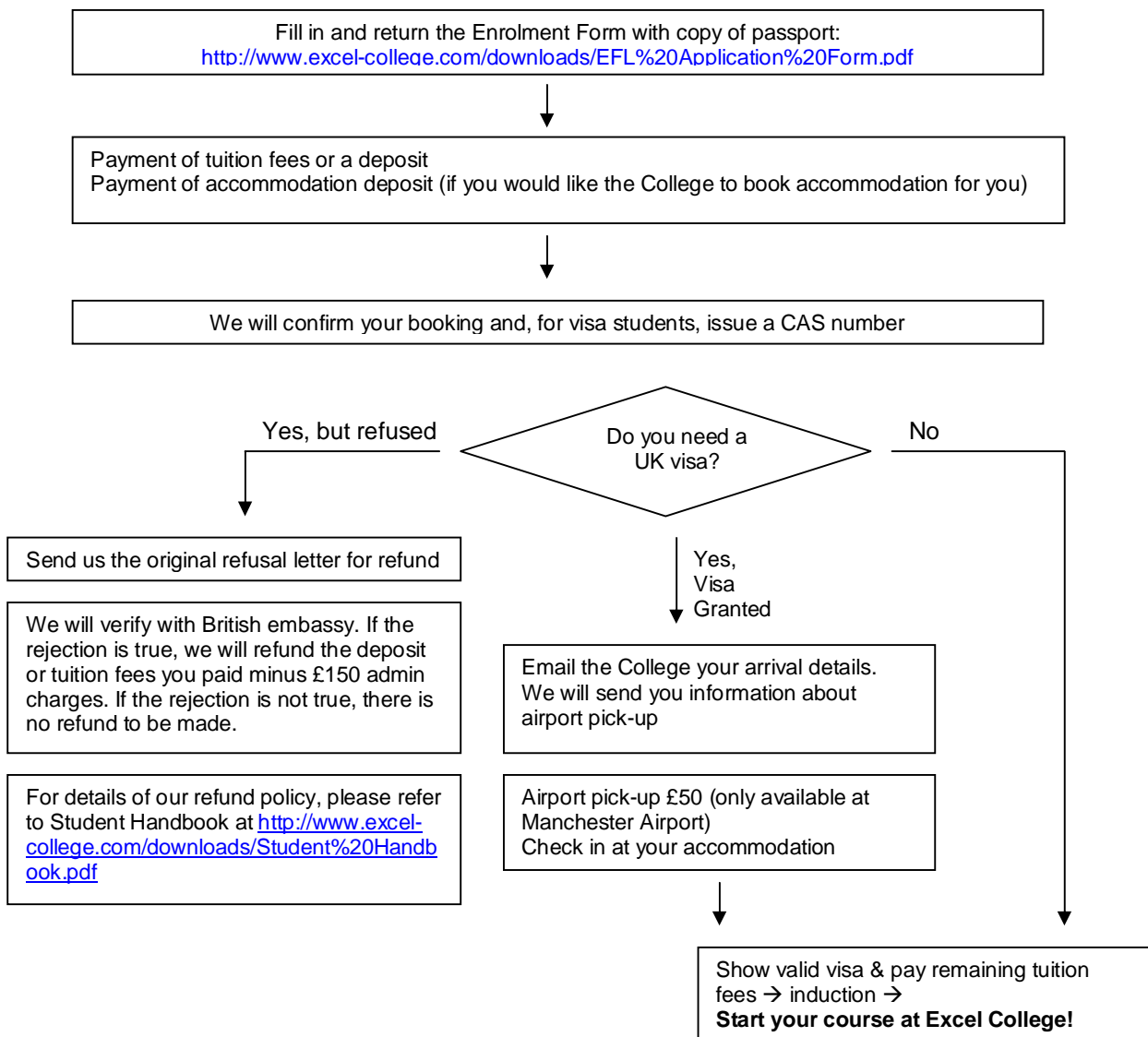
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## Application To Enrolment

International students are learners who come from countries other than the UK.

In our College there are two types of international students: visa students and non-visa students. Visa students are international students from outside the European Union (EU) who will need to apply for a visa before travelling to the UK. Non-visa students are international students who do not need a visa to come to the UK, i.e. students from an EU country.

To begin your journey to Excel College, all international students must follow the College's enrolment procedure. However, there is a slight difference between Visa students and Non-visa students.



## Finance and Tuition Fees

Every student enrolling on a course at Excel College must pay tuition fees for each year of their course.

We would be happy for you to pay all the fees before your journey. In some cases, this may assist you in your visa application. If you prefer, you can pay a deposit first and then the remaining balance on arrival. Please have a look at our price list: <http://www.excel-college.com/downloads/PriceList.pdf>

If you don't know how much your fees will be or how much deposit you need to pay, you should contact us.

The general guidelines for application, deposit and tuition fees are as follows:

### 1. How to apply for a course

Step 1: Download the **Enrolment Form** from our website  
<http://www.excel-college.com/downloads/EFL%20Application%20Form.pdf>

Step 2: Fill in the form, and return it to us by email [info@excel-college.com](mailto:info@excel-college.com)  
or fax: +44 (0)161 236 0684

Step 3: Make payment of fees or deposit. How much should you pay?

- **Payment of all tuition fees** prior to your journey is preferred
- **£1000 deposit** for all courses costing £1000 or more
- **Full fee payment** for all courses costing less than £1000

### 2. Deposit

**All students must pay at least a deposit (preferably the full fees) to apply for a course.**

Students studying a course costing more than £1000 at Excel College must pay a deposit of £1000; a course costing less than £1000 requires full course fee payment as deposit.

The deposit is non-refundable unless students can not come to study as a result of visa refusal.

**Visa students will also need to pay UKBA for their Certificate of Acceptance of Studies (CAS): the 2010 price for a CAS is £10.**

The CAS fee is paid to UKBA and is non-refundable in any circumstances.

### 3. Payment methods – How can you pay?

- **Credit card** – We accept all credit cards issued by UK banks. However, if your card is issued by a bank outside the UK, we only accept **MasterCard** or **Visa**.

We will need you to tell us or email us your card details:

- The long number across your card
  - Valid from date (if applicable)
  - Expiry date
  - Cardholder name as shown on the card
  - Issue number (if applicable)
  - The postcode that your card is registered to
  - Security code – the last 3 digits on the signature stripe at the back of your card
- **Debit card** – We only accept debit cards issued by UK banks. We will still need you to give us the above details.
  - **Bank transfer** – When you go to your local bank to transfer your payment to the College's account, don't forget to bring our bank account details with you.

<b>Bank:</b>	HSBC
<b>Account Name:</b>	Excel College
<b>Account Number:</b>	91482165
<b>Sort Code:</b>	40-31-30
<b>Address:</b>	348 Oxford Road, Manchester, M13 9NG
<b>SWIFT Code:</b>	MIDLGB2144W
<b>IABN Code:</b>	GB38MIDL40313091482165

Please email us the sender's name, your bank's name and location, any reference you may have when you have made the transfer. We would be very grateful if you could scan the bank confirmation sheet and email it to [info@excel-college.com](mailto:info@excel-college.com). This will help our Finance department to track your payment in our bank account. We can only issue CAS numbers when Finance is certain that your payment has reached our account.

**Notifying us when you have made a bank payment is very important.** We would not automatically know that you have transferred money to our account unless you tell us. Not knowing about your bank payment could mean your application will be sitting there and you will not receive any confirmation of acceptance.

### **Visa letters / CAS numbers**

From 22<sup>nd</sup> February 2010 schools in the UK will no longer need to issue Visa Letters. Instead we will use the information you provide to issue you with a CAS number to be used in your visa application form. Therefore it is important that the information you give us is accurate and consistent with the information you use in your visa application.

### **Paying your tuition fees**

All students must pay their annual tuition fee before or at course start date. We encourage you to pay your fees before you arrive in Manchester. If, however, you cannot arrange this before you leave home, we will accept payment when you arrive.

### **Sponsors**

If your employer, government or other professional body sponsors your study, we will require a letter from them confirming the following details

- your name and course
- the amount of fees they will be paying (for example, 100%)
- the contact name, company name, telephone number and address where the invoice should be sent

Please note that student sponsor invoices will be payable in full within 30 days of receipt of invoice. **If your sponsor does not make payment, you will be personally liable to pay the full amount of tuition fees.**

### **Refunds**

If you are refused a visa, you are entitled to the refund of your paid deposit / course fees minus an £150 admin fee. There is no refund for deposit in any other circumstances. There is no refund if your visa has been refused on the grounds of forgery, deceit, fraud or deception.

The CAS fee is paid to UKBA and is non-refundable in any circumstances.

The finance office at Excel College will initiate a request for a refund within seven working days of receiving evidence of visa refusal (usually this will be the original letter from the Home Office), subject to the Manager's approval for a refund due to cancellation. The refund will be made using one of the following payment methods.

- **Cheques** – Cheque refunds will be made payable to the applicant or fee payer. The College will send cheques to the student or payer's address, or to their agent. It is also possible for cheques to be collected from the College.

- **Bank transfer** – A refund will be made to the student or the payer’s bank account within 4 weeks. We will require full details of the bank account to make a refund payment. The student will bear any relevant bank charges.

The complete Refund Policy is included in the Student Handbook, which can be downloaded from:

<http://www.excel-college.com/downloads/Student%20Handbook.pdf>

## Immigration

Students from outside the European Union (EU) will need to apply for **entry clearance**, more commonly known as a ‘visa’, before travelling to the UK. For further information consult the ‘How To Apply’ section of the UK visas web-site at [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk).

Visa and immigration regulations frequently change. Please contact British Embassies or High Commissions in your country for up to date information on the visa application process, requirements and documentary evidence.

Based on our day-to-day experiences with the Home Office, the College can provide support and guidance on visa issues for students who are already in the UK. However, it is always best for students to seek professional advice from OISC accredited immigration advisors on matters such as visa renewal, travelling to other countries, and inviting a friend or a family member etc.

## Accommodation

We can help our students to find accommodation. This section will tell you what types of accommodation are popular with international students and how we can help you find a place to live.

**Private halls of residence** (in student halls or hostels, catered or self-catering) are normally run by private companies. Some of them are located in Manchester city centre within a walking distance from the College. Their websites will tell you how to apply, terms and conditions etc.

We can help you to find information about halls of residence, or introduce you to the providers. It is your decision if you would like to enter into an agreement with them. We strongly suggest bookings should only be made **after** visa confirmation.

**Rooms in shared houses** are rented to adult students individually or in groups of usually four or more by local home owners. There may be less direct contact with English speakers and students will be self-catering.

Private home accommodation is not suitable for under-18s. There are many websites which host advertisements for house shares or private rental. One popular website is <http://manchester.gumtree.com>. You will share bathrooms, kitchens and living areas with other tenants. Your contract will be with the property owner.

**Homestay or accommodation with a family** is through the College. To facilitate English language learning we offer single rooms with breakfast and dinner within a home environment. Many local families are registered with the College and we check that their property meets the required standards. The hosts treat the student as a full member of the household, eating together and sharing the common living areas; no more than four students will be accommodated in the homestay accommodation at any one time.

The cost of homestay accommodation is £100 / week, which includes all the bills, breakfast and dinner 7 days / week, plus a £35 admin charge.

### How to apply for Homestay

1. Complete the attached Homestay Accommodation Booking Form.
2. Send the form to:  
**Excel College, 2 Fairfield Street, Manchester, M1 3GF**  
Or fax to **+44 (0) 161 236 0684**
3. Return full payment of £435 (4 weeks accommodation plus admin fee). Payment methods are stated on the booking form.

**When to apply**

Please apply as early as possible. Ensure you complete and return all forms and payments 4 weeks in advance. Upon receipt of your payment, we will try to book your accommodation with our host families.

**Please note that we cannot guarantee homestay accommodation**

If we cannot arrange homestay accommodation, we will fully refund you any accommodation and admin fees you have paid.

**When will you hear from us?**

We will contact you to confirm your homestay accommodation within two weeks after receipt of your payment.

## **Arrival In Manchester**

**When to arrive?**

It will be much more convenient for you if you arrive before the start of your course and attend an **induction** at the College, which we provide to help you settle in effectively. During the programme, you will be introduced to the College's key personnel. We will attend to your personal needs such as opening a bank account, registering with a local doctor, getting a bus pass, etc.

**Pick-up service at Manchester International Airport**

We recommend that you fly to Manchester Airport. We offer a pre-booked airport pick-up services at cost of £50. We will meet you at the airport and take you to your accommodation in a taxi.

You must book a place for this service at least one week before you are due to arrive. You can do this simply by emailing us your arrival details.

**Important:** it is very important that you provide your flight details (flight number, airline, airport terminal).

Upon receiving your booking we will send you an email attachment, which will tell you who is going to meet you and what you should do if you don't see the person who is supposed to meet you at the Exit.

## Your First Week At Excel College

We can run an induction programme to help new students settle in. The programme will take care of a few important things so that you can live and study in Manchester with peace of mind.

**Find your way around:** Travel between the College and your accommodation might be the first challenge that you will meet. Your accommodation may be a few miles away from the College, and you may need to use public transportation i.e. bus, tram or train. Don't worry, we can find all the information you need for your journey.

**Registration and course induction:** Once you have arrived at the College, we will help you to enrol and register on your course. If you have only paid a deposit before travelling to the UK, it is important for students to pay all the remaining balance. After your payment, you are now a registered student at the College. We will then be able to further assist you with student ID and any confirmation letters you may need.

You will be asked to do a placement test. This will help us to identify your current level of English or subject competence, and thus put you in the right class. We will confirm your timetable, and let you know the time of your first class.

**Opening a bank account:** Having a UK bank account makes it easier to manage your finances. Your bank will also provide documentary evidence on your financial status when needed. Application for a bank account is normally required, and it takes around 10 working days for the bank to process your application. When your application has been approved, you will receive your account details and bank cards consecutively. Don't worry if you have no idea how to make an application, our staff can help you through the application process.

**Get to know your teachers and classmates:** We expect our students to start their course in the first week. Soon after your registration, you will be assigned to a teacher, who will be teaching your class and also monitoring your progress. Our students come from different countries all over the world. It is a good opportunity for you to meet people from different cultures and make some friends. You may find their experiences of settling in Manchester valuable and helpful.

## Checklists

*Use these checklists so you won't forget anything!*

### **When you apply for our courses**

- Have you emailed us your full name, gender, date of birth, address, contact number, nationality, intended course, start date, finish date and copy of your passport?
- Have you returned the completed enrolment form? The form can be downloaded at:  
<http://www.excel-college.com/downloads/EFL%20Application%20Form.pdf>
- Have you sent us the payment of your course fees, or a deposit?
- Have you notified us of your payment of fees or deposit, and given us the details of the transaction?

### **After you have received your CAS number**

- Ensure you have adequate funds to cover tuition fees and the cost of your stay in the UK
- Apply for a visa/entry clearance (non-EU students only)

### **Before you leave**

- Do you need to book accommodation?
- Arrange your travel and book tickets
- Send us your arrival details by email: [info@excel-college.com](mailto:info@excel-college.com)
- If you are arriving at Manchester International Airport and would like to book a pick-up service, bring £50 cash with you. You will be asked to pay for the service on arrival
- Book hotel accommodation if you are arriving without accommodation being booked in advance
- Check whether you need permission to transfer money to the UK
- Have you paid all your tuition fees by bank transfer? Or have you ordered traveller's cheques or banker's drafts in order to pay on arrival
- Weigh your baggage to check it is within your baggage allowance

**What to bring in your hand luggage**

*You can bring this page with you when you travel.*

- Your passport and visa
- Documentary evidence of your finances
- Medication and details of medical conditions
- Details and policies for any insurance you have arranged
- Enough money in sterling and traveller's cheques for your first few weeks
- Airport Pick-Up instructions if you have booked the service
- Useful contact numbers
- Make photocopies of your passport, visa, traveller's cheques and pack them separately to the originals