

Important Information for Trainers

“English UK Professional Services provides good quality nourishment for the mind, offering an attractive and innovative menu of lifelong learning opportunities to its members at reasonable prices.”



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1. Background to English UK

English UK is the national association of accredited English language providers in the UK. The organisation was formed in 2004 with the amalgamation of two previous associations (ARELS and BASELT). Membership currently stands at over 420 centres and includes private schools, independent schools, educational trusts and charities, further education colleges and universities.

All members have to be accredited by the Accreditation UK Scheme. The Scheme is run in partnership by English UK and the British Council. The overall aim of English UK is, “to advance the education of international students in the English language,” and key roles include the promotion of quality within the industry and the representation of the interests of its members. English UK is a registered charity.

2. English UK Professional Services

One of English UK’s core remits is to, ‘*promote the pursuit of excellence in professional standards in all aspects of the provision of courses in the English language,*’ and the Professional Services department was established to help deliver these objectives. English UK offers a wide range of continuous professional development and support services for all of its members.



The above diagram shows the full range of professional services offering a joined up platform of knowledge support. Conferences are used as forums to promote further development qualifications and initiatives. Trainers on courses deliver specialized training days and all of the professional support generated through events is captured in the form of best practice publications.

Intelligence from the consultancy service and English UK’s involvement in the accreditation scheme also helps to inform the development process for the professional services calendar which follows an academic year from September to June. No training is offered during July and August.

The **Aims and Objectives** of English UK Professional Services are outlined below:

- To enable English UK members to achieve their full potential and encourage the dissemination of best practice
- To contribute towards the sustained success and reputation for educational excellence of the ELT industry in the UK
- To identify and provide relevant and effective training that addresses the needs of all staff members from all sectors of EFL
- To always strive to exceed the customer's expectations and offer superior value for money
- To innovate, exploit technology and strive towards developing better services and benefits for members
- To make a contribution towards the running costs of the association
- To result in members running their businesses more successfully and students enjoying high quality and life-enhancing educational experiences

3. English UK Professional Services Product Portfolio

English UK provides training services for all personnel involved in the delivery of EFL provision. This can include: teachers, academic managers, general managers, marketing professionals, student welfare advisors and specialist fields like business English and junior vacation courses. There are many opportunities for English UK trainers to take part either as a delegate or as presenter at a range of events:

3.1 Conferences

English UK runs four major national conferences per academic year including an event for English language teachers (November), marketing professionals (January), ELT managers (March) and business English trainers (May). The ELT managers' conference is a residential event and is held outside of London. English UK also provides training at the annual Study World event which is a major international B2B Fair held in September in London, and its AGM and Conference which is also held in London in May. Trainers are welcome to apply to speak at or attend any of the above listed events.

3.2 Qualifications

English UK runs three well-respected qualifications including the Diploma in ELT Management (DELTM), the Welfare Officers' Certificate Course (WOCC) and jointly validates the Certificate in International Business English Training (Cert IBET) with Trinity College London. English UK is also currently investigating the development of a qualification for marketers of international education.

3.3 Training Days

English UK runs over 30 training days a year delivering expert professional development in a diverse range of topics that are of interest and relevance to most ELT personnel.

3.4 Services

English UK launched the new English UK Campus in association with Macmillan English Campus in 2008 to provide an affordable and high quality online blended learning platform with exclusive access for English UK member centres.

3.5 Publications

English UK produces a range of publications that can be accessed by members through the website. A new Student Welfare manual will be developed shortly which will collect examples of best practice in this important area of the operation.

3.6 Consultancy

English UK works with an experienced team of consultants who provide a popular consultancy service for ELT centres that are considering becoming accredited under the Accreditation UK Scheme. English UK helped 27 centres to become accredited in the past academic year posting a 92% success rate (Scheme average 67%). As accreditation has become very high stakes with its alignment to the new Points-Based Managed Migration System demand for the Scheme is expected to grow as accredited centres will want to be sure of not facing any significant problems with the re-accreditation process.

English UK plans to expand its provision of consultancy services over the next twelve months to cater for a wider range of professional support.

English UK's product profile is outlined below:

	Role	Main Event	Certificate	Diploma
200+ HOURS OF TRAINING DAYS +EUK Consultancy Services	English Language Teachers	Teachers Conference	<i>n/a</i>	<i>n/a</i>
	Business English Teachers	Business English Trainers Conference (with BEUK)	Cert IBET	<i>Dip IBET??</i>
	Academic Managers	ELT Management Conference	<i>n/a</i>	Diploma in ELT Management (DELTM)
	General Managers	AGM and Conference	<i>ELT Marketing Certificate??</i>	Diploma in ELT Management (DELTM)
	Marketing Professionals	Marketing Conference	<i>ELT Marketing Certificate??</i>	ELT Marketing Diploma
	Student Welfare	<i>Student Welfare Conference?</i>	Welfare Officers' Certificate Course (WOCC)	<i>n/a</i>

For further details about English UK training please download a copy of the **English UK Professional Services Handbook** that can be obtained from the training page of the English UK website.

4. How to become an English UK trainer

You can contact English UK directly with the outline of the premise behind your training session in a covering email (training@englishuk.com) and the course promo form attached at the end of this document.

- a) *Covering email* – please include your CV and contact details: phone number, home address, and any alternative email addresses.
- b) *Course promo form (attached)* – include a title, an introduction, a description of the target audience and level, an outline of the session and the methodology that you will use and a set of desired learning outcomes for the trainees.

The Deputy Chief Executive of English UK may wish to discuss your suggestion, offer advice on wording and content and agree a date for the session. Although English UK will consider applications from prospective Trainers at any time, proposals should be submitted on or before **Friday, 10th July 2009** to be included in the formal English UK Professional Services calendar for 2009-10.

5. Venue

All of the training (unless advised otherwise) is held in the dedicated training room at English UK's new premises at 219 St. John Street, London, EC1V 4LY. The room is located on the ground floor to the left of the main entrance. The capacity provides space for a maximum of 13 participants.

6. Presentation and delivery

We would encourage all trainers to be professionally turned out and to use an interactive approach to training showing consideration for the range of multiple intelligences involved in learning. Consideration for up to date modes of presentation such as power point is also strongly recommended.

7. Facilities

The training room is equipped with: a laptop (up to 4 are available), a projector, a combined laptop/projector stand, an OHP, speakers and a CD player. Internet connection is available in the room but should be ordered at least 24 hours in advance. There is also a mobile projection screen, a flipchart, a mobile reversible whiteboard, markers and notice boards where posters can be displayed. Please do not stick any posters directly on the walls.

The chairs have been designed to a high spec and are particularly comfortable. They are fitted with castors and a tablet and there are several tables on castors that allow the Trainer to create a flexible room layout. In fact, all of the facilities are portable so the seating arrangement can be in horseshoe shape, a theatre arrangement or boardroom meeting style. Please contact English UK in advance with any requests for equipment.

8. Materials

We would expect the session to be accompanied by useful sets of handouts that should be professionally presented and printed. English UK will be happy to make any photocopies on behalf of trainers and would encourage such requests to be submitted well in advance of the session. All handouts will be printed double-sided to conserve paper unless otherwise requested. The English UK logo can be made available for any printed handouts.

9. Refreshments

Refreshments are normally provided as part of the training day. This usually includes tea, coffee and water, biscuits and a selection of quality sandwiches. Crockery will be used to serve all refreshments and as part of English UK's environmental policy disposable cups, plates or cutlery will not be used. There is a water dispenser in the training room. Refreshments are normally wheeled into the room on a trolley. If you have any special dietary requests please contact us in advance.

10. Timetable

Full training days are run from 10am (registration) for a 10.30am start and should normally run until 4.30pm. Typically one hour is allocated for lunch with an additional 30 minutes to include two scheduled breaks. This means that a day session should include a minimum of 4.5 contact hours unless otherwise agreed. A half-day session will entail a minimum of 2.5 contact hours with participants. Breaks should be pre-planned to allow English UK staff to prepare and deliver refreshments. Please note that the official working hours of English UK are from 9.30am to 5.30am and there will be no access to the building outside of these hours unless agreed in advance with English UK.

11. Publicity

English UK will need to publicise the training day and will need to be able to use pictures and biographical information about each trainer. Trainers are asked to provide a digital passport size photograph or other suitable digital picture. The picture will be used in relevant literature and may also be included in the annual English UK Professional Services handbook. English UK also reserves the right to take photographs during the training day that may be used for promotional purposes.

The training session will typically be promoted via the English UK website at www.englishuk.com/en/training, the professional services handbook (downloadable), the Accreditation UK Newswire e-newsletter, the English UK Newsflash e-newsletter and by direct emails to members.

The Trainer is also encouraged to promote the session through his/her own channels as well and is welcome to provide a link on their own website for this purpose.

12. Remuneration

English UK will remunerate the Trainer in arrears with a fee for his or her services. The fees for 09/10 are as follows:

£300 per day for first year trainers

£350 per day for returning trainers

13. Travel Expenses

In addition to a fee the trainer will also be able to claim for travel expenses. The amount that can be claimed will be equivalent to the cost of standard class public transport to and from the training venue from one's place of residence. As dates for training sessions are published well in advance we would anticipate that every reasonable effort is made to secure savings from any advanced booking options that may be available. The Trainer is encouraged to contact English UK in advance if there are any potential issues with the provision of public transport or fares that are likely to significantly increase the cost of the training day.

14. Invoicing

To claim the fee and expenses all trainers are required to submit an invoice. To ensure that all invoices from trainers are processed in a timely fashion please note that all invoices should be made out to **English UK Enterprises Ltd**. Invoices can be submitted either by fax, post or email and should be addressed directly to the finance director clearly stipulating the title of the training session.

The preferred means of payment is through BACS which is bank transfer and English UK will require the following bank details: name of the account holder, bank name and address, bank sort code, and bank account number. For overseas transactions English UK will require the following additional information: a SWIFT code, an IBAN code and the currency of the transaction.

Expense claims should be included in the invoice and can only be processed if the original copies of valid receipts are provided. English UK will accept photocopies. We would strongly encourage all trainers to submit claims as promptly after the training session as possible. English UK will also endeavour to process any claims as promptly as possible.

15. Cancellations Policy

English UK will promote and advertise each session as widely as possible and will guarantee to run a session if there is a minimum of three paying participants in attendance. Very occasionally, if demand for a particular session is below that number we may be forced to cancel or postpone that session.

In such cases English UK will not be liable to cover the remuneration of the trainer but will refund any balance that the trainer may have lost on travel tickets that had been pre-booked.

16. Benefits

Any English UK trainer will have the right to attend any English UK training day or conference at half the advertised price. This is half of the English UK member rate.

17. Conflicts of Interest

We would strongly discourage the trainer from promoting their own interests or the interests of any other training organisation during or after the session unless otherwise pre-agreed with English UK.

18. Key Contacts

- English UK office: t: 020 7608 7960, f: 020 7608 7961.
- Beth Macchi, Professional Services Officer, is responsible for all logistical aspects of the training day and is your primary contact. training@englishuk.com or beth@englishuk.com
- Mark Rendell, Deputy Chief Executive, is responsible for professional services. mark@englishuk.com
- Glenn Peppiatt, Finance Director, is responsible for processing all payments to trainers. glenn@englishuk.com
- Tony Millns, Chief Executive of English UK, is responsible for all aspects of English UK's operations. tony@englishuk.com

19. Other Information

The trainer will be sent detailed joining instructions in advance of the training day. These instructions will include a map, information on local transport routes and specific information related to the training day.

20. Feedback and Complaints Policy

English UK always collects feedback from participants after each of the training sessions. This feedback will be shared with the trainer. Trainers are welcome to request any questions that they would like to have included on the feedback form as long as requests are received well in advance. Any feedback from trainers about the English UK professional services programme or service will also be gratefully received.

If the trainer is unhappy with any aspect of their participation in the English UK training programme he/she should discuss at the earliest opportunity with either the Professional Services Officer or the Deputy Chief Executive for Professional Services. In serious cases issues should be directed to the Chief Executive of English UK.

[Title of Session]

[Date]
[Venue]

Introduction:

100 words (maximum)

Target audience:

50 words (maximum)

Session outline:

100 words (maximum)

Outcomes:

100 words (maximum)

Timetable:

Registration: 10.00
Start of event 10.30
End of event: 16.30

Contact details:

Beth Macchi
training@englishuk.com
t: 020 7608 7960

Lunch and refreshments provided

Profile of the trainer:

[Name]

150 words (maximum)