



## **English UK Student Emergency Support scheme (SES): FAQs for English UK members and accredited centres**

### **1. Do schools receive any payment for taking on students under the SES?**

No – English UK asks members and accredited centres to support each other under the SES, part of the Accreditation UK scheme, by offering equivalent tuition to students free of charge. In this way, we help students to find a suitable alternative as quickly as possible and help to protect the reputation of UK English Language Teaching.

The English UK rules (last amended October 2015) in S2. Code of practice for members state that:

The SES does not provide reimbursement of tuition fees to the students or to receiving centres. English UK and its members co-operate to place all students affected by a closure on the nearest equivalent type of course and level, and by placing students at an alternative centre, their obligations are fulfilled. If a student subsequently wishes to move from an alternative centre, any receiving centre is entitled to charge fees as a new enrolment.

### **2. How are students allocated to schools?**

Once we have agreed to activate the fund in connection with a closed centre, we contact all centres in the area concerned to ask for assistance. At this stage, we give some preliminary information about the students such as nationality mix, visa categories, levels etc. Member centres then get in touch to say how many students they can potentially accept and at which level/course type. Students are then placed in their new school on a first-come, first-served basis. We try as far as possible to match students to new centres by course type, level and preferred location, but sometimes a compromise may need to be made – this will be clearly explained to the student.

### **3. Do we have to accept students from a closed centre?**

The English UK rules (last amended October 2015) in S2. Code of practice for members state that:

In the event of a Member's closure, the Association aims to minimise the adverse effects on students who have paid fees for accredited English language courses, accommodation etc to that organisation. The basic principle is that students should not suffer total loss of advance payments when a centre closes. Member organisations are expected to share responsibility for providing alternative accredited English language courses where possible, at no additional cost to the students, in co-operation with the Chief Executive. The Board will annually decide upon the transfer of money from the Association's general income to maintain a Student Emergency Support scheme (SES) which is to be used to provide emergency assistance to students affected by the closure of a Member. Such assistance will normally consist of making a contribution to



accommodation expenses (particularly in the period immediately following the closure) where advance payment for accommodation has been lost, of assisting with the cost of travelling if the alternative course provided is at a distance from the premises of the closed Member, and of assisting with the cost of travel to a station, port or airport at the end of the student's course.

The presumption in the rules is therefore that you take a student from a closed centre if you have a place available in a class suitable for them. In practice, we have usually been able to find placements for most students in a short time-frame.

**4. Who will pay for a student's accommodation fees?**

Where students have paid for accommodation through the school, English UK will endeavour to provide limited financial assistance if the school closes unexpectedly.

**5. Does it matter if we place the students on a different course to the one they were already on?**

The students are told that their new course may differ to their old one depending on what is available to them. They have also agreed to this in the terms and conditions English UK have sent them. We will make every effort to offer you students that fit the places you have, but we do ask for flexibility on both sides as this may not always be possible.

**6. We already have majority of one nationality at our centre. Can we state which nationalities we would prefer to receive?**

If you do have a preference for the nationality of student that we place with you, please let us know and we will try where possible to fulfil your requirements.