

Language KAISER Studio



STUDENT HANDBOOK



Student handbook

WHERE WE TEACH

We are based in London where we have a teaching studio, at

**The Hornsey Vale
Community Centre**

Crouch End, London N8

We also teach in Europe and via web-link worldwide.

In addition to individual classes we provide specialist focus group classes, in particular for exam preparation.

WHO WE ARE

The *Kaiser Language Studio* team:

Aman Kaiser, co-founder and Director, teacher with 25 years experience in teaching English

Stephane Le Chuiton, co-founder and Director, language enthusiast with 25 years experience in banking of which 5 in communications and training.

Deepa Zaman, teacher, coach and artist, specialist contributor on writing skills and promotional translations.

Kaiser Language Studio is the operating name of Kaiser Language Solutions Ltd
Registered address: 46 Hillfield Avenue, London N8 7DT
(0)208 347 5038



CONTENT

PRIVACY POLICY	3
IN HOUSE RULES	4
MATERIAL and RESOURCES	6
HEALTH & SAFETY	7
SAFEGUARDING	8
CANCELLATION and REFUND	10
COMPLAINTS PROCEDURE	13

Privacy Policy

Any personal information received will only be used to keep in your profile, record your progress and communicate with you personally for day-to-day administration purposes.

We will aggregate data to perform Key Performance Indicators at global level. At no time will any nominative information be disclosed. All our statistics and metrics will remain anonymous.

We will never share, sell or redistribute your information to anyone, whether in print or electronically without formal consent.

In house rules Applies to all classes and services

These in house rules and regulations are here to provide guidance on all routine activities taking place at the teaching studio to ensure health and safety requirements are met and to establish a positive and courteous culture.

These in house rules and regulations apply to all: teachers, other staff and contractors, studio co-tenants and students alike. *Kaiser Language Studio* Directors are responsible for drafting and communicating the rules to all third parties they apply to.

HEALTH & SAFETY

Everyone is responsible for his or her own health and safety.

The following applies to classes taking place at the Hornsey Vale Community Centre studio:

FIRE - There should be a fire notice issued by HVCC clearly on display on the door or in the corridor. Please let the tutor know if this is not the case.

FIRST AID KIT – A first aid box is available in the studio.

SMOKING - The HVCC has a no smoking policy throughout the building. Smokers should go outside the building to smoke.

Please, refer to the full **Health & Safety Policy** for details.

ARRIVAL TIME – LATENESS - ABSENCE

The following applies to classes taking place at the Hornsey Vale Community Centre studio:

Students are advised to arrive at least 5 minutes before the start of each lesson in order to ensure a prompt start of the class for everyone.

They should use the side entrance inside the courtyard of the HVCC. If the door is shut, students can go through the main building round the back. In case that door is also locked then students should call 07407 091908 for further instructions.

In case of late arrival: If under 15 minutes, the student may enter quietly and take a seat discreetly so as not to disturb the other students. If over 15 minutes, then the student is required to wait for the break, which usually occurs 45 minutes after the start of the class (check specific course for details).

A register call is made at the beginning of each class to record student attendance. High attendance is essential to achieving learning goals and ensuring progress.

In case of planned absence, as a matter of courtesy students are kindly asked to inform the tutor beforehand when possible. The tutor may keep a copy of the material dispensed

during the missed lesson to hand out to the student. Unfortunately, no refund can be made for missed lessons. Under exceptional circumstances and conditions the lessons missed can be taken at a further date. Please, refer to the *Kaiser Language Studio Cancellation and Refund Policy*.

The following applies to one-to-one and two-to-one classes:

Depending on circumstances, it is at our tutor's discretion to reschedule a class. Details are to be found in the *Kaiser Language Studio Cancellation and Refund Policy*.

BREAKS

The following applies to classes taking place at the Hornsey Vale Community Centre studio:

If the duration of a class is greater than 2 hours, then there usually is a break. Breaks last no more than 15 minutes. Students should ensure they are back in the studio on time to ensure a prompt start.

The following applies to one-to-one and two-to-one classes:

Breaks during the lessons (usually lasting 50 minutes) are to be agreed with the tutor.

WHEN THE LESSON IS FINISHED

The following applies to classes taking place at the Hornsey Vale Community Centre studio:

Students are required to leave the studio in a timely manner and quietly to avoid disrupting other classes taking place in the building.

SAFEGUARDING

Kaiser Language Studio recognizes that the welfare of children is paramount, as enshrined in the Children Act 1989. For that purpose, the *Kaiser Language Studio Safeguarding Policy* applies to all employees, contractors, studio co-tenants and anyone working on behalf of *Kaiser Language Studio*. It aims to protect children and vulnerable adults who receive *Kaiser Language Studio's* services. Please, refer to the *Kaiser Language Studio Safeguarding Policy* for details.

EQUAL OPPORTUNITY

Kaiser Language Studio operates an equal opportunity policy throughout its activity. *Kaiser Language Studio* will not tolerate any form of discrimination whether based on race, colour, religion, gender, gender identity or expression, sexual orientation, marital status, disability, or age.

Kaiser Language Studio will also not tolerate any form of harassment or bullying from staff or students.

Materials and resources

TEXT BOOKS, Audio CDs

Students have to purchase their own textbooks and/or Audi CDs. The tutor will specify what titles are needed for their level and their learning objectives.

In most cases, *Kaiser Language Studio* will be able to supply the books at a competitive cost.

During their first week in the course, *Kaiser Language Studio* may be able to supply photocopies of the pages studied while waiting for the textbooks to be delivered.

PHONE and WEBLINK CONNECTIONS – Applies to remote classes

All web connections the student needs on their side (wifi, Skype or other application) are at the student's charge. The tutor will let the student know what application they are using to connect. Charges for the phone call made by the tutor to teach are at the charge of *Kaiser Language Studio*.

EXAM FEES (Cambridge, Trinity, IELTS, TOEIC etc.)

Exam fees are not included in tuition fees paid to *Kaiser Language Studio*. Students have to purchase them separately. *Kaiser Language Studio* may book the exam for students and subsequently invoice the student for the amount paid to the examination body plus a small handling fee.

Health and Safety Policy

STATEMENT OF GENERAL POLICY

This is the statement of general policy and arrangements for: **KAISER LANGUAGE SOLUTIONS Ltd**

The company is committed to:

- Providing a safe place of work
- Providing safe systems of work
- Providing training, instruction and supervision
- Providing and maintain safe plant and equipment
- Assessing the risks to anyone who might be affected by carrying out work activities
- Working to prevent accidents

RESPONSIBILITIES

- The Directors have overall and final responsibility for health and safety.
- The Directors have day-to-day responsibility for ensuring this policy is put into practice.
- Clients and students on the Hornsey Town Hall premises have a responsibility to take care of the health and safety of themselves and report any concerns to the Directors and/or the tutor on site.

ARRANGEMENTS

1. Training

- All subcontractors will be given a health and safety induction and provided with appropriate training.
- Directors are responsible for identifying training needs and for keeping a record of all training.

2. Carrying out risk assessments

Hazards will be identified and control measures implemented to eliminate risk, or reduce to an acceptable level.

3. First aid and Accident reporting

A first aid kit is available in the studio. All first aid incidents and accidents will be recorded in an accident file, available in the studio.

4. Emergency procedures

Fire procedures are those made available by the premise agent: Hornsey Vale Community Centre. Escape routes are signed posted and kept clear at all times.

This health and safety policy was written by: Stephane Le Chuiton and Aman Kaiser, Directors, on 24/4/2017

Kaiser Language Solutions Ltd is covered by the Personal and Product Liability Insurance number: PL-PSC10000740335/00 underwritten by Hiscox.

Safeguarding Policy

STATEMENT OF GENERAL POLICY

This policy applies to Directors of and anyone working for or on behalf of **KAISER LANGUAGE SOLUTIONS Ltd**, as well as studio co-tenants, adult students and clients visiting the teaching studio.

The purpose of this policy is to:

- Protect children, young adults and and vulnerable adults who receive services from *Kaiser Language Studio*.
- Provide all adults to whom the policy applies with the overarching principles that guide our approach to safeguarding and child protection.

Kaiser Language Studio believes that a child, young person or vulnerable adult should never experience abuse of any kind. We have responsibility to promote the welfare of all children, young adults and vulnerable adults and to keep them safe. We are committed to practice in a way that protects them.

The policy has been drawn up upon the basis of law and guidance that seeks to protect children, including the Children Act 1989, the Children Act 2004, the Sexual Offences Act 2003

RESPONSIBILITIES

All persons to whom this policy applies have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

Kaiser Language Studio Directors have the added responsibility to ensure the Policy is up to date and that students and clients have acknowledged it, preferably at induction time.

GENERAL PROCEDURE/CODE of CONDUCT

Safe recruitment

When supplying a teacher for a class including students under 18 or vulnerable adults, *Kaiser Language Studio* will, where possible, ensure that person is DBS cleared. This might take the form of a Basic Disclosure (<https://www.mygov.scot/basic-disclosure/>) where no standard or enhanced check is possible.

Teaching in the studio

One-to-one classes to children will usually take place at their homes, where *Kaiser Language Studio* expects there to be parental/guardian supervision.

If a minor or vulnerable adult is part of a group class sitting in the studio and which is normally composed of adults, then the tutor should try to avoid being alone with that person in the studio, preferring the presence of the other students. If this is not possible (e.g. absence of the other students that day), then it is recommended the tutor leave the door ajar.

Professional Boundaries

Personal relationships between a member of *Kaiser Language Studio* and an underage student who is a current service user is prohibited. This includes relationships through social networking sites such as facebook.

Reporting

Anyone with misconduct concerns should report it to the Directors and/or the tutor. Parents or guardians should be informed immediately. If needed, the Directors will seek advice from the Children and Families helpdesk in their local authority or at the Police whose process is then followed.

Cancellation and refund Policy Applies to all classes and services

Two main situations can arise:

1. *Kaiser Language Studio* cancels a class or an entire course
2. A student / client cancels a class or an entire course or service.

1. CANCELLATION BY KAISER LANGUAGE STUDIO

Case 1/ If the Client/Student fails to pay according to schedule

As per *Kaiser Language Studio's* booking protocol, depending on the course or service to be provided the client is given a payment schedule. This is to take into account provisions for continuous enrolment and rolling intake.

Should the client fail to pay within the deadlines outlined in the schedule, *Kaiser Language Studio* reserves the right to cancel the booking altogether.

Case 2/ Lateness of a tutor leading to the cancellation of one class

Should the tutor be late such that he/she cannot run the class, alternative arrangements will be discussed with the client/students. If no arrangement can be agreed, the client/students will be refunded for the class or service.

Case 3/ Unforeseen circumstances on our side leading to the cancellation of an entire course or service

If for any reason *Kaiser Language Studio* should cancel an entire course or service, the clients / students will be refunded by us pro rata of the service remaining to be delivered. This will constitute full settlement.

2. CANCELLATION BY THE CLIENT / STUDENT

Case 1/ Group classes - Cancelling one class or in cases of lateness

- *Kaiser Language Studio* offers no refund for missed group classes bought on a term enrolment package.
- With regard to group classes on a carnet package: providing *Kaiser Language Studio* is informed of the absence (by mail, message or call) the evening before the class date at the latest, then the lesson is not deducted from the carnet. In case of a no-show, then the carnet will be deducted of one lesson. However, under exceptional circumstances such as sudden illness or family emergency, *Kaiser Language Studio* may decide to reverse that decision, on a case-by-case basis.

Case 2/ Group classes – Planned holidays or absence

- *Kaiser Language Studio* offers no refund for missed group classes bought on a term package.
- With regard to group classes on a carnet package: Providing notice is given **in writing 1 full week** (7 calendar days) before the planned absence, the carnet won't be deducted of the missed lessons.

Case 3/ Group classes – Cancelling the entire course

To cancel an entire course, students must inform *Kaiser Language Studio* in writing, following which a refund can be requested under the following conditions:

- Cancellation fee (in case of a carnet package): *Kaiser Language Studio* will retain 25% of the paid course remaining (i.e. pro rata of the service remaining to be delivered) or a flat minimum amount equivalent to 1 lesson at full price, whichever is the greatest.
- Cancellation fee (in case of a term enrolment): *Kaiser Language Studio* will retain 25% of the paid course remaining (i.e. pro rata of the service remaining to be delivered) or a flat minimum amount equivalent to 1 full week of tuition, whichever is the greatest.
- The client / student will be refunded the balance.

Case 4/ One-to-One, Two-to-One classes – Cancelling of one class or cases of lateness

The student may cancel **up to 24 hour before the class**, at no cost, providing the tutor is informed by a call, a message or a mail. Alternative arrangements may be discussed with the tutor or the class may be refunded if no arrangement can be made. If the class is cancelled less than 24 hours before or should the student not turn up, then there is no refund and *Kaiser Language Studio* is under no obligation to offer a replacement session.

Case 5/ One-to-One, Two-to-One classes – Cancelling the entire course

To cancel an entire course, students must inform *Kaiser Language Studio* in writing, following which a refund can be requested under the following conditions:

- Cancellation fee: *Kaiser Language Studio* will retain 25% of the paid course remaining (i.e. pro rata of the service remaining to be delivered) or a flat minimum amount equivalent to 1 lesson at full price (per person cancelling), whichever is the greatest.
- The client / student will be refunded the balance.

Case 6/ Corporate services – Cancellation of the service by the client

As part of their contract, the client will be issued a payment schedule specific to the service booked. The schedule will include a non-refundable deposit. Any refunds or fees, including severance, administration and cancellation will be subject to contract.

Complaints Handling Policy All courses and services

OUR COMPLAINTS POLICY

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We will consider your complaint and respond in a timely manner.

In its teaching capacity, *Kaiser Language Studio* has an obligation of means, and we endeavour to act professionally and with integrity to serve our clients in the best possible way. *Kaiser Language Studio* does not have an obligation of outcome or results, which means for instance that we cannot guarantee that a student will successfully pass an exam they have prepared for with us.

In the case of any complaint, *Kaiser Language Studio* is under no obligation to pay any more than the cost of the course.

STEPS TO FILE A COMPLAINT

1. Contact us in written with the details of your complaint.
2. We will send you a letter or email acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint.
4. We will then invite you to a meeting or call you to discuss and hopefully resolve your complaint. The meeting or call should take place no longer than 25 working days after we've acknowledged your complaint.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter.
6. Within 5 working days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
7. At this stage, if you are still not satisfied, you should contact us again. We may arrange a meeting or call to discuss. In any case, we will write to you within 10 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons. At this stage, any decision made is final.

ENGLISH and EUROPEAN LANGUAGE SCHOOL AND
CONSULTANCY • ENHANCE INTERNATIONAL
PRESENCE • BOOST CAREER AND PERSONAL
PROFILES • GAIN LANGUAGE CERTIFICATES •
PREPARE FOR PRESENTATIONS • FLUENCY •
PRONUNCIATION • SPEAK LISTEN READ WRITE

Language K A I S E R Studio

kaiserls.com

info@kaiserls.com

07407 091908

Studio: HVCC, 60 Mayfield Road, London N8 9LP



Kaiser Language Studio is the operating name of Kaiser Language Solutions Ltd

Registered address: 46 Hillfield Avenue, London N8 7DT

(0)208 347 5038