



Personal English Courses  
*in England*

*Personal courses for students and professionals*



**Oxford**

14 Friars Entry,  
Oxford, OX1 2BZ  
United Kingdom



**Cambridge**

81-83 Hills Road,  
Cambridge, CB2 1PG  
United Kingdom

*English as a second mother tongue for 13-17 year olds*



Academic and  
exam courses

# Founded in Oxford

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## A studious learning ambience since 1973

The success of a course is dependent on the community of purpose that stems from the ambitions and drive of every single participant. This strong conviction has always led OISE to appeal to the more motivated students who inspire each other and establish a serious study environment. All participants are coached to target a level of eloquence in English that exceeds their own expectations.

OISE's pedagogy gives the student a fresh look at their established language learning beliefs. In addition to building the core knowledge of the language, the elaborate suite of modules on an OISE course provides the student with a strategy to manipulate the language, whatever the required communicative situation be it in a business or an academic context.

*For English in the UK*



# Language and personal development

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## *Educational Engineering*

Precision - fine tuning - performance - calibration - confidence - achievement

OISE courses are designed without compromise. They are structured with innovation and rigour. All aspects of performance in the language are evaluated with the aim of immersing the participant in different types of learning activities. These yield strong results by building the learner's confidence in expressing themselves fluently in English with elegance and accuracy. The overriding objective is to give the learner sufficient confidence never to be at a disadvantage among other English speakers.

# for high achievers

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Constant opportunities to perform in English. Constant encouragement to practise the language within a study community of highly motivated language learners. It is in such a studious environment that participants are challenged and driven to exceed their own expectations and personal goals. Because of their focus on serious, concentrated study programmes, OISE schools are the preferred choice of the most ambitious and committed students.



The expertise, enthusiasm and sympathetic approach of the teaching team all combine to sustain the student's effort and concentration making each lesson a productive and stimulating learning experience. Coming from diverse study and career backgrounds, they are able to offer instruction in a wide range of specialised areas of the language.

Teachers are chosen for their personal qualities and their ability both to engage the participants and to facilitate the language learning process. They are trained to focus on the needs and weaknesses of the learner and to plan the structure and content of the lessons accordingly. The students therefore always receive tuition that is relevant and based on what they actually need to learn.

# Focus on the learner's outcomes

*Courses are designed for today's professionals*



## **Industry related specialist skills**

- accountancy
- aviation
- banking
- business
- commerce
- education
- engineering
- finance
- law
- marketing
- media
- medicine
- pharmaceuticals
- renewable energies
- healthcare
- tourism
- the oil and gas industry

## *English for professional use*

The goal:

- gain the confidence to communicate fluently in English
- participate on equal terms in meetings, negotiations and presentations
- become familiar with the terminology and language usage of a specific industry
- develop accuracy in grammar, syntax, idioms and vocabulary
- understand and extract information from a written document
- write reports, letters, emails, presentations
- increase speed of reaction (absorb information, process and respond)

## *English for universal communication*

The goal:

- master effective communication in everyday English
- express ideas and opinions, incorporating new vocabulary and idioms as well as manipulating sophisticated and more complex language structures
- achieve comprehension skills through a wide variety of carefully selected written texts including newspaper and journal articles as well as literary texts
- develop the ability to write accurately in a range of styles and registers

## Business & professional English

English for universal communication

English for undergraduates and graduates

Intensive examination practice

*and for those preparing for their future career*



### *English for the right university results*

The goal:

- improve fluency in the language for exam success at college, university or business school
- increase speed of reaction (absorb information, process and respond)
- master accurate use of grammar, syntax, idioms
- handle a wide range of vocabulary
- extract information from a written document (an article, research material)
- be confident in giving presentations and reporting
- produce a written document (essay, dissertation, report)

### *English for exam success*

The goal:

- be confident to handle all aspects of the exam
- overcome the anxiety of facing the exam through intensive exam practice
- be confident to use grammar accurately
- be able to express thoughts, ideas, opinions confidently and fluently
- gain an expanded vocabulary range as well as idioms and expressions including more sophisticated and complex language structures

### **Exam preparation programmes**

– for the preparation of internationally recognised exams including:

IELTS: the leading test of communicative English language ability.

University of Cambridge Examinations (B2 First (FCE), C1 Advanced (CAE), C2 Proficiency (CPE)): all exams test reading, writing, listening and speaking.

TOEFL: American examination widely used by universities in the USA.

LINGUASKILL: a language assessment service specifically for the use of companies and organisations.

TOEIC: Test of English in International Communications.

GMAT: for advanced studies in business and management.

TOLES: the standard of legal English required by employers such as international law firms.

# Tutorial™ Programmes: needs driven

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When OISE was founded in Oxford over 48 years ago, it delivered all of its courses by Tutorial. The Tutorial™ lesson, a teaching tradition of Oxford University, is one of the most effective methods of education. The entire course is conducted by means of individual tuition thus allowing the lessons to be adapted to the precise level and goals of each participant.

The cognitive perspective of students can vary considerably; this explains why the Tutorial is such a powerful learning environment: in the lessons, the teacher focuses on the one student, and can therefore tailor the pedagogic approach to the pupil's natural learning mindset.



The Tutorial lesson draws its effectiveness from the benefit of the tutor engagement with each individual pupil's learning, and the consistent level of concentration on the part of the student.

### The personal language programme

A language audit carried out at the beginning of each course determines the precise level, needs and objectives of the participant. This forms the basis of the student's personal learning programme.

### A balanced timetable

Each participant is assigned a team of tutors who each specialise in a different aspect of the curriculum. The learner is exposed to a variety of pedagogic approaches as well as different personalities, voices, intonation and accents: a situation that reflects the diversity of expression in the wider world.

### Specialisations

Tutorial tuition allows for the course to concentrate on a specific area of focus such as:

- professional: work-related terminology (e.g banking, pharmaceutical, legal, finance) or management communication skills such as presenting, negotiating, public speaking, leading.
- academic: study skills and also to prepare students for the language component of a specific examination.
- achievement of an official certificate: for those wishing to take an exam such as IELTS, Cambridge exams, TOEFL, TOEIC, etc.

### The Integrated Tutorial™

The Integrated Tutorial™ combines the intensity of one-to-one sessions with interactive workshops and team project work with the purpose of exposing the student to authentic social and business exchanges in the language.

The programme is composed of 15 hours of Tutorials lessons and 10 hours of group lessons.

**Minimum age:** 16 years

**Course dates:** All courses begin on any Monday of the year. Students arrive on the Sunday before the start of the course and depart on the Saturday following the last day of the course.

# The Quatorial™ Programme: target driven

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The Quatorial™ course is designed with precision to give participants the skills and confidence to interact effectively in English. A carefully engineered management training environment enables participants to improve not only their language skills but also their confidence in tackling international situations.



## *The programme*

### **Aptitude: accurate use of the language in core skills lessons**

- controlled practice in language structures and lexis development to achieve a good command of grammar structures, idioms, and vocabulary.
- activities to sharpen understanding of written text through reading exercises from a wide range of materials: reports, articles, case studies.
- coaching and practice in writing letters, reports, emails, presentations, articles
- formal listening exercises.
- public debate: societal issues are debated in a formal setting allowing students to fine tune their debating skills in English.
- project: working on an engaging task participants use the soft skills of analysis and problem solving, collaboration and research.

### **Attitude: confident use of the language through interactive sessions designed to develop leadership skills**

- Spoken Assertiveness: a fluency skills session to help the learner overcome inhibitions and group communication anxieties.
- Critical Analysis: develops the participant's ability to analyse, categorise and process information in their language. Students apply critical thinking skills by evaluating texts and offering cogent and well structured responses.

### **Examination preparation in the Tailored Quatorial**

For students wishing to take an official exam such as IELTS, University of Cambridge examinations, TOEFL and TOEIC. The focus of the Tutorial lessons is on the exam requirements, with active practice on past papers under timed conditions to foster familiarity with the exam.

**Minimum age:** 16 years

**Course dates:** All courses begin on any Monday of the year. Students arrive on the Sunday before the start of the course and depart on the Saturday following the last day of the course.

# The Octorial™ Programme: progress driven

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The Octorial™ programme develops a fluent use of the language in a learning environment conducive to high achievement. The day is divided into a number of sessions, each one with a clear language improvement focus.



## *The programme*

Lessons for accuracy and understanding of the language

- purpose-designed grammar exercises to develop the ability to write accurately in a range of styles and registers
- interactive and dynamic oral practice sessions to encourage the expression of ideas and opinions, incorporating new vocabulary and idioms as well as manipulating sophisticated and more complex language structures
- comprehension skills are developed using a wide variety of carefully selected written texts including newspaper articles and literary texts
- listening exercises using authentic materials to sharpen comprehension skills, improve pronunciation and increase the ability to think in the language
- writing exercises for a wide range of situations from letters and emails to dissertations

Lessons for fluency and confident use of the language

- **Team Project:** A focus on problem solving and creativity to give students vital soft skills such as collaboration, organisation and communication.
- **Spoken Performance Workshop:** a fluency skills session to help the learner overcome inhibitions and develop active expression in the language.
- **Mentored Dissertation:** one hour session of guided personal work in which the participant sets personal goals with the teacher.

### **Examination preparation in the Tailored Octorial**

For students wishing to take an official exam such as IELTS, University of Cambridge examinations, Linguaskill and TOEIC. The focus of the Tutorial lessons is on the exam requirements, with active practice on past papers under timed conditions to foster familiarity with the exam.

**Minimum age:** 16 years

**Course dates:** All courses begin on any Monday of the year. Students arrive on the Sunday before the start of the course and depart on the Saturday following the last day of the course.

# Accommodation and cultural events

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OISE's commitment to excellence goes beyond purely academic matters to include all aspects of the participant's stay. In this respect accommodation is very much an integral part of the course. Each school therefore has a dedicated team whose role is to ensure that students have a comfortable, welcoming place to stay and a varied programme of social events to enjoy after a day's study.

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## *Accommodation*

### **Homestay**

Each homestay is selected and monitored according to strict criteria laid down by OISE. Homes must be comfortable, the hosts welcoming and, above all, genuinely interested in receiving students and helping them to develop fluency in the English language.

### **Hotel or student residence**

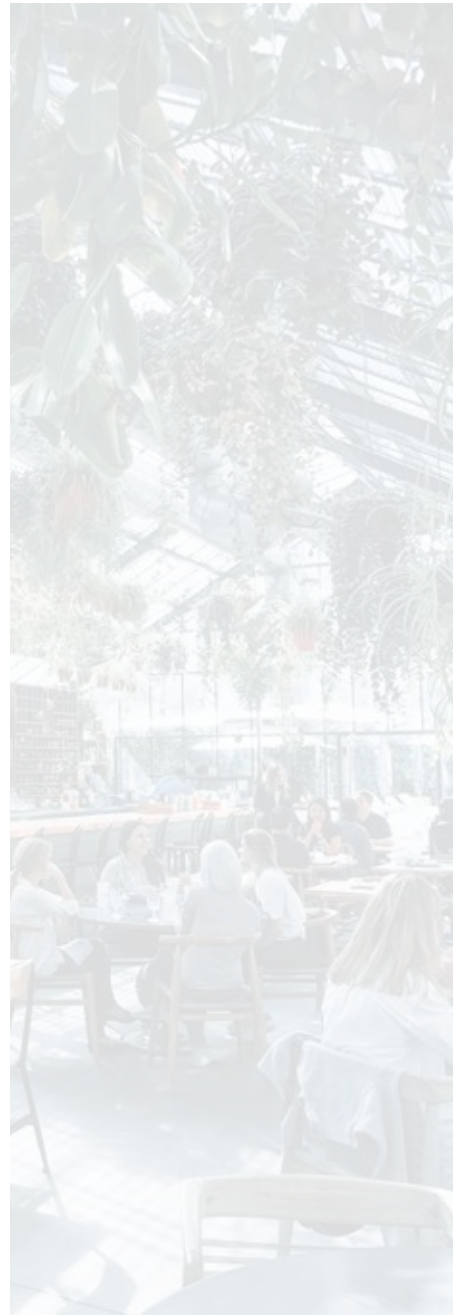
OISE recognises that some students would rather not have to adapt to living in a host family and prefer to stay in a hotel or residence. Over the years OISE has built up a good relationship with a range of recommended hotels and residences of various categories. The student can make a reservation directly with the hotel or residence.

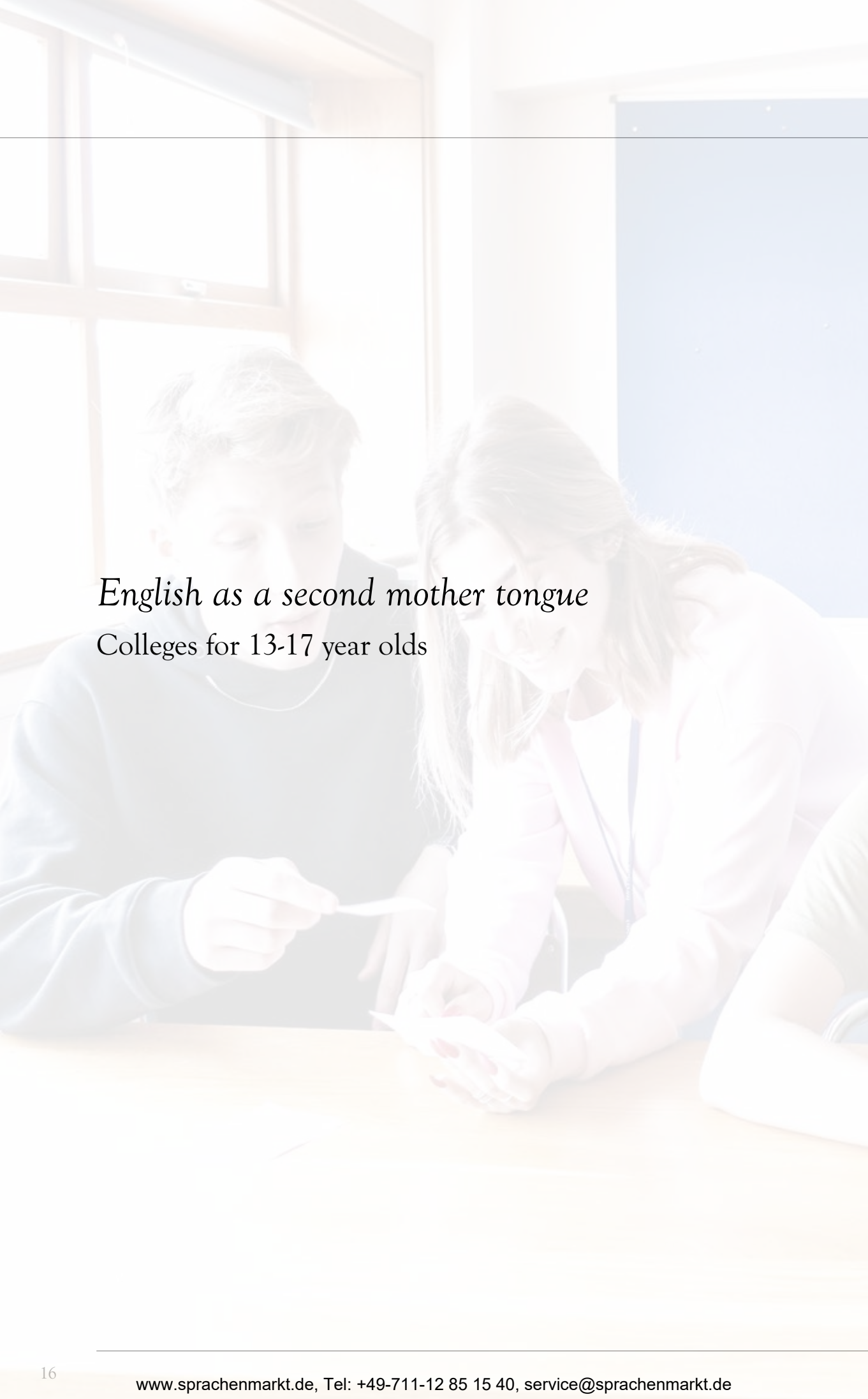
## *Cultural experience*

OISE is committed to making each student's stay as culturally and socially enriching as possible. Each school provides some cultural events. Typical activities include tours of the town, visits to museums and art galleries, visits to cafés, and lectures on history and literature.

## *Travel*

OISE is happy to help with travel arrangements from the point of arrival. All airports and rail stations are served by an excellent public transport system. Alternatively, OISE can arrange a taxi meeting service.



A young man and woman are sitting at a wooden table in a classroom. The man is on the left, wearing a dark blue hoodie, and the woman is on the right, wearing a light pink hoodie. They are both looking down at a small white card that the man is holding. The woman is smiling slightly. In the background, there is a large window with a wooden frame and a blue chalkboard.

*English as a second mother tongue*  
Colleges for 13-17 year olds



# Building intellectual capital in English

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## *Scholar English* (13-17 years)

Open throughout the year during all school vacation periods. For school pupils to receive immersion in academic subjects, foundation skills or coaching in language test strategies.



## *Career aspirations* (15-17 years)

Courses which introduce learners to the opportunities of future international careers or further study in English higher education.



## *School vacation programmes* (13-17 years)

An immersion language stay in which students develop acquisition and fluency against the backdrop of cultural awareness and personal development.

# The right course

25 hours a week with the teachers.

Each course is designed to meet a precise set of learning objectives.

A maximum of 8 students per class.

Students are taught by a number of different teachers each day.



## *Scholar English*

A bespoke education structured around:

- Accuracy and fluency in the English language
- Development of intellectual and social understanding
- Knowledge growth in a wide range of subjects
- Effective autonomous learning
- The acquisition of cultural and social literacy

*Personal growth through a broad curriculum of subjects*

## *Accuracy and fluency programmes*

A comprehensive young learner course structured around:

- Development of life skills and learning strategies
- Academic subject classes
- Group and individual projects for cross-cultural collaboration skills
- English language lessons for accuracy and fluency
- Student assessment and coaching sessions

*Developing 21st century skills*

# for academically ambitious young minds



## *Insights into a future career*

Demanding courses for students with ambitions in novel writing, diplomacy, business and public speaking.

- Immersion in the art of novel writing
- Aspire to become an influential diplomat
- Develop skills to be a business leader of the future
- Find a voice as an eloquent and articulate orator

*Fostering career  
aspirations*

## *Academic English for exam preparation*

- Revision of core language skills
- Revision and practice in exam content
- Coaching in the complexities of the exam
- Mock exams and timed practice tests

*Strategic preparation for  
academic exams*

# Scholar English: to foster an erudite identity in English (13-17 years)

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As a stepping stone from the pupil's backgrounds towards their ambitions, the programme helps potential high-achievers forge their own learning practices in harmony with their personality. The school affirms the pupil's life choices - no matter how unique - and nurtures a spirit of determination in their pursuit and conviction in their realisation.

Pupils come from different parts of the world and this brings exposure to a wide range of cultures, mindsets and experiences. The school helps pupils feel confident in both themselves and with other people, and to enjoy the challenge of meeting others and learning from them.

## *The programme*

**25 hours per week in study groups of one tutor to 8 students.**

Pupils develop a confidence founded on genuine improvements in their knowledge and skills, and in increasingly proficient English. Whether a pupil stays for a week, a month, a year or more, the format of individual lessons is similar each week while the specific content and outcomes change. This allows students to establish formative routines to hone their core skills, all the while acquiring broader general knowledge and improving their English.

- **Scholar English**

To develop new language, knowledge and skills in the service of better thinking and becoming a better learner generally. Pupils can face the challenges of understanding and responding creatively to complex ideas in English and can generate both informed and personal opinions. Over the longer term the programme provides an ideal transition for international pupils into mainstream UK education.

- **Meaningful content**

The programme includes: writing craft workshops in essays & argumentation and journalism based on our in-house cultural calendar, biographies, debates, literature and reader's theatre, reciprocal reading, subject tasters, guided research projects with presentations, book club with presentations and discussions, eloquence 'walkshops', training in philosophical thinking, etc. Grammar and pronunciation are embedded throughout all lessons in response to the pupil's errors or knowledge gaps, and feedback is plentiful.

- **Intensive Exam Preparation**

These programmes teach exam strategies, for example for the IELTS exam, and provide extensive practice tests with feedback against mark schemes so that pupils feel confident going into the exam. Pupils also have dedicated language lessons to ensure they cover the exam vocabulary and grammar.

Students can take the Cambridge exam or the Language Cert (equivalent to IELTS) in school at the end of their course.

### **Included in the course**

- Accommodation and all meals
- Course certificate
- Leisure activities
- Full day excursion

# Assertive English

For the achievement of good school grades in English  
(11-12 years and 13-17 years)



The programme prepares students for the challenges of the modern world. Students focus on fine-tuning their communicative use of the English language while developing life and career skills such as learner autonomy, cultural awareness and confidence. Students take part in creative and collaborative projects such as presentations, journalism, drama, art, literature and creative writing.

## *To achieve a deep understanding of the language*

**25 hours a week in study groups of one tutor to 8 students.**

This is a course for students of all ages who want to achieve good grades in English at school. Students revise and practise the fundamentals of English, deepen their understanding of the language and achieve an elevated level of confidence and fluency. The sessions of the day are dedicated to the improvement of specific areas of language acquisition.

### **Accuracy in grammar**

Exercises to reinforce the learner's understanding of grammar, punctuation, vocabulary and language structure. This includes punctuation tasks, analysis of written texts, creative writing tasks and reading tasks.

### **Written expression**

Students work on tasks which help them to develop an eloquent writing style. This includes critical analysis of written texts, examination of literary texts, and exercises which practise difference in tone and register.

### **Clarity of diction**

Students work with their tutor on speaking tasks which improve pronunciation and clarity. This includes training in how to engage an audience and control the rhythm, pace and volume of speech.

### **Crystal clear comprehension**

Exercises and tasks to test reading and listening comprehension. This includes collaborative tasks which practise comprehension under timed conditions and précis tasks in which students need to summarise and edit a piece of spoken or written content.

#### **Included in the course**

- Accommodation and all meals
- Course certificate
- Leisure activities
- Full day excursion

# The Future Novelist

(15-17 years)



The course brings together a passion for reading with the skills and mental dexterity necessary for writing a short novel. Participants delve into the world of a chosen contemporary novel exploring its storyline, character development, deeper meanings and, of course, what makes it successful. They also study a number of British classics written by authors who have inspired many writers and readers. This study leads the participants to write a short novel which could be the start of an exciting career in writing.



## *The Future Novelist*

**25 hours a week in study groups of one tutor to 8 students.**

This is a course for students who aspire to write or are passionate about literature. Students study works of contemporary and classic fiction from all over the world, under the guidance of both an English tutor and a professional writer.

### **Inspiration**

Students read examples of English speaking authors from throughout the ages, analysing the stories, the characters and the meaning of the works.

### **Craft**

Students learn how to write in different genres and study techniques such as creating suspense, evoking atmosphere and writing realistic dialogue to make the writing authentic and engaging.

### **In the footsteps of a writer educational field trip**

An educational field trip to include a place synonymous with an author (such as Agatha Christie, Arthur Conan Doyle, Oscar Wilde, Rudyard Kipling). Before the trip students research the writer and during the trip they complete a task. Later in the week, students complete a story in the style of the writer.

### **The writing workshop**

Students work on their own writing, guided by the tutor's support, and focus on the development of plot and character.

The minimum level to take this course is B2 (upper-intermediate). All students are interviewed prior to the course to assess their suitability.

### **Included in the course**

- Accommodation and all meals
- Course certificate
- Leisure activities
- Full day excursion

# The Future Diplomat

(15-17 years)

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The course is tailored for those who are motivated to embark on a career with global influence. Diplomacy aids effective communication, particularly in negotiation. This field of work builds connectivity and mutual respect across cultures. In turn, this can lead to positive outcomes in business or politics and the creation of successful communities.

## *The Future Diplomat*

25 hours a week in study groups of one tutor to 8 students.

For the student who is motivated to develop the skills which are important in diplomatic work and international relations such as interpersonal skills, collaboration, social etiquette, cross-cultural awareness and body language. The course includes English language development as well as sessions which are dedicated to developing these specific skills.

### **Interpretation and Translation workshop**

In this workshop students practise their translating skills from their native language into English and study the importance of translating in diplomacy and international relations.

### **Project work**

A project takes the form of a blog, documentary or presentation. This work develops research and brainstorming skills as well as giving students training in how to analyse critically the different forms of media information.

### **Case study**

Students analyse examples of how people or events have influenced the world of diplomacy and international relations. Examples are the Arab Spring, the Cuban Air-Missile Crisis, 1945 Yalta Conference, Martin Luther, Mahatma Ghandi and the Berlin Wall.

The minimum level to take this course is B2 (upper-intermediate). All students are interviewed prior to the course to assess their suitability.

### **Included in the course**

- Accommodation and all meals
- Course certificate
- Leisure activities
- Full day excursion

# The Future Business Leader

(15-17 years)



The course is tailored for those with the ambition of forging a career around innovative business ventures. Effective communication aids business leadership and improves relationships, helping to build and develop mutual respect across cultures. In turn, this leads to successful outcomes in business.

## *The Future Business Leader*

**25 hours a week in study groups of one tutor to 8 students.**

For the student who is excited by the future possibilities of business innovation and leadership. Students gain an insight into topics such as commercial flair, strategy, creative thinking, business development and management style.

### **Innovation**

Using case studies, students and tutor study examples of innovations which have changed the world and created successful businesses.

### **The business plan**

Participants learn how to write a business plan which they are able to defend and pitch to investors. This project develops brainstorming skills as well as giving students training in how to analyse themselves and others critically.

### **The role of the leader**

A case study of a business leader and their impact on the business world. Examples are Steve Jobs, Richard Branson, Kamala Harris, Mark Zuckerberg and Evan Spiegel.

### **Public speaking and negotiating**

A focus on interpersonal skills and communication skills. Students work on tasks which practise public speaking, giving a talk, writing a speech, meeting and negotiating.

The minimum level to take this course is B2 (upper-intermediate). All students are interviewed prior to the course to assess their suitability.

### **Included in the course**

- Accommodation and all meals
- Course certificate
- Leisure activities
- Full day excursion

# The Future Orator: eloquent and skilled in public speaking (15-17 years)

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This course puts talk at the centre of the curriculum. Students study the oracy skills necessary to speak eloquently, articulate ideas and thoughts, influence others through talk, collaborate with peers and have the confidence to express their views. Often, universities and employers argue that students are ill-equipped with these skills and this course directly addresses those concerns to help students find their influential voice in their future learning, careers and life in general. The course is assessed using the University of Cambridge Oracy Skills Framework

## *The Future Orator*

**25 hours a week in study groups of one tutor to 8 students.**

For the student who is motivated to achieve good communication skills and a strong command of the spoken word.

### **Discussion**

This develops discussion skills (speaking skills & active listening). Students discuss current issues after stimulus from online media, video, news stories, etc. The tutor helps to extend and clarify ideas, encouraging all participants to challenge and question appropriately.

### **Presentations and Public Speaking**

Students prepare for different presentation scenarios (Powerpoint presentations, Pecha Kucha, Documentary, video blog, etc.) using unscripted, scripted, planned and impromptu delivery styles.

### **Drama**

The use of drama allows students the opportunity to practise and experiment with the physical aspects of communication such as body language and voice projection using scenarios from real life such as settling a dispute, making a business pitch, conveying an emotion, etc.

### **Debating contemporary issues**

Students learn how a debate is structured and how to contest an issue or policy. Students consider all perspectives. This encourages them to think strategically and to create a persuasive argument.

The minimum level to take this course is B2 (upper-intermediate). All students are interviewed prior to the course to assess their suitability.

#### **Included in the course**

- Accommodation and all meals
- Course certificate
- Leisure activities
- Full day excursion

## To study academic subjects in the English classroom (14-17 years)

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This academic subjects immersion programme explores a wide range of academic subjects such as History, Geography, Natural Sciences and Literature. Students also develop interpersonal skills and inter-cultural awareness as well as developing their learner autonomy.



## *To study academic subjects in the English classroom*

**25 hours a week in study groups of one tutor to 8 students.**

For the student who wishes to study academic subjects in depth via the English language. All lessons are conducted in English. The programme includes a daily opening session as a warm up for students to practise speaking the English language. Beyond that the school day is conducted entirely in English with a timetable of project work, research tasks, collaborative group work, student presentations and essay-writing.

### **Course content**

The course subject is studied by means of specific project tasks which are set at the beginning of the week. The project requires group collaborative work, individual research, note-taking, essay writing, etc. The aim of the project is to study a topic in depth and to be able to present on the topic later in the week.

### **Writing skills**

Students are required to write short essays throughout the course and these practise both essay-writing techniques as well as subject knowledge.

### **Eloquent speaking**

Students work on weekly projects which are presented at the end of each week. As a group, students present their work in the form of a structured formal presentation.

### **Cultural awareness**

Each week, students visit a place of interest. Before the trip, students research the location. After the trip students present the findings of their research and contrast them with their own culture.

The minimum level to take this course is B2 (upper-intermediate). All students are interviewed prior to the course to assess their suitability.

### **Included in the course**

- Accommodation and all meals
- Course certificate
- Leisure activities
- Full day excursion

# Academic English for exam preparation (13-17 years)



Strategic coaching by experienced tutors to give students the practice and revision techniques they need in order to achieve their required score in the test.

The programme prepares students for the exam, and focuses on their speaking, reading, listening and writing skills whilst fine-tuning their use of English.

## *To understand and achieve the expectations of the exam*

- IELTS exam preparation
- Cambridge exam preparation - Cambridge B2 First and Cambridge C1 Advanced exams

**25 hours a week in study groups of one tutor to 8 students.**

This programme coaches students to enable them to meet the expectations of the test and to achieve their desired score in the exam. Students practise and revise the components of the language which are tested in the exam and are given strategies for overcoming anxiety to become confident exam candidates. This course prepares students who need to prepare for either the Cambridge B2 First or the Cambridge C1 Advanced exam, or the IELTS exam.

### **English language revision**

Exercises and practice to develop accuracy in grammar, vocabulary and comprehension. Speaking tasks and projects develop fluency and allow students to become comfortable and relaxed when using the language. Sessions on compensation strategies allow students to prepare themselves mentally for the test and to equip themselves with practical solutions for unexpected questions in the test. Essay-writing sessions teach students how to structure the essay and manage the essay content in line with the requirements of the test.

Students receive regular feedback from their tutors and are coached with tips on how to improve specific areas of performance as required.

Each week, the timetable includes mock examinations which are sat by all students under authentic timed conditions. After each mock exam, students receive feedback from their tutor.

### **Measuring progress**

Each student keeps a Learner Portfolio to encourage learning skills and self-assessment.

### **Included in the course**

- Accommodation and all meals
- Course certificate
- Leisure activities
- Full day excursion

# Accommodation and travel

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## *Accommodation*

### **Homestay**

Integration into family life is essential to make the student's stay in the country enjoyable and to make the learning process complete. Living with a family gives students the opportunity to practise what they have learned during the lessons.

All families meet OISE's standards: the houses are comfortable, the hosts are welcoming and, above all, are genuinely interested in receiving young guests and helping them to develop fluency in the English language. Students share the family's way of life by having breakfast and dinner with them, and joining in other activities such as sports and discussions.

### **Residential**

Most schools are set in their own grounds and offer excellent sports facilities: tennis courts, swimming pool, sports hall with courts for volleyball, basketball, badminton, etc. The days are full of learning activities with a full evening social programme to complement the daytime programme.

All meals are provided on both homestay and residential courses.

## *Student welfare and total customer care*

OISE is committed to providing a safe learning environment for students.

Every staff member plays their part in ensuring that students' concerns are listened to and that support is provided throughout their stay.

A 24 hour emergency helpline for all OISE customers is available year round.

## *Travel*

From the moment they arrive, students are looked after by trained OISE staff.

This high level of supervision is maintained throughout the course and includes the departure day up to the point where the students enter the departure lounge.

# OISE Booking Terms & Conditions

## 1. Definitions

1.1 When the following words with capital letters are used in these Terms, this is what they will mean:

Booking : your booking for one of Our Courses;

Courses : the language training courses advertised on Our website;

Deposit : the sum of 300 GBP; 400 EUR or 500 USD (as applicable);

Event Outside Our Control: is defined in clause 8.2;

Fees : the fees payable by you in respect of your Booking;

Terms : the terms and conditions set out below;

We/Our/Us : Instill Education Limited (trading as "OISE") a company registered in England and Wales under company number 01293463 and having its registered office at 14 Friars Entry, Oxford, OX1 2BZ, United Kingdom. VAT registration number GB792403230.

1.2 When We use the words "writing" or "written" in these Terms, this includes e-mail unless We say otherwise.

## 2. Bookings

2.1 Bookings can be made by completing and submitting the form on Our website together with payment of your Deposit or the total Fees (as applicable, see clause 3.1).

2.2 Please ensure that you read these Terms carefully, and check that the details of your Booking are complete and accurate, before you make your Booking. If you think that there is a mistake, please contact Us to discuss. We will confirm any changes in writing to avoid any confusion between you and Us.

2.3 When you make a Booking with Us, this does not mean that We have accepted it. Our acceptance of the Booking will take place as described in clause 2.4. If We are unable to confirm your Booking, We will inform you of this.

2.4 These Terms will become binding on you and Us when we confirm your Booking in writing to you, at which point a contract will come into existence between you and Us. We will assign a unique reference number to your Booking and inform you of it when We provide confirmation. Please quote this number in all subsequent correspondence with Us relating to your Booking.

## 3. Payment of Fees

3.1 Where the Course is due to begin more than six weeks from the date of your Booking, a Deposit is payable at the time of making your Booking. Where the Course is due to begin less than six weeks from the date of your Booking, the Fees must be paid in full at the time of your Booking.

3.2 When We confirm your Booking under clause 2.4, We will provide a statement showing the balance of the Fees due to be paid, which should be settled at least four weeks before the Course starting date. Please note that you will not be allowed to attend any Course unless payment of the Fees has been made in full.

3.3 All Fees must be paid in Sterling (GBP) / Euro (EUR) / US Dollars (USD) (as applicable). All bank charges are payable by you.

3.4 All refunds due under these Terms will be paid to the person from whom payment was originally taken, using the same method of payment as used by them.

## 4. Changes to Bookings

4.1 If you wish to change your Booking by switching to another Course, you must provide at least 10 days' notice of such change to Us in writing, otherwise you will be expected to attend the Course originally booked or cancel your Booking under clause 7.

4.2 Where you have given the appropriate notice under clause 4.1:

(a) We will refund any difference between the cost of the original Booking and your revised Booking on the last date of the Course to which you have switched (whether or not you remain on the Course for its full duration); or

(b) You may be required to pay any difference between the cost of the original Booking and your revised Booking at the time of your request.

4.3 If you wish to take a holiday at any time during the Course, you must give Us at least two weeks' notice in writing. No refunds are payable in these circumstances.

4.4 We reserve the right to cancel a Course, or make changes to course arrangements, as a result of Events Outside Our Control. Clause 8 will apply in such circumstances.

4.5 Maximum class size: during the last 50 years, OISE has always managed never to exceed the maximum class size described in its course descriptions. The new landscape post Covid19 might mean that in exceptional circumstances, the quality of the education delivered may need to trump the rigour of an exact class size. Therefore, OISE reserves the right to exceed the maximum class size by up to 4 students in cases of force majeure. Such measures would only be taken in circumstances that can be clearly demonstrated as inevitable and a refund would be offered for the difference in the value of the course linked to class size.

## 5. Our liability to you

5.1 Where We provide any assistance to you in making travel and accommodation requirements, We do so only as an intermediary between you, travel organisations and host families. Unless and to the extent caused by Our negligence,

We will not be liable to you for any losses arising from any delays or failures relating to travel and accommodation arrangements. We will, however, use our reasonable endeavours to defend your interests and mediate on your behalf in the event of any breach of contract on the part of a travel organisation or host family.

5.2 If We fail to comply with these Terms, We are responsible for loss or damage you suffer that is a foreseeable result of Our breach of the Terms or Our negligence, but We are not responsible for any loss or damage that is not foreseeable.

Loss or damage is foreseeable if it is an obvious consequence of Our breach or if it was anticipated by you and Us at the time we entered into this contract.

5.3 We do not exclude or limit in any way Our liability for death or personal injury caused by Our negligence or the negligence of Our employees, agents or subcontractors, or for any liability which cannot be excluded or limited by law.

## 6. Insurance, accommodation, students visas and study permits

6.1 You are responsible for arranging your own travel and medical insurance (including the costs of repatriation in the case of illness or accident) and student visitor visa.

6.2 If you are denied a student visitor visa and provide Us with a copy of the rejection letter on or before the first day of the Course, the We will refund all Fees paid.

6.3 Accommodation will begin on the Sunday before the Course starts and will end on the Saturday after the Course ends. If you have asked Us to arrange host family accommodation, you will receive details of your host family address at least five days before the Course starting date (unless you have made a late Booking) to enable you to inform the host family of your approximate time of arrival.

## 7. Your rights to cancel and applicable refund

7.1 You have the following rights to cancel your Booking:

(a) you have a legal right to cancel your Booking within 14 calendar days of the date of your Booking, in which event We will, subject to clause 7.3, refund all of the Fees including the Deposit; or

(b) you may cancel your Booking at any time after the period of 14 calendar days referred to in clause 7.1(a) but before the Course has begun, in which event We will retain the Deposit and refund the balance of any Fees paid by you.

7.2 To exercise your rights to cancel under clause 7.1, you must inform Us of your decision by

making a clear statement to this effect by completing the cancellation form on Our website or by contacting Us (see contact details below).

7.3 The law requires us to obtain your express consent to Us providing Our services where the starting date of the Course falls during the 14 day cancellation period referred to in clause 7.1(a). By making your Booking, you will be treated as giving this consent. You acknowledge that if you subsequently cancel, We will be entitled to deduct an amount from the Fees paid which is in proportion to the services that We have performed up to the date of your cancellation.

7.4 Once a Course has begun, you may cancel your Booking with immediate effect by giving Us written notice if:

(a) We break this contract in any material way and We do not correct or fix the situation within 30 days of you asking Us to in writing;

(b) We go into liquidation or a receiver or an administrator is appointed over Our assets; or

(c) We are affected by an Event Outside Our Control.

## 8. Our rights to cancel and applicable refund

8.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of Our obligations under these Terms that is caused by an Event Outside Our Control.

8.2 An Event Outside Our Control means any act or event beyond Our reasonable control including but not limited to strikes or other industrial action, civil commotion, terrorist attack or threat of terrorist attack, epidemic, adverse weather conditions or other natural disasters.

8.3 If an Event Outside Our Control takes place that affects the performance of Our obligations under these Terms:

(a) We will contact you as soon as reasonably possible to notify you; and

(b) We will, where possible, propose alternative arrangements (which may include alternative dates or venues) for the Course.

8.4 You may cancel your Booking if any alternative arrangements proposed by Us are unsuitable for any reason, in which case We will refund all Fees paid in advance for the Course.

8.5 We reserve the right to refuse your attendance on the course if you are suffering from any illness, medical condition or mental or physical disability which was not disclosed at the time of Booking.

## 9. How we may use your personal information

9.1 We will use the personal information (including sensitive information about your health, religious beliefs and practices or dietary requirements) that you provide to Us:

(a) to administer and provide Our Courses to you;

(b) to process payment in relation to any Booking;

(c) for internal training and monitoring purposes; and

(d) to inform you about similar Courses and other services that We provide, but you may stop receiving these at any time by contacting Us.

9.2 We will not give your personal data to any third party other than:

(a) as strictly necessary for Us to perform Our contract with you;

(b) to host families; or

(c) to the schools and offices within our group companies (which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006) including those outside the European Union.

9.3 You have the right to access information held about you. Your right of access can be exercised in accordance with the Data Protection Act 1998. Any access request may be subject to a fee of £10 to meet Our costs in providing you with details of the information We hold about you.

9.4 We may wish to use photographs and audio visual media containing your image or likeness in our marketing and promotional materials and you hereby consent that We do so in all and any media for such purposes. If you would prefer that We do not, you should notify Us by completing the relevant section of the registration form. We will also confirm this with you where we have a reasonable opportunity to do so. Copyright in any photographs or audio visual media continuing your image or likeness shall belong to Us and shall not entitle you to receive any royalties or other payments.

## 10. Specific terms for Young Learners (7-17 years)

10.1 We reserve the right to issue disruptive students with a warning letter and, if there is no improvement in behaviour, to send them home at their parents' or guardians' expense.

10.2 We further reserve the right to send home without a warning letter any student committing a serious offence, especially offences involving the police, including theft, smoking in any school building and the possession, purchase or consumption of alcohol or illegal drugs.

10.3 For children who will stay with host families, parents may indicate on the registration form whether they authorise their child to stay out in the evenings without supervision. Generally, this means that children aged 13 and under are not allowed out unsupervised after their evening meal; those aged 14 and above must return by 22:00. However, students must also respect the house rules of the host family, where these times may inconvenience the family. Children on residential courses have evening activities and are not allowed to stay out unsupervised. Please note We cannot be held responsible for any incident whilst the student is out unsupervised.

10.4 Students aged 18 and over must register for an adult school. We reserve the right to transfer an 18 year old from a young learners' Course.

## 11. Other important terms

11.1 These Terms set out the entire agreement between you and Us relating to your Booking.

11.2 We may transfer Our rights and obligations under these Terms to another organisation, and We will always notify you in writing if this happens, but this will not affect your rights or Our obligations under these Terms.

11.3 This contract is between you and Us. No other person shall have any rights to enforce any of its terms.

11.4 Each of the clauses in these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

11.5 If We fail to insist that you perform any of your obligations under these Terms, or if We do not enforce Our rights against you, or if We delay in doing so, that will not mean that We have waived Our rights against you and will not mean that you do not have to comply with those obligations. If We do waive a default by you, We will only do so in writing, and that will not mean that We will automatically waive any later default by you.

11.6 These Terms are governed by English law. You and We both agree to submit to the non-exclusive jurisdiction of the English courts.