



GUIDANCE FOR POTENTIAL STUDENTS

2024-25

Policies & Procedures Manual



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INTRODUCTION

Welcome to Potential Student Guidance

At Potential Student Guidance, we are delighted to assist you in exploring the opportunities available in our English Language and Business Management courses. As you consider enrolling in our programs, we provide valuable guidance in the following key areas:

Courses Offered: Embark on a language-learning journey with our English Language courses designed to enhance your communication skills and proficiency. Alternatively, delve into the dynamic world of business with our Business Management courses, offering a comprehensive understanding of key concepts and strategies. Explore the courses that align with your academic and professional aspirations, and discover the avenues that these programs open for you.

Admission Policy: Navigate the admissions process seamlessly by familiarizing yourself with our Admission Policy. This document outlines the criteria and procedures for both English Language and Business Management courses, ensuring that you have a clear understanding of the requirements and steps to secure a place in your chosen program.

Code of Conduct: At Potential Student Guidance, we are committed to creating a supportive and inclusive learning environment for all our students. Our Code of Conduct sets forth the standards and expectations, promoting a community characterized by respect, integrity, and collaboration. Immerse yourself in a positive educational experience by adhering to these guidelines, fostering a conducive atmosphere for personal and professional growth.

Refund Policy: Life is dynamic, and we understand that plans may need adjustments. Our Refund Policy is designed to provide transparency and fairness should you encounter unforeseen circumstances that necessitate a change in your academic plans. Familiarize yourself with the procedures and criteria to ensure that your investment in your English Language or Business Management course aligns with your unique circumstances.

As you explore Potential Student Guidance, we encourage you to make the most of these resources to make informed decisions about your educational journey. Should you have any questions or require further assistance, our dedicated team is here to help. We look forward to supporting you on your path to success in English language proficiency or business management.

Best regards,
Education House Leeds

1. Course Offered

At Education House Leeds, we take pride in providing a diverse range of courses designed to cater to your educational and professional needs. Currently, we offer two prominent categories of courses:

1.1 English Language Courses:

Embark on a journey to enhance your language proficiency with our meticulously crafted English Language Courses. These courses are tailored to help you develop strong communication skills, whether you are looking to improve your everyday conversational abilities or aiming to achieve a higher level of academic and professional fluency. For detailed information about our English Language Courses, please visit our website at www.ehouse.org.uk.

1.2 Business Management Courses:

Unlock the doors to the dynamic world of business with our comprehensive Business Management Courses. These programs are designed to provide you with a solid foundation in key business concepts, strategies, and leadership skills. Whether you're aspiring to climb the corporate ladder or embark on an entrepreneurial venture, our Business Management Courses are crafted to equip you with the knowledge and skills necessary for success. Visit www.ehouse.org.uk for a complete overview of our Business Management offerings.

1.3 IELTS Preparation Course:

Among our esteemed offerings, our IELTS Preparation Course stands out as one of our most popular programs. Tailored to prepare you for success in the IELTS exam, this course focuses on the skills and strategies necessary to excel in each section of the test. Whether you're aiming to pursue higher education or enhance your career opportunities, our IELTS Preparation Course is a valuable stepping stone.

For a comprehensive understanding of each course, including detailed curriculum outlines, admission requirements, and any additional information you may need, please visit our official website at www.ehouse.org.uk. At Education House Leeds, we are committed to providing you with the tools and knowledge to achieve your educational and professional goals.

Upon completing the IELTS Preparation Course at Education House Leeds, students are encouraged to seize the opportunities afforded by their enhanced English proficiency. While taking the IELTS UKVI General exam is recommended for those pursuing UK Work permits, an alternative path is available through the Cambridge IELTS exam. This option serves as a gateway not only to employment opportunities but also to higher education at esteemed UK universities. Let's delve into the benefits of obtaining a good score in both the IELTS UKVI General and Cambridge IELTS exams:

1.4 *Benefits of a Good Score in IELTS UKVI General:*

Work Permit Application:

- The IELTS UKVI General score is a crucial component of the UK Work permit application process, increasing the likelihood of securing employment in the UK.

Employment Opportunities:

- A strong IELTS score enhances employment prospects, as employers' value effective communication skills in the workplace.

Immigration and Settlement:

- The IELTS UKVI General score contributes to successful visa applications and showcases the individual's readiness to integrate into English-speaking communities.

Professional Recognition:

- Professional bodies may require evidence of English proficiency, and a good IELTS score acts as a recognized certification for career pursuits.

Educational Opportunities:

- The IELTS UKVI General exam aligns with academic pursuits, and a good score may be necessary for admission to certain programs.

Integration into Society:

- Proficiency in English facilitates effective integration into the local community, fostering communication with colleagues, neighbors, and service providers.

Future Career Advancement:

- A strong IELTS score remains an asset as individuals progress in their careers, particularly for promotions, transfers, and roles involving international communication.

Personal Development:

- The journey of preparing for and excelling in the IELTS UKVI General exam contributes to personal development, boosting confidence in communication.

1.5 *Benefits of a Good Score in Cambridge IELTS Exam:*

University Admission:

- A good Cambridge IELTS score is often a prerequisite for admission to prestigious UK universities, opening doors to higher education opportunities.

Academic Success:

- Strong language skills are essential for academic success, and a good Cambridge IELTS score reflects a high level of English proficiency.

Research Opportunities:

- Universities may offer research opportunities to students with excellent language skills, fostering academic and professional growth.

International Networking:

- Studying at a UK university provides opportunities to network with students and professionals from around the world, enhancing global connections.

Career Advancement:

- A degree from a renowned UK university, made possible by a good Cambridge IELTS score, can significantly boost career prospects and global marketability.

Cultural Exposure:

- Studying at a UK university provides exposure to diverse cultures, contributing to personal and cultural enrichment.

Language Fluency:

- The academic rigor of a UK university education, supported by a good Cambridge IELTS score, further develops language fluency and communication skills.

In summary, both the IELTS UKVI General and Cambridge IELTS exams offer distinct advantages. The former is integral to immediate work-related goals, while the latter opens doors to prestigious educational institutions and broader career opportunities. Education House Leeds provides a comprehensive platform for students to navigate these pathways, fostering not only linguistic proficiency but also broader personal and professional development.

2. Admission Policy

2.1 *Online Admission Form Submission*

All potential students must complete and submit the Online Admission Form through the Education House Leeds Portal.

2.2 *Confirmation Email*

Upon successful submission of the admission form, a confirmation email will be generated and sent to the potential student's provided email address, confirming the receipt of the admission form.

2.3 *Online Learner Account Activation*

The admission team commits to activating the online learner account within 11 hours of the form submission. This account will serve as the central platform for communication and document submission.

2.4 *Document Submission*

Potential students are required to upload their educational and supporting documents through their designated online learner account on the Education House Leeds Portal.

2.5 *Admission Eligibility Check*

The admission team will thoroughly review the submitted documents to assess the potential student's eligibility. Based on this assessment, a conditional offer letter may be issued, or additional documents may be requested for further evaluation.

2.6 *Conditional Offer Letter*

In the case of eligibility, a conditional offer letter will be sent to the potential student via email or WhatsApp interface. Simultaneously, the letter will be uploaded to the potential student's online learner account on the Education House Leeds Portal.

2.7 *Additional Document Submission*

If additional documents are requested, potential students must upload the required materials through their online learner account or accept the conditional offer within the stipulated timeframe.

2.8 Fulfilment of Admission Conditions

Potential students receiving a conditional offer must fulfil specified conditions, including the payment of tuition fees and any other relevant requirements, as outlined in the conditional offer letter.

2.9 Enrolment Letter Issuance

Upon successful fulfilment of admission conditions, Education House Leeds will issue an official Enrolment letter. This letter will be sent to the potential student via WhatsApp or email and will also be uploaded onto the online learner account on the Education House Leeds Portal.

Important Notes:

- Communication during the admission process will primarily be conducted through the provided email address and/or WhatsApp interface.
- The online learner account is a crucial platform for document submission, communication, and accessing important admission-related information.
- Tuition fees must be paid according to the specified conditions outlined in the conditional offer letter.
- Education House Leeds reserves the right to verify the authenticity of submitted documents.

This Admission Policy is subject to periodic review and updates by Education House Leeds. Potential students are encouraged to familiarize themselves with the outlined process and adhere to the specified timelines for a smooth admission experience.

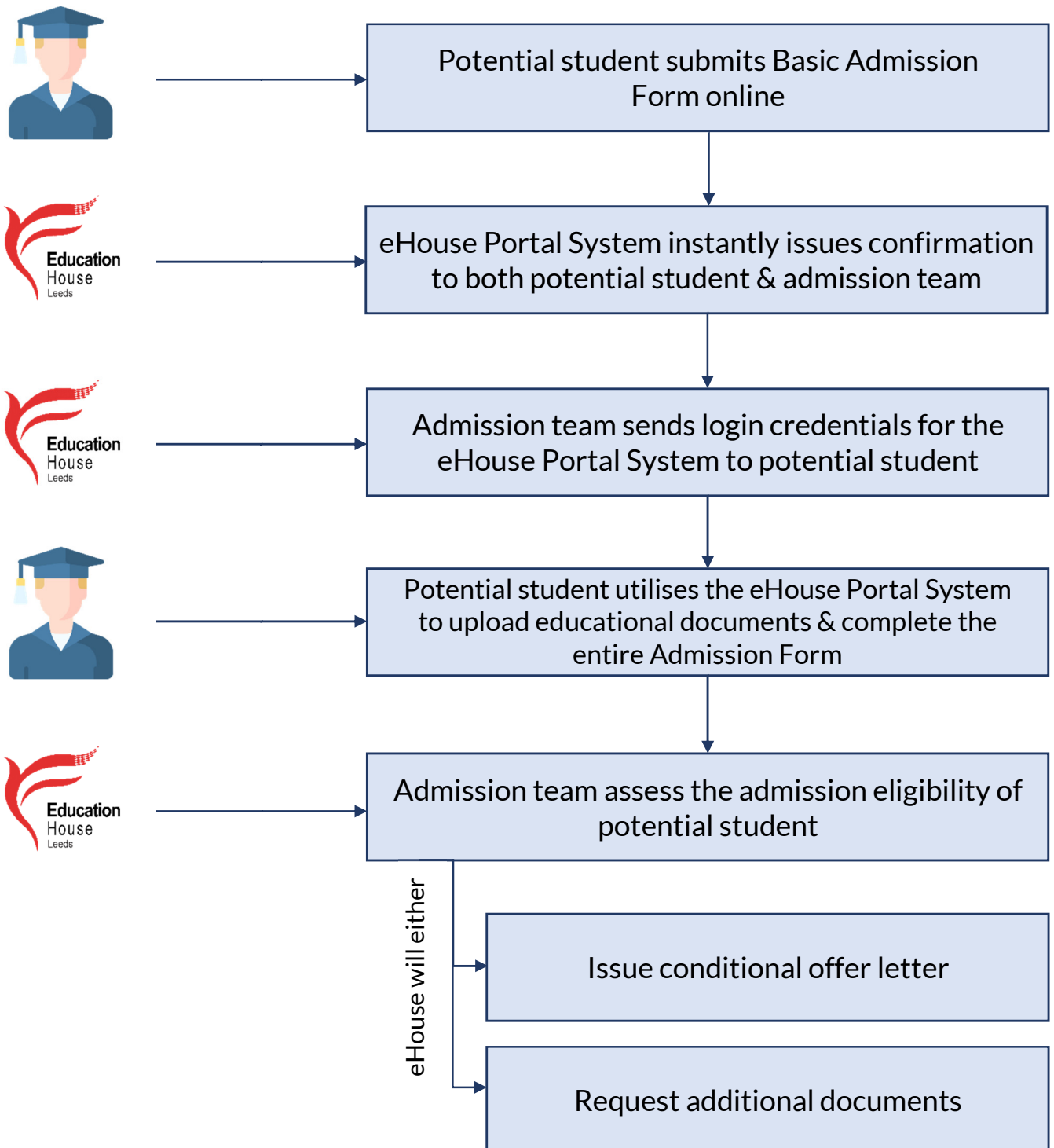
2.10 Admission Procedure

- **Submission of Online Admission Form:** Complete the Online Admission Form available on the Education House Leeds Portal.
- **Confirmation Email:** Upon successful submission, expect a confirmation email verifying the receipt of your admission form.
- **Activation of Online Learner Account:** The admission team will activate your online learner account within 11 hours of form submission, providing you access to the Education House Leeds Portal.
- **Document Submission:** Upload all required educational and supporting documents through your online learner account.
- **Admission Eligibility Check:** The admission team will assess your eligibility based on the provided documents, issuing a conditional offer letter or requesting additional documents accordingly.
- **Conditional Offer Letter:** If eligible, you will receive a conditional offer letter via email or WhatsApp. Simultaneously, the letter will be uploaded to your online learner account.
- **Additional Document Submission:** If requested, upload any additional documents through your online learner account or accept the conditional offer within the specified timeframe.
- **Fulfilment of Admission Conditions:** Fulfill the specified conditions outlined in the conditional offer letter, including the payment of tuition fees and other relevant requirements.

- **Enrolment Letter Issuance:** Upon successfully meeting admission conditions, you will receive an official Enrolment letter via WhatsApp or email. The letter will also be uploaded to your online learner account.

This Admission Procedure is designed to ensure a transparent and efficient process for potential students applying to Education House Leeds. It is crucial to follow the outlined steps and adhere to specified timelines for a successful admission experience.

2.11 Admission Process Diagram:





Potential student uploads additional documents

OR

Potential student accepts conditional offer and fulfils Conditions of acceptance



eHouse issues an enrolment letter for the UK visa application

Decision Points:

- Admission Eligibility Check:
Based on documents, is the student eligible?
- Conditional Offer or Additional Documents:
Issuance of conditional offer or request for additional documents.

Notes:

- Communication primarily through email and WhatsApp.
- Online learner account is crucial for document submission and communication.
- Tuition fees must be paid as per the specified conditions.
- Education House Leeds reserves the right to verify document authenticity.

This process diagram provides a visual representation of the step-by-step process for potential students applying to Education House Leeds. Each decision point guides the flow based on the outcome of the previous steps, ensuring clarity and transparency in the admission procedure.

3. Attendance Deposit Policy

At Education House Leeds, we prioritize fostering a culture of commitment to learning and active participation in our courses / training. As part of this commitment, we have introduced the Attendance Deposit Policy to underscore the importance of regular attendance and engagement.

3.1 Attendance Deposit:

A mandatory attendance deposit of £1000 is required from each student at the beginning of their course. This deposit will be refunded, less any applicable fines, upon the successful completion of the course.

3.2 Non-Attendance Fine Calculation:

The fine is calculated based on the total number of days the student is absent during the course. The fine structure is as follows:

IELTS Preparation Course		
11 Months	9 Months	6 Months
First 5 days: Exempt Next 5 days: £20 / day Next 5 days: £30 / day Next 5 days: £40 / day Subsequent days: £40 / day (capped at £1000)	First 4 days: Exempt Next 4 days: £20 / day Next 4 days: £30 / day Next 4 days: £40 / day Subsequent days: £40 / day (capped at £1000)	First 3 days: Exempt Next 3 days: £20 / day Next 3 days: £30 / day Next 3 days: £40 / day Subsequent days: £40 / day (capped at £1000)

3.3 Termination of Course:

In the event of course termination, the attendance deposit will be forfeited entirely.

3.4 Completion of Course:

Upon successful completion of the course, the attendance deposit will be refunded, with any applicable fines deducted.

3.5 Maximum Fine:

The maximum fine for non-attendance is £1000, which corresponds to the attendance deposit. No fine will exceed this amount.

3.6 Review & Amendments:

This policy is subject to periodic review and may be amended at the discretion of the institution. Any changes will be communicated to the students in a timely manner.

By enrolling in our courses, students acknowledge and agree to adhere to this non-attendance fine policy.

4. Code of Conduct

Code of Conduct sets out what we expect from our students.

We expect you to:

- 4.1 *Commitment and Attitude:*** Show commitment and maintain a positive attitude toward your studies.
- 4.2 *Politeness and Respect:*** Be polite and respectful to staff and fellow students both in and out of the classroom.
- 4.3 *Attendance:*** Attend all scheduled sessions and exams, aiming for 100% attendance. If you can't make it, inform us promptly.
- 4.4 *Assignments and Progress:*** Complete coursework and assignments on time. Regularly meet with your tutor to discuss and assess your progress.
- 4.5 *Adherence to Policies:*** Follow the rules and procedures outlined during your induction at Education House Leeds.
- 4.6 *Mobile Devices:*** Turn off and put away mobile devices unless your tutor allows their use for learning purposes.
- 4.7 *Smoking Guidelines:*** If you smoke, limit it to designated areas, whether it's cigarettes or e-cigarettes.
- 4.8 *Legal Compliance:*** Abide by our rules and the law. Do not bring, consume, or sell alcohol or illegal drugs.
- 4.9 *Maintaining a Safe Environment:*** Help us maintain a safe learning environment at Education House Leeds by behaving responsibly.

5. Refund Policy

PLEASE NOTE

- Refund claims must be supported by the reason for the refusal of a visa with documentary evidence (original visa refusal letter, etc.)
- Refund request will be processed within four weeks after receiving the refund application with necessary documentation.

5.1 No Refund Situations

- If course / training cancelled by the student / participant because of any reason
- If student / participant obtains Visa, regardless of his / her travel or entry to UK
- if course / training is not being attended for any reason after obtaining Visa
- If the application for a Visa is rejected as a result of an applicant's own mistake in their application such as a failure to
 - a) Submit correct documentation
 - b) Provide evidence of the required maintenance funds and etc.
- If new regulations or any event results in eHouse losing the ability to sponsor the participant and participant have got the Visa or have not applied Visa
- If student / participant is found to have obtained Visa by deception (for example, by submitting false documentation to eHouse / British High Commission / Embassy) and he/ she may be stopped taking training / course.

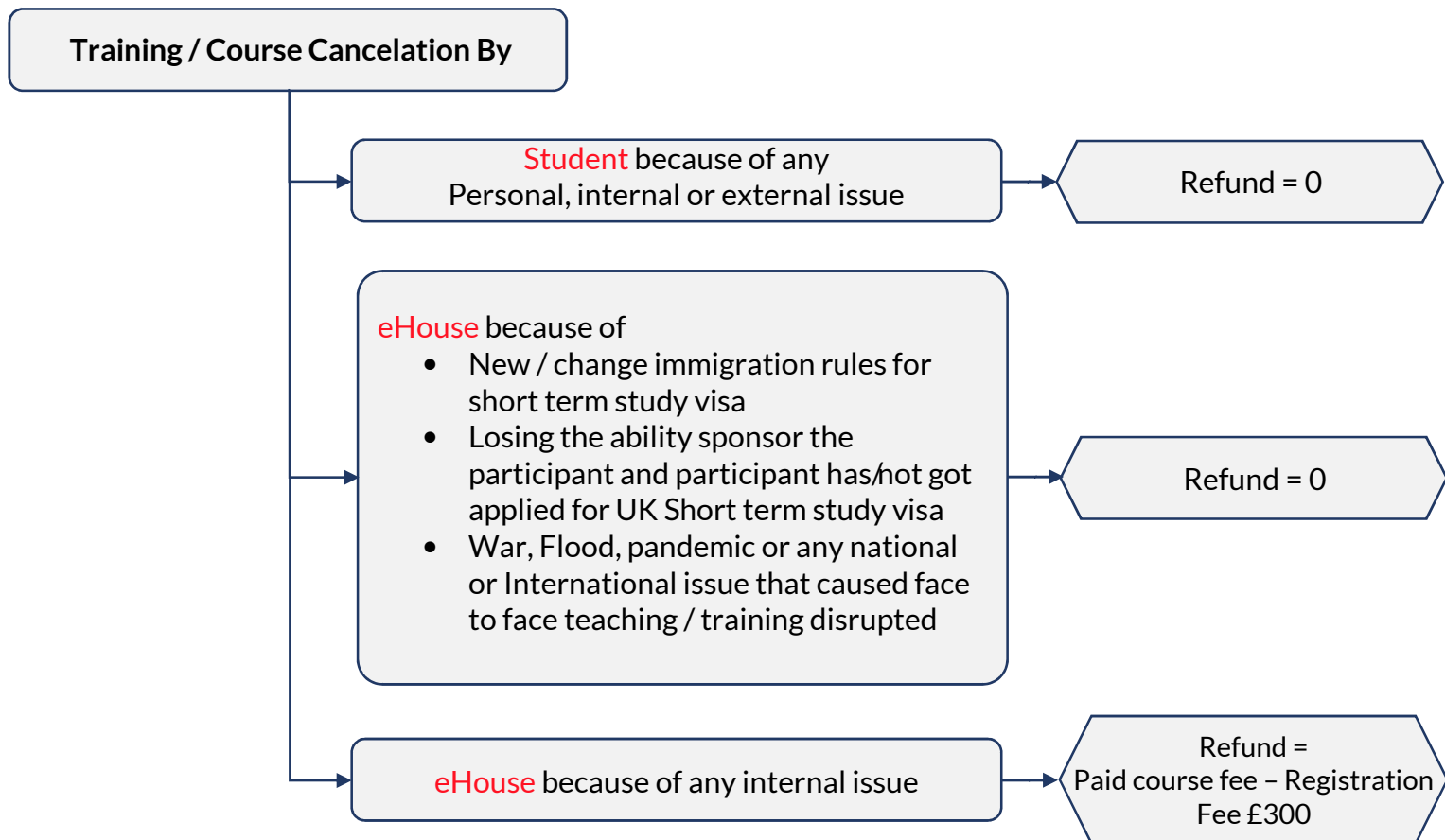
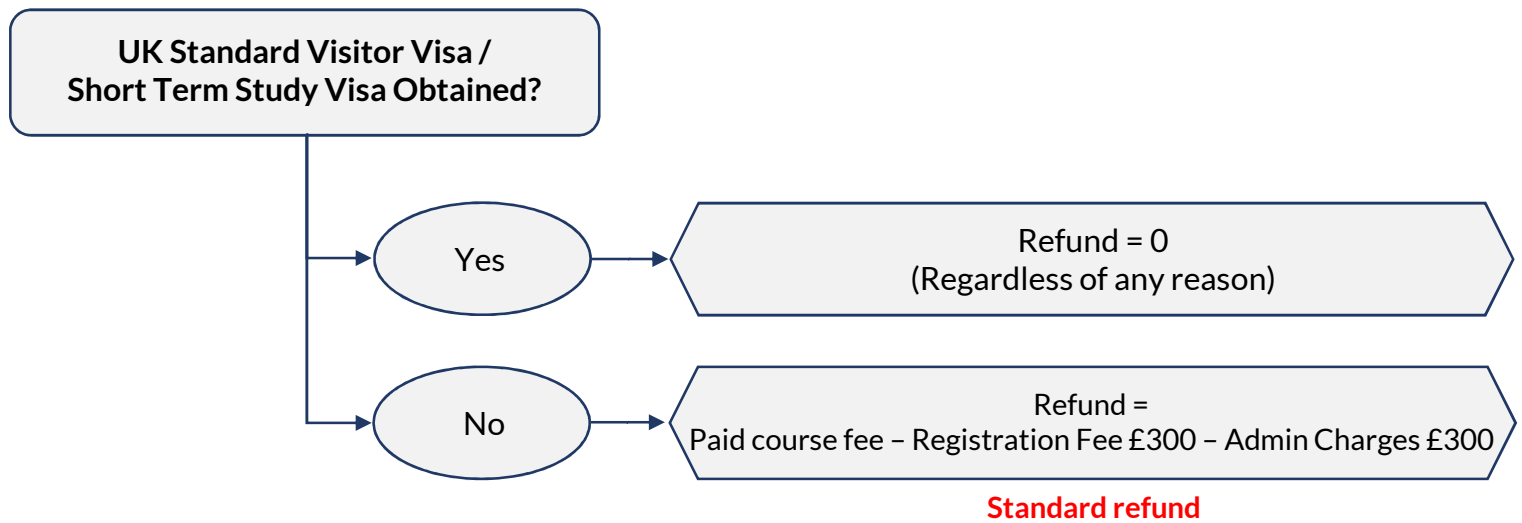
5.2 Eligible for Refund Situations:

Situation	Refund amount
If Visa is refused	Participant / student will receive refund of paid Course Fee LESS registration fee £300 and admin charges £300
If training cancelled by Education House Leeds	Participant / student will receive refund of paid Course Fee LESS registration fee £300

5.3 Other Terms

- Registration fee is nonrefundable.
- Course or training fee is not transferable to any other participant.

5.4 Refund Procedure



❖ **Cooling-Off Period** : 2 Weeks from Full Registration

❖ **Please Note** : After cooling-off period, standard refund policy applies as shown above.



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