

AGENT MANUAL

Please read this Agent Manual carefully before signing an Agent Agreement with Kings Hall College.

By signing the Agent Agreement, you acknowledge and agree to comply with the Agent Manual, which forms part of the agreement. Please note that the Agent Manual may be updated at any time at the sole discretion of Kings Hall College. It is the Agent's responsibility to ensure they are familiar with the most current version.

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1. APPLICATION PROCEDURE

Application Procedure

To submit a student application, please use either:

- The online application system available on our website, or
- The official Kings Hall College application form signed by the student.

Agents must ensure the following:

- Applications are submitted only for students who will be 16 years or older at the start of their course.
- **Parental Authorisation Forms** must be completed and signed by the parents prior to the student's arrival.
- Students have sufficient funds to live in the UK and complete their studies.
- A named staff member is provided as the main point of contact for Kings Hall College.

Offer Letters

An Offer Letter is required to support a student's visa application to study in the UK. It outlines:

- The student's full name
- Course name and duration
- Number of study hours per week
- Total fees and fees already paid

Important: Students must adhere to the course dates stated in their Offer Letter. Agents are responsible for helping students select appropriate course dates.

Fees

Please refer to our most recent price list for up-to-date information on course and accommodation fees.

Application Renewal Timeframe

If a student does not enrol in their course:

- You have 3 months from the original course start date to renew the application.
- If the application is not renewed within this period, Kings Hall College reserves the right to reassign the student to a different agent.

Returning Students

For students who have completed a course at Kings Hall College:

- You have 3 months from the course completion date to register them for a new course.
- If not registered within this timeframe, the student may be assigned to another agent for future enrolments.

Student Information & Responsibilities

Agents are expected to:

- Provide students with accurate and up-to-date information about Kings Hall College and its homestay accommodation services.
- Clearly explain the terms and conditions related to both the College and accommodation arrangements.
- Ensure students understand their commitments and entitlements.

Enrolment & Payment Obligations

Agents must ensure students comply with Kings Hall College's enrolment procedures, including:

- **Deposit:** A deposit of 30% of the total course fees must be paid to be eligible for a Visa Letter (where applicable).
- **Course Fees:** Full course fees must be paid according to the agreed payment schedule before the course begins.
- **Accommodation Fees:** If accommodation is required, full fees must be paid in line with the agreed schedule before arrangements can be confirmed.

2. COMMISSION PAYMENT AND AGENT CONFLICTS

Commission Eligibility

Kings Hall College pays commission to the agent who first introduces the student to the College by submitting a complete and valid application.

Important: Commission is only payable to the agent who submits the student's application first, regardless of any subsequent agent involvement.

To ensure fairness and transparency:

- All applications are time-stamped upon receipt.
- Duplicate applications for the same student will be reviewed, and commission will be awarded to the agent who submitted the earliest valid application.

Student Requests to Change Agent

In cases where a student wishes to change their agent after an application has been submitted, Kings Hall College will consider the request under the following conditions:

- The student must submit a written request explaining the reason for the change.
- The new agent must provide a signed Agent Change Form from the student.
- The new agent will only be eligible to receive commission if the original agent provides written consent to release the student.

Recommendation: To avoid disputes, agents should maintain clear communication with students and ensure all applications are submitted promptly and with the student's full consent.

3. PAYMENT INSTRUCTIONS

Payment Methods

Agents may pay for a student's course fees, accommodation, and airport transfer using any of the approved methods below. All payments must be made:

- Transparently
- With the student's consent
- In compliance with UKVI regulations and Kings Hall College policies

Payment Confirmation

The agent must provide official proof of payment to Kings Hall College for each transaction. Acceptable forms of confirmation include bank transfer receipts, payment confirmation emails, or official remittance advice clearly showing the amount, date, and reference details.

Approved payment methods:

- Online (via our website)
- Bank transfer
- Cash payment

Agents may choose to pay:

- The net amount (after deducting their commission), or
- The gross amount (full course fees)

If the gross amount is paid, Kings Hall College will reimburse the agent's commission after the payment has been received and verified.

The agent must provide official proof of payment to Kings Hall College for each transaction. Acceptable forms of confirmation include bank transfer receipts, payment confirmation emails, or official remittance advice clearly showing the amount, date, and reference details.

Important: If a refund is issued to the agent, the agent is fully responsible for ensuring that the appropriate refund amount is passed on to the student without delay.

Commission

A fixed commission rate is outlined in the Agent Agreement signed by both the agent and Kings Hall College.

Please note:

- Commission is payable only on tuition fees received by the College.
- Commission is not applicable to accommodation, enrolment, or additional service fees.
- Kings Hall College will issue:
 - An Agent Invoice (Net), and
 - A Student Invoice (Gross) to clearly show the commission amount.
- Commission must be claimed within three calendar months of the course end date listed on the invoices. Claims made after this period will not be accepted.

4. BOOKING ACCOMMODATION

Booking Period

- Homestay accommodation can be booked for a minimum of four weeks.
- Agents must provide accommodation requests to Kings Hall College as early as possible.
- Homestay arrangements will not be confirmed until the student's flight information has been received and acknowledged by Kings Hall College.

Booking Dates

- Students must arrive at their homestay accommodation on either the Saturday or Sunday before their course begins.
- Weekday arrivals are not permitted, as most hosts are unavailable during the week.
- Students must provide their arrival time in Manchester so this can be shared with their host family.

Conditions of Booking

- Agents must notify Kings Hall College of accommodation requirements at least four weeks before the student's arrival in Manchester.
Accommodation cannot be guaranteed for late requests.
- To secure accommodation, the following must be paid at least four weeks before the course start date:

- 30% deposit of total course fees
- Enrolment fee
- Full accommodation fees
- Accommodation will only be confirmed once:
 - The student has obtained their UK visa (if applicable)
 - Full arrival details have been provided, including:
 - Arrival date and time
 - Airline name
 - Flight number

This information must be submitted at least two weeks before the course begins.

- Accommodation is subject to availability. If fully booked, students may need to:
 - Arrange alternative accommodation independently, or
 - Wait until a suitable host becomes available.

Payment

- Full payment for accommodation must be made no later than two weeks before the course start date.
- Failure to pay on time may result in the cancellation of the accommodation booking.

Fees

- Please refer to the current price list for up-to-date accommodation fees.

5. AIRPORT TRANSFER

Arrangements

Kings Hall College offers an airport transfer service for students. A professional driver will meet students at the airport and transfer them to either their homestay accommodation or self-arranged accommodation.

Please note: Homestay hosts are not responsible for airport pick-up or drop-off.

Conditions of Booking

- Airport transfer requests must be indicated on the Student Application Form.
- The airport transfer fee must be paid at least two weeks before the student's arrival in Manchester.
- Agents must provide full flight details in writing at least two weeks before arrival. This includes:
 - Arrival date and time
 - Airline name
 - Flight number

Failure to provide this information on time may result in the cancellation of the airport transfer service.

- Any changes to flight details must also be submitted at least two weeks before the original arrival time.

- Once the booking is confirmed, Kings Hall College will issue an Airport Transfer Confirmation Letter to the student and/or agent. This letter outlines the airport transfer procedure.
- Students aged 16 and under must be accompanied by a group leader or representative during travel. The representative's contact details must be provided to Kings Hall College in advance. *Students aged 16 or under will not be permitted to travel alone in a taxi.*

Fees

Please refer to our current price list for up-to-date airport transfer fees.

6. CANCELLATIONS AND REFUNDS

Offer Letters

An Offer Letter is required to support a student's visa application to study in the UK. It outlines:

- The student's full name
- Course name and duration
- Number of study hours per week
- Total fees and fees already paid

Important: Students must adhere to the course dates stated in their Offer Letter. Agents are responsible for helping students select appropriate course dates.

Kings Hall College is required to notify the Home Office of any cancellations or changes to bookings (e.g. postponements). If a student fails to inform the College of a cancellation and does not arrive, this will be reported to the Home Office and no refund will be issued.

Refunds

- All refund requests must be submitted directly to Kings Hall College. Requests made through agents or third parties will not be accepted.
- A Refund Request Form must be completed for all refund applications.
- Refunds apply only to course and accommodation fees. Enrolment fees, booking fees, and course book fees are non-refundable.
- Refunds will be issued only to the original payer, which may include a third-party sponsor.
- Refunds will not be issued in the following cases:
 - The student has received a visa based on our sponsorship.
 - The student voluntarily withdraws their visa application.
 - The student is asked to leave the UK by the UK Border Agency.
 - The visa is refused due to false or misleading documentation.

Refund Responsibility

In cases where the agent has paid tuition or accommodation fees on behalf of the student, Kings Hall College will issue any approved refund directly to the agent. The agent is solely responsible for transferring

the refund to the student or any third-party sponsor, as applicable. The College accepts no liability for the distribution of funds once the refund has been processed to the original payer.

Course Cancellation Before Arrival

- More than 6 weeks before arrival:
£100 administration fee + £70 enrolment fee will be charged. Remaining course fees will be refunded.
- Less than 6 weeks before arrival:
50% of course fees + £100 administration fee + £70 enrolment fee will be charged.
- Less than 4 weeks before arrival:
No refund will be issued.

Kings Hall College is not liable for refund requests made outside these timeframes.

Course Cancellation After Arrival

No refunds will be issued if a student:

- Withdraws or leaves the course early
- Is withdrawn due to poor attendance or academic performance
- Is expelled for breaching the Student Code of Conduct

Refund requests must be supported by official documentation (e.g. visa refusal letter) and are subject to a £170 administration fee (£100 cancellation + £70 enrolment).

Refunds for course fees may be claimed up to one calendar year after the course start date listed on the Student Invoice, Agent Invoice, or Offer Letter. No refund will be issued after this period.

Homestay Accommodation Cancellation Before Arrival

- If cancelled more than 4 weeks before arrival:
A £70 booking fee will be charged.
- If cancelled less than 4 weeks before arrival:
A charge of 2 weeks' accommodation fees plus a £70 booking fee will apply.

Homestay Accommodation Cancellation After Arrival

- Students must provide at least two weeks' notice to cancel their homestay accommodation.
- No refund will be issued for accommodation fees paid beyond the two-week notice period.
- Refunds may be claimed up to one calendar year after the course start date listed on the Student Invoice, Agent Invoice, or Offer Letter.
No refunds will be issued after this period.

Studio Residence Accommodation Cancellation Before Arrival

- If cancelled more than 4 weeks before arrival:
A £70 booking fee will be charged.

- If cancelled less than 4 weeks before arrival:
A charge of 2 weeks' accommodation fees plus a £70 booking fee will apply.

Studio Residence Accommodation Cancellation After Arrival

- Students must provide at least two weeks' notice to cancel their studio accommodation.
- No refund will be issued for accommodation fees paid beyond the two-week notice period.
- Refunds may be claimed up to one calendar year after the course start date listed on the Student Invoice, Agent Invoice, or Offer Letter.

No refunds will be issued after this period.

Refunds in Exceptional Circumstances

Kings Hall College may consider issuing a refund if a student withdraws from their course due to exceptional personal circumstances, either before or after the course begins. These may include:

- A serious personal accident, injury, or critical illness requiring long-term medical care.
- A close family member suffering a serious accident, injury, or critical illness requiring long-term medical care.
- Bereavement involving a close family member.

Applying for a Refund in Exceptional Circumstances

To apply for a refund under exceptional circumstances, students must submit official supporting documentation, which may include:

- An official death certificate.
- A doctor's medical note confirming the nature and duration of the condition.

All refund applications are subject to review and approval by Kings Hall College. Submission of documentation does not guarantee a refund.

Non-Exceptional Circumstances

Refunds will not be considered under the following circumstances:

- Changes in general personal circumstances.
- Changes in financial situation.
- Academic difficulties.
- Transfer to another educational institution.

7. USE OF KINGS HALL COLLEGE BRANDING AND MATERIALS

As an authorised agent of Kings Hall College, you are welcome to use official materials to support your promotional efforts. However, to protect the integrity of our brand and intellectual property, please follow these guidelines.

What You Can Do

- Use Kings Hall College's official logos, brochures, videos, and digital content provided by the College.
- Share these materials on your website, social media, and marketing channels during the term of your agreement.
- Refer to Kings Hall College in your communications with prospective students, using approved messaging and branding.

Permission Required

- If you wish to include Kings Hall College branding or references in your own marketing materials (e.g. flyers, advertisements, or videos), please seek written approval from the College before publishing or distributing them.

What You Cannot Do

- Alter, edit, or recreate any Kings Hall College logos, branding, or materials.
- Use the College's name or branding in a way that could mislead or misrepresent your relationship with the College.
- Share or distribute materials to unauthorised third parties.
- Continue using any Kings Hall College materials after your agreement ends.

Important

- All intellectual property rights (IPRs), including logos, branding, and promotional content, are the exclusive property of Kings Hall College.
- Upon termination of your agreement, you must immediately stop using all branding and materials and remove them from all platforms.
- Misuse of branding may lead to the termination of your agreement and, if necessary, further action to protect the College's rights.

8. STUDENT CODE OF CONDUCT POLICY

Agents are responsible for ensuring that all students are fully informed of **Kings Hall College's Student Code of Conduct Policy** prior to enrolment.

Key Responsibilities:

- Students must adhere to all rules and expectations outlined in the Student Code of Conduct.
- The policy covers behaviour both inside and outside the classroom, including conduct in accommodation and during college-related activities.

Consequences of Misconduct:

- Failure to comply with the Student Code of Conduct may result in disciplinary action, including immediate expulsion from the College.

It is essential that agents clearly communicate the importance of this policy to students and ensure they understand the consequences of non-compliance.

9. BRITISH COUNCIL CERTIFICATION

Kings Hall College strongly encourages all agents to complete the **British Council's UK Education Agent and Counsellor Training**.

This training is:

- 100% online
- Free of charge
- Designed to provide in-depth knowledge of the UK education system, student support, visa processes, and ethical recruitment practices.

Upon successful completion, agents receive a digital certificate and badge, valid for two years, demonstrating their professionalism and commitment to ethical standards.

Enrol Now:

You can register and begin the course at:

 [British Council Agent Training Portal](#)

Becoming certified not only enhances your credibility but also strengthens your partnership with Kings Hall College.