

ALPS Language School

Celebrating 25 Years of Excellence



ALPS

Agency Procedures Manual

Seattle, WA, USA

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ABOUT

At ALPS, students can learn English quickly in friendly and professional small group and private classes. Group classes have a maximum of 8 students, and students have the option of a daily private lesson.

We have classes for both Spoken English and Academic English, and students choose the classes that meet their personal goals in English.



ALPS is located in Seattle, an exciting city in the Pacific Northwest of the U.S. Our activity program helps students enjoy their time here, and our English Only policy creates an inclusive study environment and gives students the opportunity to practice conversational English skills outside class.

At ALPS, we truly care about our students and will strive to help them meet their personal, academic, and career goals.

Students must be 18 years or older to begin classes at ALPS.

BECOMING AN AGENT

ALPS operates a phased approach to agents, with the final goal being that the agent becomes an official Representative of ALPS. This approach enable us is to ensure in the early stages of our relationship that:

- Our students are supported and protected throughout the process of applying to study at ALPS
- Agents are able to effectively serve their students' needs without the need for a time consuming application process up front.
- Agents receive a Finder's Fee for students that attend courses at ALPS prior to them becoming an official Representative of the school

The first step to becoming an ALPS Agent is to read this manual, then complete and submit the Agency Application Form.

A Step-by-Step Guide from trial Agent to ALPS Representative

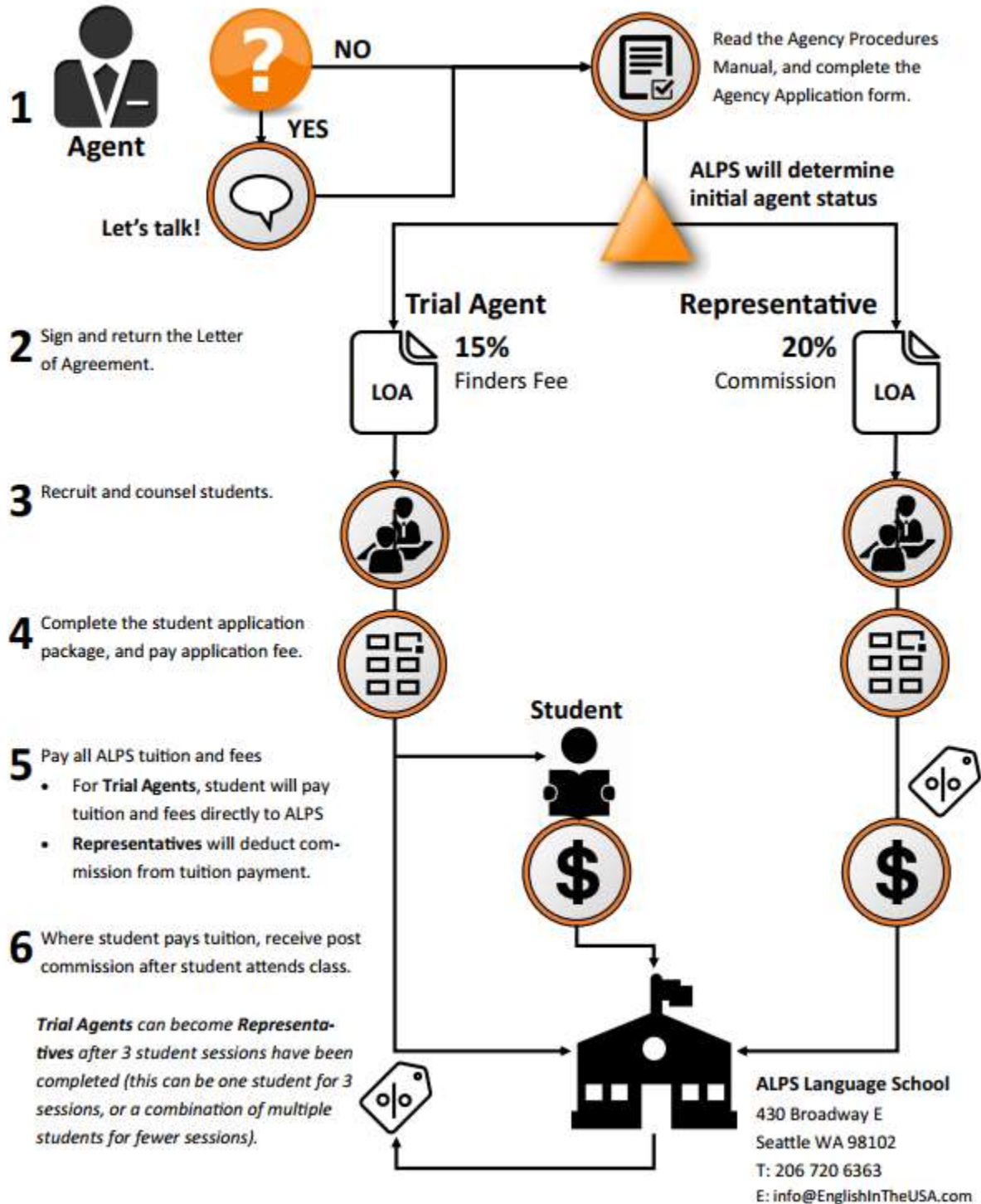
This offers a simple 6 step guide on how to become an official Representative of ALPS.

1. Read this manual and contact us with any questions.
2. Complete the Agency Application Form, and return it to info@EnglishInTheUSA.com
3. Once we have reviewed your Application Form, we will contact you to inform you of your Agent status, and will give you a Trial Agent Letter of Agreement. We work with new agents on a 3-month* trial basis. During this period, your students will pay tuition and other fees directly to ALPS, and you will receive Finder's Fee post-commissions of 15%** on student tuition payments. Commissions will become payable at the end of each 4 week session of study.
4. At the end of the trial period, we will review your references and the service levels you provided to your students and, if satisfactory, send a Representative Letter of Agreement to your agency for signature.
5. Your agency director/president signs and returns the Letter of Agreement to ALPS.
6. Once the signed Letter of Agreement is in place, you are an official Representative agent of ALPS. This allows you to charge future students our gross fees up front, and pay the net fees after deduction of your agreed commission rate to ALPS. All student fees must be paid in full prior to a student starting class in any one session.

*The duration of the trial period can vary dependent on the number of student sessions that have been completed in that period. We require a minimum of 3 full student sessions to be completed by an agent's student(s) prior to moving into the next stage of our agency partnership.

**The 15% commission is applicable during the trial period.

Agent sign-up steps



AGENT RESPONSIBILITIES

1. Agent will help students select the appropriate courses and session dates, and submit a complete package of all the documents and fees required to complete the ALPS application process. Please see the Application Checklist for details.
2. Agent will completely and accurately communicate the terms of enrollment, including the cancellation and refund policy to prospective students prior to payment of tuition or other fees due ALPS.
3. Agent will assist the student in finding housing if the student so desires. Student homestays and airport pickup can be arranged through an independent agency, Intercultural Homestays & Services. Please see our website www.EnglishInTheUSA.com for more details. Applications and fees for homestay placement should be submitted to the homestay agency at the same time as a student's ALPS application. Agent and homestay agency are directly responsible for ensuring the student is fully informed on all homestay and arrival information. Agent is responsible to keep ALPS informed of significant changes in student arrival plans.
4. Agent will assist and advise the student in obtaining a visa if needed. In the event that a visa is denied, Agent must inform ALPS in a timely manner.
5. Agent must ensure all fees are received by ALPS on or before the student's first day of class. For trial Agents, students must pay all fees directly to ALPS on or before their first day of class.
6. If student cancels or shortens their program, and a refund is due in accordance with ALPS Cancellation and Refund Policy, money paid to ALPS by Agent will be refunded to Agent, and Agent will provide proof of refund to the student within 45 days of the student's last day of attendance, or first day of session for advance cancellations. Money paid directly to ALPS by a student is refunded directly to the student.
7. The agent will carry out all of these responsibilities in an honest and ethical manner.

WORKING WITH ALPS

ALPS works with many agents in the U.S. and overseas, and we appreciate our agent relationships.

This section provides some additional information which you may find useful to help inform your students; however, we recommend you refer to our current Brochure and website for the latest course information, session start dates, housing options, etc.

Paying Tuition

- For trial Agents, where the student is responsible for paying their tuition and other fees directly to ALPS, students must pay in full on or before their first day of class. Payment can be by credit/debit card, cash, or wire transfer.
- ALPS Representative is responsible for ensuring ALPS receives payment for all student tuition and other fees before the student's first day of class. Payment can be by credit/debit card or wire transfer.

Wire Transfer Information

Bank	Bank of America
Address	230 Broadway E. Seattle WA 98102 Telephone (206) 674-5345
Account Info	ALPS Education Services, Inc. Business Checking Account
Account Number	19252113
Routing Number	125000024
Swift Code ABA	BOFAUS3N (note: the O is the letter, not the digit)

The agent/student is responsible for any fees associated with the wire transfer.

To credit a payment, ALPS must receive confirmation from our bank that funds have been transferred. It can take up to two weeks for ALPS to receive confirmation from our bank. Written notification from the transmitting bank that money has been wired is appreciated, but is not considered actual payment.

Late Payment (ALPS Representatives only)

It is important for the agent to submit payment in a timely manner.

If payment in full is not received by the end of day 4 of class (usually due to delayed wire transfers), the student will be required to pay all outstanding fees for their classes by the end of day 5, or stop attending class, which will impact F-1 student visa status. The student will be refunded in full when payment is received from the agent.

Extending or Changing Courses

When a student extends studies at ALPS and pays their own tuition, the agency is paid a post-commission. If a student changes to a more expensive course after they arrive, ALPS will pay the agency a post-commission. We pay post-commissions on a quarterly basis. For U.S.-based agents, the payment is by check; for overseas agents the payment is by wire transfer or account credit.

When a student changes to a less expensive course after arriving, ALPS will refund any surplus tuition to

the agent or to the student, depending on who paid.

Refunds

All refunds will be issued as per the ALPS Cancellation and Refund Policy which can be found on our website.

Admission for Non F-1 Students

ALPS can accept students who do not have F-1 visas. Students entering the United States with a B visa or a waiver transit stamp are eligible to study for a maximum of three hours daily.

When they enter the country, they must demonstrate to the immigration official at the Port of Entry to the U.S. that study is incidental to the purpose of their stay in the U.S. If the immigration official determines that study is indeed the main purpose of the visit, the student may be denied entry to the U.S. and required to leave the U.S. immediately.

Students with a B visa or a waiver transit stamp can be admitted for a part-time course only (up to 3-hours class daily). Students with other types of visa can study part-time or full-time dependent on the visa type. Contact us with any questions.

APPLICATION CHECKLIST

This is a checklist of the documents that need to be submitted as part of a complete application. We must receive all of the required documents before we can create an I-20 (for F-1 students) and acceptance packet. We appreciate it when all of the documents are sent together.

Checklist Items
1. ALPS Language School application Must include: <ul style="list-style-type: none">- Signature of the student- The student's physical home address in his/her home country (not the agency address and not a PO Box)- The student's e-mail address
2. Application Fee
3. A copy of the student's passport photo page
4. Financial documents (for F-1 students)
5. I-20 release form completed by the student (if the student wants ALPS to mail their I-20 and acceptance materials to the agent instead of their home address)

Additional, optional documents

1. Homestay application
2. Homestay application fee

Medical Insurance

All F-1 visa students are required to have medical insurance during the period of their studies at ALPS. Students must:

1. Pay for the medical coverage offered by the carrier used by students at ALPS Language School
2. Provide proof that they are government-funded scholarship recipients and have equivalent insurance paid for by the government
3. Provide proof of their own insurance on day 1

Extended Medical Coverage after studies at ALPS

Coverage ends on the Sunday following the end of the ALPS 4-week study session. Students may purchase individual policies to cover extra time in the US prior to returning home or prior to the start of coverage from a transfer-in school.

FIRST DAY AT ALPS

It is very important that agents prepare students on what to expect on their first day at ALPS, as this is Placement Testing and Orientation day, and they must arrive at the school no later than 8:20am.

Getting to ALPS

Students must know how to get to ALPS, and how long the journey is likely to take from their housing. If a student is in a homestay the host family will help them plan the trip. Students can also use Google Maps. Enter '430 Broadway E' as the destination and search options from the student's U.S. housing address.

Placement Testing and Orientation

This is a packed day of registration, placement testing and orientation. Agents should advise students to bring the following items:

- Passport
- Payment for any unpaid tuition and fees
- Transfer Students only: I-20 transfer students must bring their I-20s from all the schools they have attended in the U.S.
- F-1 students only: Proof of current medical coverage, if not using ALPS Medical coverage
- A snack

Students will receive an email in advance outlining the activities of the day. Here is a list of what typically happens on their first day at ALPS:

- Registration and payment
- Placement testing
- Class schedule requests
- Orientation meeting
- Student photos
- Neighborhood tour (optional)

HOUSING

Homestay and Airport Pickup Service

An independent homestay organization, [Intercultural Homestays & Services](#), arranges homestays for ALPS students. This is a different organization from ALPS. They arrange a homestay with an American host. Though some students choose to find an apartment to live in, most students prefer living with Americans in a homestay because it is a gateway to America which lets them experience American culture and practice their English as much as possible in a friendly and welcoming atmosphere.

The homestay hosts are carefully chosen for friendliness, hospitality, and responsibility. As much as possible, students are placed with hosts who have similar interests.

In a homestay, an American host provides the student with a private room and meals for a monthly fee. The student is encouraged to take part in household activities. The student may live in a house or an apartment. Some students prefer to live with a married couple or a family, while others prefer to share a home with single Americans. Because of the wide range of homestay hosts, students can share in traditional American family life or lead a more independent lifestyle with single Americans of approximately the same age. Both the host and student benefit from the cultural exchange. Students who use this service pay a one-time placement fee and a monthly fee for a room and meals.

Host families consist of:

- Female hosts
- Male hosts
- Couples with children
- Single parents with children
- Retired hosts
- Hosts who practice religion
- People of African, Asian, European descent



A host family is waiting to welcome you into their home.

Independent Housing Options for Students

If a homestay is not the option a student wants, they can arrange their own housing.

American Hotel (Hosteling International USA)

Students can rent a shared or private room by the month. Some of our longer term students stay here for a month or more while arranging long-term housing. It is very close to the International Link Light Rail Station. Included are: kitchen, breakfast and a laundry room. Wi-Fi is free.

520 S. King Street Seattle, WA 98104

Tel: (206) 622-5443

Fax: (206) 299-4141

Website: www.americanhotelseattle.com/student-housing/student-housing.htm



aPodment

Students who will stay 3 months or longer can rent an aPodment. These are very small, modern apartments with a private bathroom and a shared kitchen. There are many options within a short distance of the school.

Contact: leasing@apodment.com

Tel: (206) 801-3570

Website: <https://apodment.com/capitol-hill-apodments/>



Some Useful Websites

Craigslist.com is a site where you can find shared houses, roommate situations and private housing. See the heading “Housing.” at seattle.craigslist.org

RentHoop is an app that helps match you with a roommate. The app can be downloaded to Apple or Android phones. Users need to have a Facebook account.

Zillow: Advertising rentals in Seattle

seattlerentals.com: a good source for current, local apartment vacancies.

apartments.com: one stop rental resource for apartment rentals in Seattle.

Note: The websites listed above are not related to or specifically endorsed by ALPS Language School. We advise that students use due caution when finding a place to live or roommates. ALPS cannot guarantee the quality of the services listed on the above, and is not responsible for these sites.

We advise students to always be cautious when sharing any information online.