

ALPS Language School

Celebrating 25 Years of Excellence



ALPS

Agency Procedures Manual

Seattle, WA, USA

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ABOUT

ALPS Language School (ALPS) is an established ESL school based in the Capitol Hill area of Seattle. Our goal is to help our diverse student body achieve their English language goals. Students come to ALPS to improve their English fluency for use in their chosen profession; others look to ALPS to prepare them for successful entry to university/college programs, and many come for personal enrichment. We offer students a flexible course structure and a warm, inviting place to study and learn.

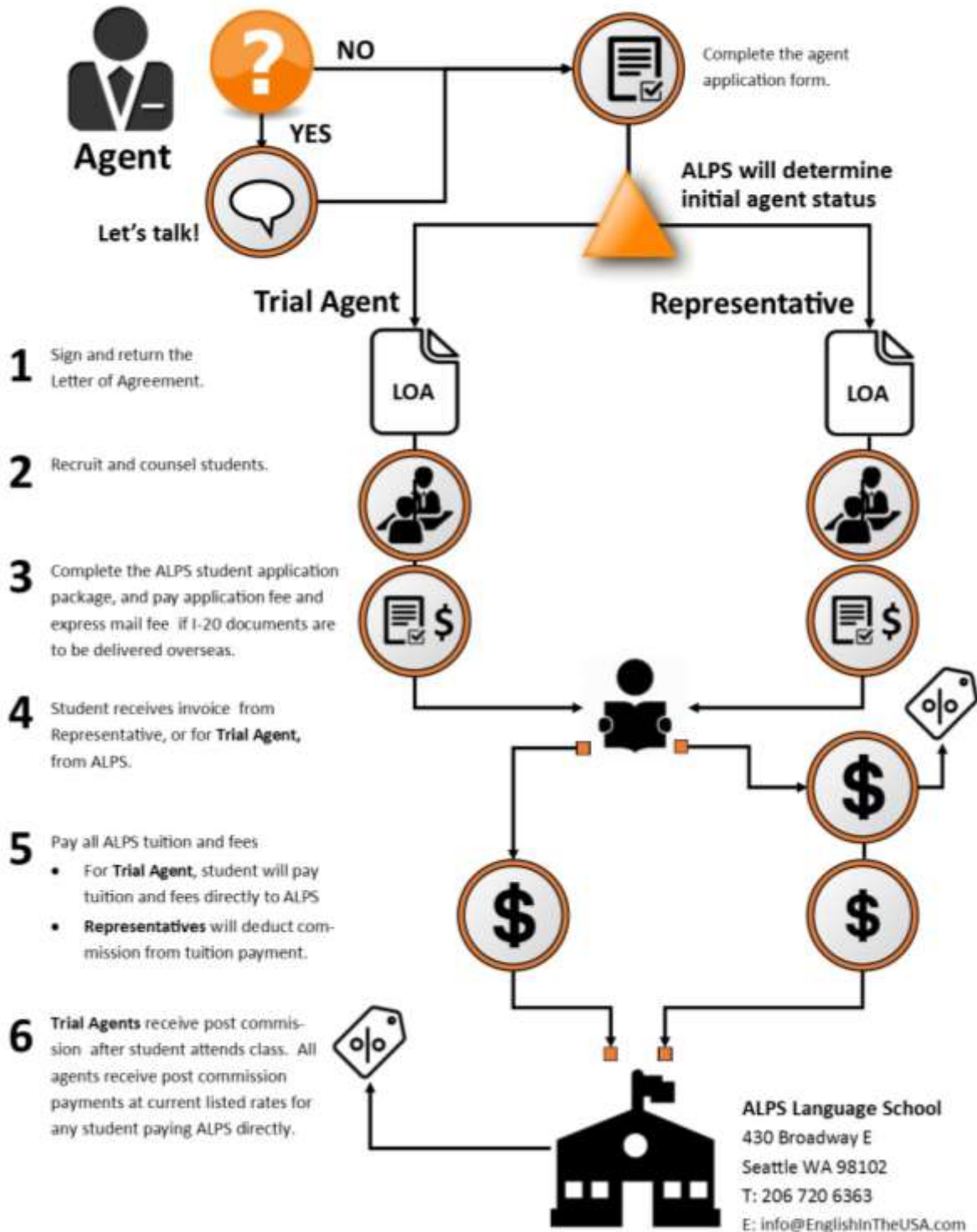


At ALPS, students can learn English quickly in friendly and professional small group and private classes. Group classes offer individual attention, with a maximum of 8 students per class.

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

OPIM-XGZC-THBS-KLJJ

ALPS AGENT RESPONSIBILITIES & COMMISSION PAYMENTS



ALPS Language School
 430 Broadway E
 Seattle WA 98102
 T: 206 720 6363
 E: Info@EnglishInTheUSA.com

BECOMING AN AGENT

ALPS operates a phased approach to agents, with the goal being that the agent becomes an official Representative of ALPS in a short time frame. This approach enables us 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 their 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. To get started read this manual and contact us if you have any questions.

1. Complete the Agency Application Form, and return it to info@EnglishInTheUSA.com
2. Once we have reviewed your Application Form, we will offer you a Trial Agent Letter of Agreement. We work with new agents on a trial basis. The length of the trial period depends upon student service levels provided and receipt of suitable references, but usually lasts for a period of 2-3 months.
3. During the trial period, your students will pay tuition and other fees directly to ALPS. You will receive a Finder's Fee of 20% of the first session's tuition paid once the student completes their first session. Trial agents shall also receive commissions of 5% of the tuition paid in subsequent sessions. This is payable after the student completes their final session.
4. We review your references on receipt and evaluate the student service levels provided and, if satisfactory, send a Representative Letter of Agreement to your agency for signature.
5. Your agency director/president signs and returns the Representative Letter of Agreement to ALPS.
6. Once the signed Representative Letter of Agreement is in place, you will receive a certificate stating that 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 to ALPS after deduction of your commission*. All student fees must be paid in full prior to a student starting class in any one session.

*If the student of a Representative agent pays ALPS directly the Representative will receive a Finder's Fee of 20% of tuition paid if it is the student's first session, and 5% of tuition paid for subsequent sessions, payable after the student completes their final session.

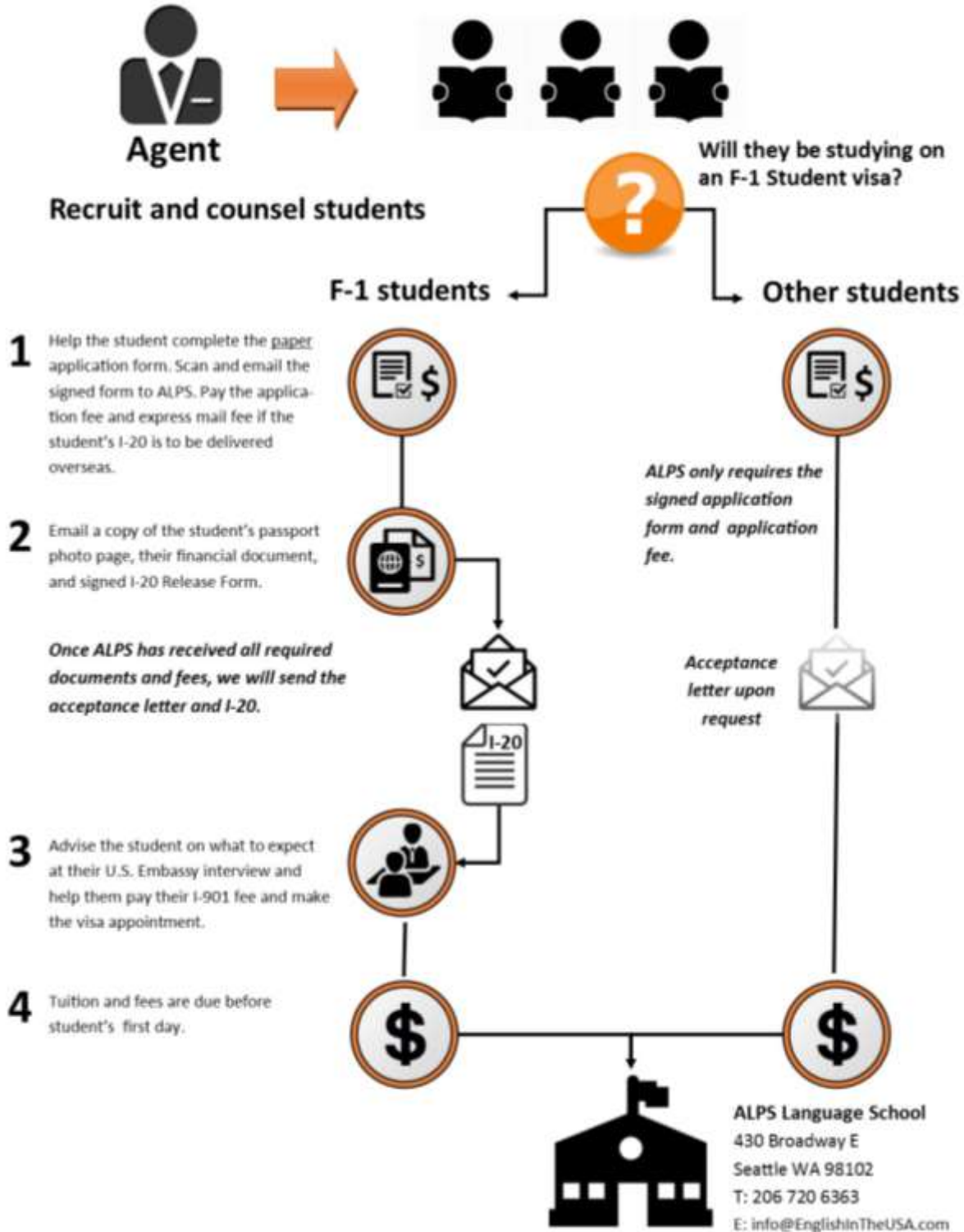
Agent Responsibilities

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.

The agent will carry out all of these responsibilities in an honest and ethical manner.

HELPING STUDENTS APPLY

ALPS HELPING STUDENTS APPLY



Admission Checklist for F-1 Students

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

Checklist Items – F-1 Students
1. ALPS Language School paper 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 or a PO Box)- The student’s e-mail address
2. Application Fee and Express Mail Fee if the student’s I-20 is to be delivered overseas
3. A copy of the student’s passport photo page
4. Financial documents
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)

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 **or**
2. Provide proof that they are government-funded scholarship recipients and have equivalent insurance paid for by the government **or**
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.

Additional, optional documents

1. Homestay application
2. Homestay application fee

Admission Checklist for Non F-1 Students

ALPS can accept students who do not have F-1 visas. Students entering the U.S. 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.

This is a checklist of the documents and fees required to complete the application process for all students not studying on an F-1 visa.

Checklist Items – Non F-1 students
1. ALPS Language School paper 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

Additional, optional documents

1. Homestay application
2. Homestay application fee

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. We recommend you refer to our online 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.

Refunds

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

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.

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.

FORM - AGENCY APPLICATION



AGENCY APPLICATION FORM

Please send your completed application to:

ALPS Language School
 430 Broadway East, Seattle, WA 98102
 Tel: (206) 720-6363
 email: info@EnglishInTheUSA.com

AGENCY INFORMATION

COMPANY NAME:			
DIRECTOR / PRESIDENTS NAME:			
OFFICE MAILING ADDRESS	PHYSICAL ADDRESS (IF DIFFERENT FROM MAILING)		
CITY:	POSTAL CODE:		
PROVINCE;/STATE:	COUNTRY:		
WEBSITE:	PHONE:		

PRIMARY CONTACT

CONTACT NAME:			
EMAIL:			PHONE:

COMPANY BACKGROUND

How long has your agency been in business?			
Are you a single location? Yes [] No []	If No, are you the Headquarters? Yes [] We are one of ____ branch offices.		
Provide any names your agency used previously.			
Approximately how many students does your agency send abroad each year?			
Approximately how many students does your agency send to the U.S. each year?			
Of the students who you send to the U.S. yearly, what percentage intends to study:	English Language Programs only: _____ % College/University Transfer: _____ % Short-term or special programs: _____ %		
Any additional information you would like to provide:			



AGENCY APPLICATION FORM

REFERENCES

Please list three professional references for other programs where you have sent students. We prefer references in the United States from schools whose primary focus is English language instruction.

INSTITUTION NAME:	
CITY:	COUNTRY:
CONTACT NAME:	
CONTACT EMAIL:	CONTACT PHONE:

INSTITUTION NAME:	
CITY:	COUNTRY:
CONTACT NAME:	
CONTACT EMAIL:	CONTACT PHONE:

INSTITUTION NAME:	
CITY:	COUNTRY:
CONTACT NAME:	
CONTACT EMAIL:	CONTACT PHONE:

DISCLAIMER AND SIGNATURE

I certify that the answers and information I provided above are to the best of my knowledge, truthful and correct. I understand that ALPS Language School reserves the right to terminate ALPS relationship with the agency or representative if ALPS discovers, or has a reasonable belief, that any answer or information provided in the application is false.

I have read and understood the ALPS Language School Agency Procedures Manual and the ALPS Language School Cancellation and Refund policy.

NAME:	POSITION:
SIGNATURE:	DATE:

ALPS Language School – Agency Procedures Manual

FORM - STUDENT APPLICATION

Please send your completed application to:

ALPS Language School
 430 Broadway East, Seattle, WA 98102
 Tel: (206) 720-6363
 email: info@EnglishInTheUSA.com



APPLICATION 2018

PERSONAL INFORMATION

FAMILY NAME: _____ GIVEN NAMES: _____

DATE OF BIRTH: _____ [You must be 18 to start class] SEX: Male Female
MM / DD / YYYY

COUNTRY OF CITIZENSHIP: _____

HOME COUNTRY MAILING ADDRESS: _____

_____ Postal Code: _____ Country: _____

E-MAIL ADDRESS: _____ PHONE: _____

MAILING ADDRESS IN THE U.S.A. (IF KNOWN): _____

APT #: _____ City: _____ Zip: _____ PHONE: _____

IF THE STUDENT HAS AN EMERGENCY, WHOM SHOULD WE CALL? _____ PHONE: _____

WHERE TO SEND ACCEPTANCE MATERIALS? Home Country Address U.S.A. Address Agency Address

WHAT IS/WILL BE YOUR VISA TYPE? F-1 Student B-2 Tourist Visitor Stamp Other: _____

ARE YOU IN THE U.S. NOW? Yes No ARE YOU A RETURNING STUDENT? Yes No

WHERE DID YOU LEARN OF ALPS? Family/Friend Online Agent Other: _____

I HAVE READ THE CANCELLATION AND REFUND POLICY AND HEREBY APPLY TO ALPS LANGUAGE SCHOOL.

SIGNATURE: _____

FULL-TIME COURSES	Check all sessions you will attend	PART-TIME COURSES
\$100 Application Fee INTENSIVE ENGLISH PROGRAM (IEP) OPTIONS	EACH SESSION LASTS 4 WEEKS	\$25.00 Application Fee NOT FOR STUDENTS WITH AN F-1 VISA
SPEAKING FOCUS <input type="checkbox"/> IEP GENERAL INTENSIVE OPTION \$1199 (4 GROUP) <input type="checkbox"/> IEP INTENSIVE SPEAKING OPTION A \$1699 (3 GROUP / 1 PRIVATE)	1 <input type="checkbox"/> JANUARY 2 2 <input type="checkbox"/> JANUARY 29 3 <input type="checkbox"/> FEBRUARY 26 4 <input type="checkbox"/> MARCH 26 5 <input type="checkbox"/> APRIL 23 6 <input type="checkbox"/> MAY 21 7 <input type="checkbox"/> JUNE 18 8 <input type="checkbox"/> JULY 16 9 <input type="checkbox"/> AUGUST 13 10 <input type="checkbox"/> SEPTEMBER 10 11 <input type="checkbox"/> OCTOBER 8 12 <input type="checkbox"/> NOVEMBER 5 13 <input type="checkbox"/> DECEMBER 3	GROUP LESSONS <input type="checkbox"/> SL SPEAKING & LISTENING \$599 (2 GROUP) <input type="checkbox"/> EL ELECTIVE CLASS \$299 (1 GROUP) <input type="checkbox"/> COMBINED SPEAKING & LISTENING \$899 + ELECTIVE (3 GROUP)
ACADEMIC FOCUS <input type="checkbox"/> A-IEP 4.0 OPTION \$1199 (4 GROUP) <input type="checkbox"/> A-IEP 5+ OPTION \$1699 (5 GROUP + ELECTIVE TRAINING)	All prices are subject to change without notice.	PRIVATE LESSONS <input type="checkbox"/> 1 PERIOD PRIVATE LESSON DAILY \$875 <input type="checkbox"/> 2 PERIODS PRIVATE LESSONS DAILY \$1750
Medical Insurance: \$122 per 4-week session MEDICAL INSURANCE IS REQUIRED FOR ALL F-1 VISA STUDENTS.		COMBINED GROUP & PRIVATE <input type="checkbox"/> COMBINED SPEAKING & LISTENING \$1475 + PRIVATE (2 GROUP/1 PRIVATE)

FORM - CANCELLATION AND REFUND POLICY



ALPS Language School
 430 Broadway E., Seattle, Washington, 98102 U.S.A.
 Tel: (206) 720-6363 Email: info@EnglishInTheUSA.com

ALPS Language School Cancellation and Refund Policy

General Terms of Refund

For students who have paid tuition and cannot begin classes or cannot continue classes, it is the policy of ALPS Language School to make a refund if: 1) the student does not attend classes or if 2) the last date attended is before the end of the 2nd calendar week of class.

Days attended are calculated as the first day of class scheduled until and including the last date of attendance. Refunds are calculated on a prorated daily basis after the last date of attendance. For prorating a refund, national holidays will be calculated as class days. Refunds will be made within 45 days of the last date of attendance or the notice of withdrawal whichever is earlier. In case of expulsion, the last date of attendance is the day that ALPS expels the student however ALPS Language School is not obligated to make refunds to students expelled due to violation of written disciplinary and/or attendance policies or local, state or federal law. When a recruiting agency is used, ALPS reserves the right to make the refund through the recruiting agency.

Deductions from refunds

- Any fees paid by ALPS to a recruiting agency are subtracted from refunds.
- The medical insurance fee is not refundable after 5:00 pm on day 1 of classes.
- The application fee is not refundable if a student visa is not issued or if ALPS does not admit the student.

Refunds prior to start of classes and refunds for program cancellation

ALPS will give a student a 100% refund of tuition and activity fee in the following cases:

- ALPS Language School cancels a student’s program prior to or subsequent to a student’s enrollment.
- Student withdraws from classes within 3 days of signing application or enrollment agreement before classes have started.
- Student does not receive a visa to enter the United States or is not admitted to the United States.

Refund amounts after classes begin

Situation	Refund Tuition & Activity Fee	Refund Application Fee
Student never attends class or student cancels classes on or before the first day of class.	100% Tuition and Activity Fee	0%
Student drops classes on or between the 2 nd day of class and the end of week 2.	100% Prorated Tuition	0%
Student drops classes during week 3 or week 4.	0%	0%

Prorated refund percentage is shown for each last day of attendance

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Testing Day 100% refund	Day 1 of class 100% refund	Day 2 of class 88.89%	Day 3 of class 83.33%	Day 4 of class 77.78%
Week 2	72.22%	66.67%	61.11%	55.56%	50%
Weeks 3 & 4	0%	0%	0%	0%	0%

FORM - I-20 RELEASE



ALPS Language School
430 Broadway E., Seattle, Washington, 98102 U.S.A.
Tel: (206) 720-6363 Email: info@EnglishInTheUSA.com

I-20 RELEASE FORM

I, _____, give my permission for my I-20 and acceptance
(student name printed)

materials to be sent to:

Full Name: _____

Address: _____

Address *(continued)*: _____

Apt #: _____ City: _____

State: _____ Zip: _____ Country: _____

Student signature: _____ Date: _____