



Working Agreement for Brokers

The following is a list of guidelines designed to create a smooth working arrangement between the registrations department of OISE and Brokers. OISE defines a Broker as an advocate of OISE who introduces students to the schools for an agreed fee on an ad hoc basis.

1. Wherever possible, registrations should be submitted to the OISE registrations department on standard registration forms. These should be addressed to the Registrations Department – OISE Young Learners, and should be completed as fully as possible. If it is not possible to send completed registration forms, we are happy to receive bookings by fax or email, provided that this includes full details about the student.
2. Where possible, bookings should arrive at least 2 weeks before the course starting date. However, it is possible to arrange bookings at short notice during off-peak seasons. For OISE Youth Language Schools, a minimum of 8 weeks notice is advisable. The OISE language schools cannot guarantee that course places are available at short notice; although we will do everything we can to place every student in the course of their choice.
3. Upon receipt of a booking, OISE will confirm back to the student, within 8 working hours, whether or not there is a place available on the course requested. If no place is available, the student will receive details of an alternative course.
4. The course information document/invoice will be sent to the student by e-mail and post, and, where applicable, a confirmation letter for visa purposes will be included. For late bookings this information will be sent by e-mail or faxed.
5. A gross invoice is issued. The gross invoice details the student's course price and the payment of this invoice is the responsibility of the student. The Broker is entitled to an introduction fee of 10% of the tuition element of the course. The fee is paid upon receipt of an invoice from the Broker to OISE at the end of the course.

When making a transfer, please make sure that as much information as possible accompanies the payment – e.g. the student's name, booking reference number and the referrer's name. This helps us to identify payments when we receive notification from the bank.

6. Details of the student's accommodation, where applicable, will be e-mailed, sent or faxed shortly afterwards.
7. For course cancellations please refer to the terms and conditions as explained in the General conditions.
8. Where a student wishes to leave their course early and requests a refund of course fees, the OISE language schools will liaise with the student.
9. Where a student extends or upgrades his or her course whilst at any of the OISE schools, the Broker will be eligible for a fee at the same referrer rate.
10. Course referrals should be made in accordance with information detailed in the OISE brochure.
11. The appointed Broker should not use the OISE name in any promotional activity or material (brochure, advertisement, poster etc) without the consent of OISE. Where applicable, a selection of promotional materials (posters, brochures, fact sheets etc) is available from this office and supplies will be sent out on request.

12. The OISE course prices and commission rates are revised annually in August/September. Brokers who include details of OISE courses in their own sales literature should contact OISE for new prices before they print brochures for the following year.
13. High-resolution colour photographs are available from this office for use in referrer's sales literature to promote OISE schools.
14. Group quotations can be supplied on request for closed group bookings.
15. This contract is reviewed on an annual basis.
16. Please sign, date and return this agreement to OISE Young Learners, keeping a copy for your records.

Signed by Broker Date.....

PRINT NAME IN CAPITALS.....

Signed on behalf of OISE Young Learners

Lilliane Verjee
Office Manager



Date: 15/10/2015

