

Training Manual for Agents

For recruitment of full-time students
Kuala Lumpur & Penang



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Introduction

The purpose of this training is to enable agents to provide high quality pre-course counselling service for prospective students.

In this document, you will find essential information about the British Council and the full-time English Language courses.

We would like to highlight that agents are only remunerated for first time students referred who register for **full-time** courses.

Commissions will be paid on a quarterly basis.

Our Vision, Purpose & Values

Vision

The future for the UK in this crowded, dangerous, beautiful world depends on people of all cultures living and working together on foundations of education, mutual understanding, respect and trust.

Purpose

We build engagement and trust for the UK through the exchange of knowledge and ideas between people worldwide.

- Enhancing the UK's reputation as a source of expertise and a partner for skills development in the teaching and learning of English
- Ensuring that every teacher and learner of English has access to quality language services from the UK

Values

Those of us who work for the British Council are committed to working for international understanding and we share the belief that cultural relations is the way in which international understanding happens. As an organisation our identity is based on five values:

- **Valuing people**
- **Integrity**
- **Mutuality**
- **Creativity**
- **Professionalism**

Facilities & students' support services

Our facilities

Our centres provides an excellent learning environment for our students.

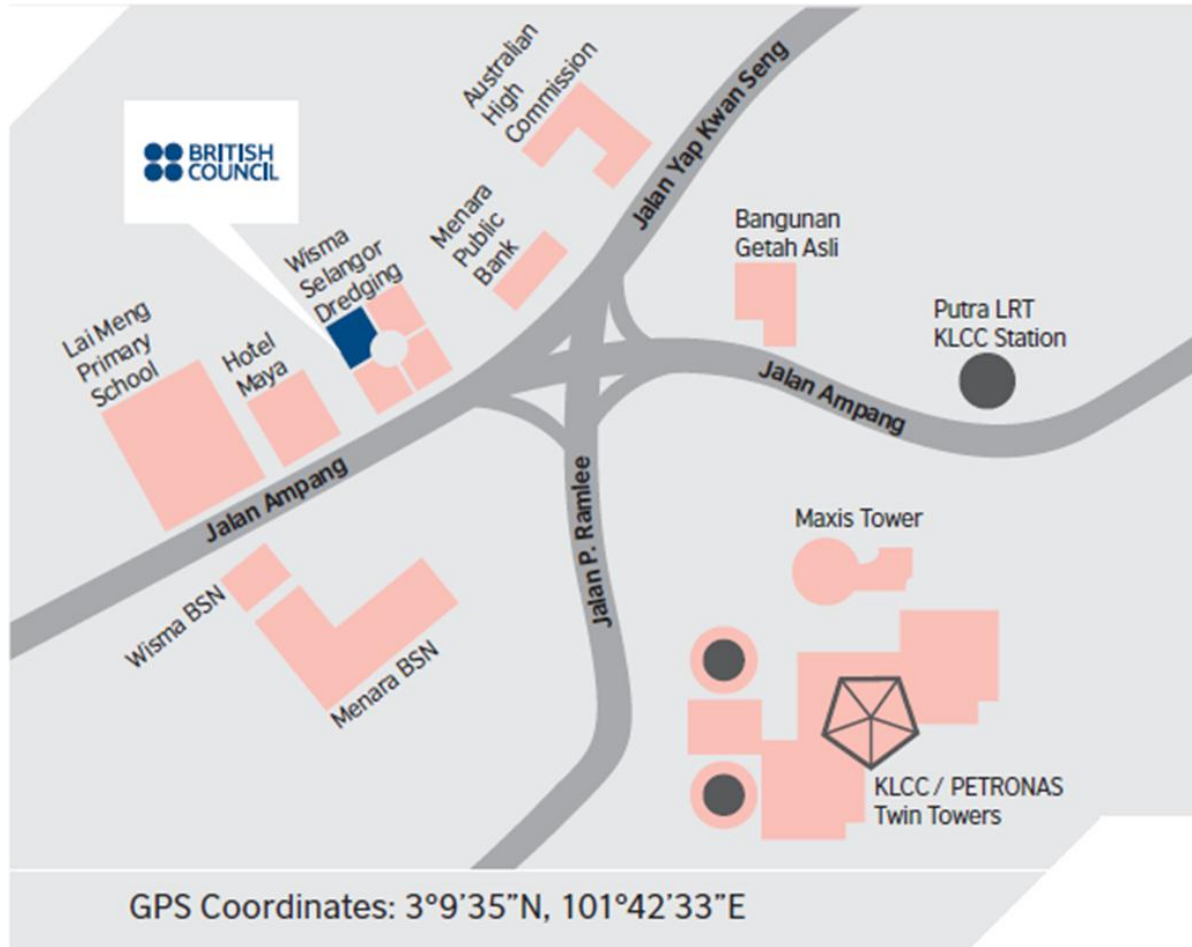
- ✓ Purpose-build classrooms equipped with Interactive White Boards in every classroom
- ✓ Free Internet Access at Learning Zone area

Students' support services

- ✓ Full-time Academic Counsellors
- ✓ Visa application
- ✓ Resources in Learning Zone:
 - Computers with language practice programme and free internet access
 - English Language reading club and workshops
 - Teacher training and exams resources
 - English language self-study books and CDs
- ✓ Free online resources and games at our Learn English website:
www.britishcouncil.org/learnenglish
- ✓ Examination registration services

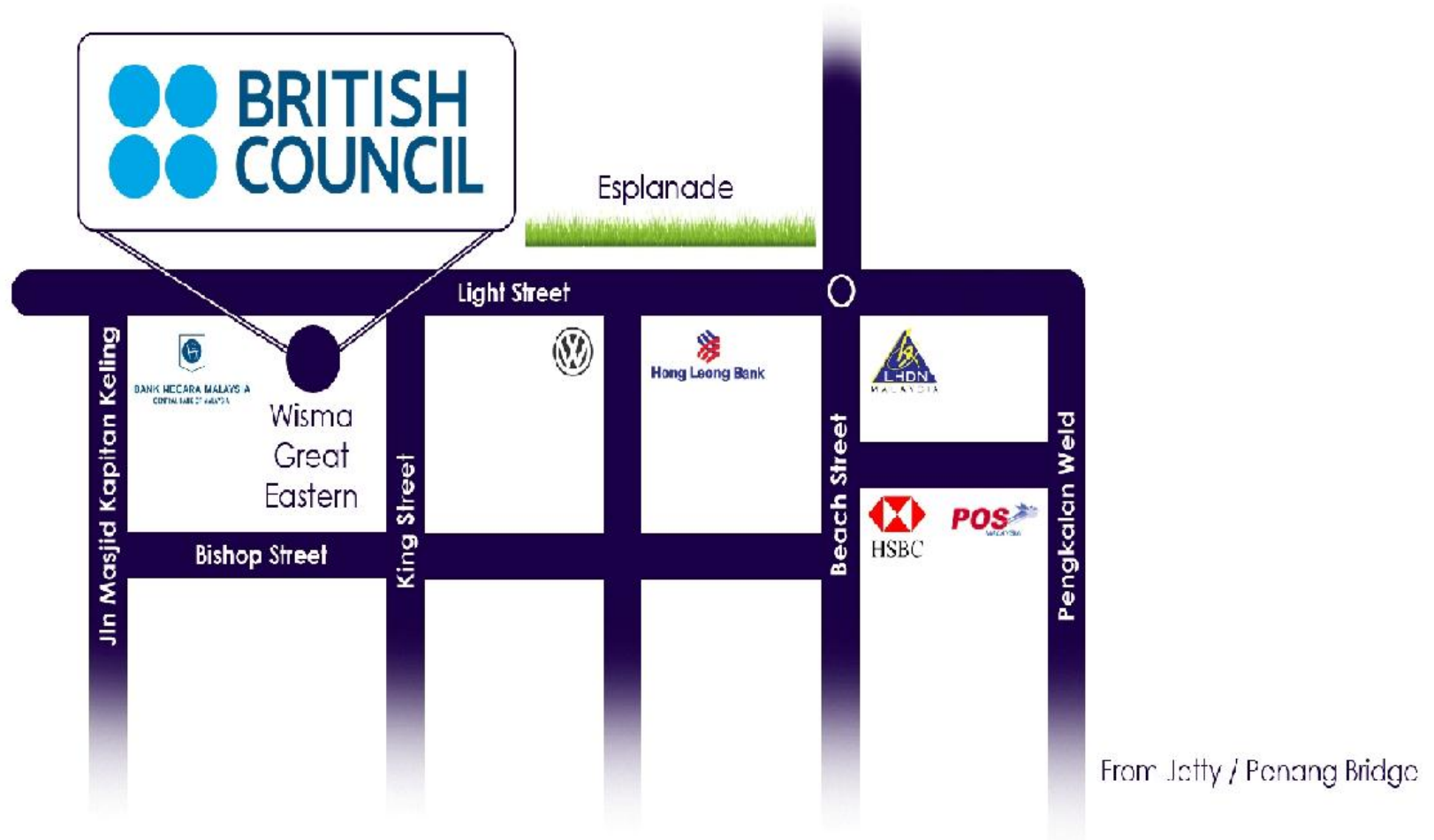
Where are we located in Kuala Lumpur?

Ground Floor, West Block, Wisma Selangor Dredging, 142C Jalan Ampang, 50450 Kuala Lumpur.



Where are we located in Penang?

Wisma Great Eastern, Suite 3A.1 & 3A.2, 25 Light Street, 10200 Penang.



Full-time course Modules & requirements

Full-time course modules

Kuala Lumpur

- ✓ Total of 5 modules per core level and each module lasts for 2 weeks
- ✓ Lessons are conducted 5 days a week (Monday – Friday)
- ✓ Class time:
9:30 a.m to 12:45 p.m OR 2:00 p.m to 5:15 p.m (3 hours per day)

Penang

- ✓ Total of 4 sub-levels per core level and each sub-level lasts for 3 ½ weeks
- ✓ Lessons are conducted on Wednesday, Thursday & Friday
- ✓ Class time: 2:00 p.m – 5:15 p.m (3 hours per day)

For detailed course description of each level, please go to:

<http://www.britishcouncil.my>

Requirements to enrol for a full-time course

How to get started?

- ✓ Students must be 18 years old and above
- ✓ Take a placement test
 - A placement test is a written and spoken test to indicate your current level of English. From the results of the test our counsellor will be able to recommend a class for you.

Visa Application Procedures

VISA APPLICATION

Apply to Malaysian Immigration through British Council.

However, please take note that you may be asked to leave Malaysia and wait in your home country for the approved letter as that is the rule set by the Malaysian Immigration Department.

The current estimated fees which will be involved are:

British Council, Kuala Lumpur

- i) Visa Application fee = RM1,000.00
- ii) Upfront 6 course fees = 6 x RM910 = RM5,460.00 (non-refundable)
- iii) 2nd instalment upon approval of visa = 6 x RM910.00 = RM5,460.00 (non-refundable)
- iv) *Refundable Personal bond = RM1,500.00

Estimated total fee = RM7,960.00

(iii to be paid in cash)

British Council, Penang

- i) Visa Application fee = RM1,000
- ii) Upfront 4 course fees = RM3,320.00 (non-refundable)
- iii) *Refundable Personal bond = RM1,500.00
- iv) Compulsory Medical check-up = RM350

Estimated total fee = RM6,170

(i, iii & iv to be paid in cash)

Please note that all decisions made regarding visa approval are made by the Malaysian Immigration Authority.

***Note:**

- Personal bond amount will only be refundable upon meeting all the terms and conditions.
- Course fee is subject to change on yearly basis

If you have further enquiries, please do not hesitate to contact us in person or by telephone +603-2723 7900 (Kuala Lumpur)/ +6016-422 8850 (Penang, Mr. Jet Lee Kim Ho)

Fees, payment methods & refunds

Fees

British Council, Kuala Lumpur

- ✓ Course Fees for Full-time English Class RM910
- ✓ Placement test RM100
- ✓ Course books RM90 to RM120

British Council, Penang

- ✓ Course Fees for Full-time English Class RM830
- ✓ Placement test RM90
- ✓ Course books RM90 to RM120

Payment methods

- ✓ Cash, Credit Card and Cheque – Student must pay the full fee upon registration
- ✓ Payment by cheque issued by Malaysian banks should be made payable to ‘British Council’

Withdrawals & refunds

Please refer to the Customer Service department for the following information:

- Withdrawals and refunds
- Public Holidays
- Attendance requirement
- Registration information

If you require further details, please contact our Customer Advisor & Registrar;

+603 - 2723 7900 (Kuala Lumpur)/ +604 – 2630330 (Ms. Teh Bee Leng, Penang)

Assessment procedures

Assessment

We have a system of continuous assessment comprising:

- Class participation (40% of overall result)
- Completion of homework to a suitable standard (10% of overall result)

Students will be awarded a British Council certificate and can move on to the next level if they attend at least 90% of the classes.

Options after module completion & UK Education

Options after module completion

Full-time students who complete a level can choose to :

- Move on to the next level in the full-time programme
- Register and sit for an exam. British Council administers the following exam:
 - ✓ IELTS – for students who plan to study, live or work abroad

UK Education

British Council offers a range of services on UK education for students interested in furthering their studies:

- UK qualifications in Malaysia

For students interested in a UK programme in Malaysia

Offering?
Scholarship?

Miscellaneous

Advice on accommodation

There is a wide variety of accommodation in Malaysia to suit different budgets and needs. British Council does not provide accommodation. Students usually make prior accommodation arrangements before arriving in Malaysia.

British Council students can get a special rate for

Lanson Place, Kuala Lumpur. For reservations, please contact Amber Soon +603-4253 2888 or email to enquiry.lpar@lansonplace.com

Tune Hotel, Kuala Lumpur. For reservations, please contact Kishore Suppiah +6012-2603012 or email to kishore@tunehotels.com

British Council, Penang for accommodation special rate, please contact Mr. Jet Lee Kim Ho +6016-422 8850

Guide to cost of living in Malaysia

(this applies mainly to Kuala Lumpur. Cost of living in Penang is generally lower)

These estimated cost ranges (in RM) below gives a rough guide of the basic expenditure an international student may incur per month.

- Accommodation: RM1,100 – RM2,000 (Monthly rental varies with geographical area, type of accommodation, demand, facilities, provided and the number of people sharing)
- Utilities: RM160 – RM300
- Food: RM630 – RM1,350 (Based on RM7–RM15 a day for 3 meals)
- Public transport: RM150 (Using LRT) If by taxis will varies according to travelling destinations.
- Telecommunications: From RM30 (Varies with usage and promotional packages subscribed)
- Books & stationery: RM90 – RM120 (Varies with course of studies)
- Medical hospitalisation insurance: RM200 – RM250 (Depends on insurance policy)
- Personal expenses: RM500 – RM1,000 (Varies with Individuals)

Please note that these estimates serve as a reference only. Detailed information can be found on resources and guidebooks detailing cost of living.

Thank you