



# Training Needs Analysis

## Enrolment form

Training Course Request – Please confirm your enrolment at MLS on one of our executive programmes by completing and signing the form below

Name:		Company/Sponsor/Agent:	
Title (Mr / Mrs / Miss):		Passport Number:	
Date of Birth:		Arrival Date:	
Mother Tongue:		Departure Date:	
Home Address 1:		Telephone Number:	
		Fax Number:	
		E-mail:	
Address for correspondence: (if different from home address or agent's/sponsor's details)		Telephone Number:	
		Fax Number:	
		E-mail:	
Name of next of Kin:		Relationship of next of kin:	
Address of next of Kin:		Telephone Number:	
		E-mail:	

### STEP 1

The MLS Executive Training programme you have selected provides you with the opportunity to work with our specialist Executive Training team and highly experienced trainers to produce a bespoke training solution aligned to your organisational goals and culture. This Training Needs Analysis questionnaire will help us to identify the precise areas where training is required and help to ensure that the content, methods and learning outcomes of your programme of tuition meet both your personal expectations and professional needs. To this end, we would be grateful if you could complete this questionnaire and return it to us no later than one week prior to the scheduled commencement of your course.

### Focus of Programme

Please indicate which of the following best describes your training needs:

<input type="checkbox"/>	a. English Language
<input type="checkbox"/>	b. International Business Communications
<input type="checkbox"/>	c. English for Special Purposes (other than Business Communications)
<input type="checkbox"/>	d. English Plus Management Study

### PART A

In PART A, we ask you to tell us about your previous English language studies.

1a What is the highest level of English at which you have studied in the past?

<input type="checkbox"/>	No previous study	<input type="checkbox"/>	Pre-Intermediate	<input type="checkbox"/>	Pre-Advanced		
<input type="checkbox"/>	Beginner	<input type="checkbox"/>	Intermediate	<input type="checkbox"/>	Advanced		
<input type="checkbox"/>	Elementary	<input type="checkbox"/>	Upper-Intermediate	<input type="checkbox"/>	Proficiency		
<b>b</b> Have you completed a course at this level?				<input type="checkbox"/>	YES	<input type="checkbox"/>	NO

2 Which English language books have you previously studied? At which level?	
TITLE	LEVEL
Headway	
Cutting Edge	
English File	
Inside Out	
Other	

3a Have you taken any international exams in English?  YES  NO

b If yes, which?

c Result or grade

4a Have you studied at MLS College before?  YES  NO

b If yes, when?

**PART B**

In PART B, we ask you to consider and evaluate your current proficiency in the English language. How would you describe your current level of English? In the following table, please circle an appropriate grade.

What is your current English language ability in the following areas:

		◀ BEGINNER				ADVANCED ▶			
<b>Language Skills</b>	Reading	1	2	3	4	5	6	7	
	Writing	1	2	3	4	5	6	7	
	Listening	1	2	3	4	5	6	7	
	Speaking	1	2	3	4	5	6	7	
<b>Language Systems</b>	Grammar	1	2	3	4	5	6	7	
	Vocabulary	1	2	3	4	5	6	7	
	Pronunciation	1	2	3	4	5	6	7	

**PART C**

In PART C, we ask you to consider your daily personal and professional use of English.

1 Which of the language skills in Part B is/are most important for you in your daily use of English? Why?


2 How much do you use English in the ordinary course of your working day?

Every day		Frequently		Often		Quite often		Sometimes		Rarely		Never
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3 Who do you most frequently communicate with in English? Please specify, eg. colleagues, clients, friends, family, general public, etc. Are your communications with native speakers or non-native speakers of English?


<b>4</b>	<b>When you use your English, what do you use your English for? For example:</b>
<b>a</b>	If you read texts in English, what kind of texts do you read? Please specify, eg. reports, articles, letters, emails, faxes, catalogues, etc:
<b>b</b>	If you write in English, what kind of texts do you produce? Please specify, eg. letters, emails, faxes, reports, summaries, notes, memos etc:
<b>c</b>	If you listen to communications in English, how would you describe the context in which the listening takes place, eg. professional or social, formal or informal, speeches, lectures, and presentations etc.? Please specify. Is it necessary for you to take notes (in English or in your own language) as you listen?
<b>d</b>	If you speak in English, how would you describe the context in which you converse, eg. professional, social, formal, informal, speeches, lectures, presentations etc.? Please specify.

<b>PART D</b>
In PART D, we ask you to give us more information about your English for Special Purposes requirements or your English plus Management Training requirements, if you have requested this type of programme. Please write your specific requirements in the space below.
Please continue on a separate sheet of paper if required.

<b>PART E</b>
In PART E, we ask you to inform us of any other important details that may help us to more specifically tailor your programme to match your precise personal and professional needs and expectations. Such details might include information on the following and more:
<ul style="list-style-type: none"> <li>• your own and your company’s principal reasons for choosing a course of individual tuition;</li> <li>• the learning outcomes you hope to achieve;</li> <li>• how you would like your progress to be assessed at the end of your programme, etc.</li> </ul>
Please continue on a separate sheet of paper if required.
The details with which you provide us regarding your language training requirements enable us to more fully prepare a programme uniquely suited to your needs. Should you require any further information regarding any aspect of the Executive service, our Administration team will be happy to answer any questions you may have. We thank you for taking the time to complete this questionnaire.



**MLS Accommodation**

Please inform your host family of your arrival time in Bournemouth. Please see our main fees sheet for further accommodation options.

Tick	Accommodation Code	Accommodation Type	Arrival Date	Duration
	<b>AC1</b>	Homestay (single room/meals included*/no more than 4 students in the home)		
	<b>AC5</b>	Homestay En suite (single room/private access to a bathroom/meals included*)		
	<b>AC6</b>	Executive Homestay (single room/private access to a bathroom/use of the internet /meals included*)		

\* Breakfast and dinner during the week; breakfast, lunch and dinner at the weekends.

Do you smoke? YES  NO

Do you have any special accommodation or dietary needs? YES  NO  (if yes please specify)

**Non MLS Accommodation**

If you would like us to send you further information about non MLS Accommodation, please tick the appropriate box. You will need to book this accommodation yourself and contractual arrangements will apply.

Tick	Accommodation Code	Accommodation Type	Arrival Date	Duration
	<b>AC8</b>	Apartments		
	<b>AC9</b>	Guest Houses and Hotels		

If no accommodation required please quote your UK address:

**Transfer Arrangements**

Do you wish to be met on arrival in the UK? Yes  No

Date of arrival:

Flight time:

Flight Number:

Airport:

**Fees**

Who will be responsible for payment of your course fees?

Who will be responsible for payment of your accommodation fees?

**INSURANCE**

MLS recommends that all students take out appropriate travel, medical and cancellation of course insurance.

**Declaration**

I certify that all the information I have given is correct to the best of my knowledge and I agree to abide by the conditions of enrolment. I have carefully read all the conditions described on the enrolment form and Course dates / Fees list. I have read and understood the conditions of enrolment on this form.

Signed:

Date:

Complete and return this form, together with 2 passport photographs and fees deposit to:  
MLS International College, Westover Chambers, Hinton Road, BH1 2EN, England.

**Telephone:** +44 1202 291556 **Fax No:** +44 1202 293846 **Web:** www.mls-college.co.uk **Email:** admin@mls-college.co.uk  
MLS International Ltd, Registered Office: 8/9 Verulam Place, Bournemouth, Dorset, BH1 1DW Reg in England 1947337

This forms the basis of the contract.

**Fees should be payable to:**

MLS International College

**Our bank account details:** MLS International College Lloyds TSB Bank plc, 101 High Street, Poole, Dorset, BH15 1AJ England

**Sort Code:** 30-96-73 **BIC:** LOYDGB21036 **Account Number:** 00238207 **IBAN:** GB54 LOYD 3096 7300 2382 07

Account details are also available for Euro and US Dollar transactions

Please note there is a 3% charge on credit card transactions

## ENROLMENT

### 1. Application for Enrolment

The application for enrolment will only be accepted once MLS receives the following:

- Completed enrolment form with two passport photographs attached
- Deposit of £500.00 or full fees in advance. (Supply a copy of your bank transfer form)

If the application is acceptable then MLS will notify you/your agent and provide:

- Confirmation of Enrolment
- Invoice
- Host Family details (if applicable)
- Travel information London to Bournemouth

### 2. Payment

All course fees and charges must be paid in full no later than 21 days prior to course commencement. If a booking is made less than 21 days prior to course commencement the fees are immediately payable. If payment in full has not been received you will not be permitted to commence your course.

### 3. Visa

It is the responsibility of each student to arrange all relevant travel permits and/or visas and to have a valid passport. MLS will provide an invitation letter/confirmation of enrolment to assist with your visa application.

### 4. Courier Fees

If you enrol more than 21 days prior to course commencement documents will be sent by normal postal service unless you request and pay for a courier service at a rate of GBP35.00.

### 5. Travel & Medical Insurance

Travel & Medical insurance is recommended for the duration of your stay regardless of the length of your course. MLS and/or its agents and representatives will accept no liability for any loss, damage, illness or injury to persons or property, howsoever caused, except where such liability is imposed by UK Law. It is each person's responsibility to take out personal insurance cover against all such risks including cancellation or curtailment of any course owing to accident or illness.

MLS does not arrange any such cover and it is each person's responsibility to do so. Cover can be arranged by logging onto: [www.course-u-can.com](http://www.course-u-can.com)

### 6. Health Declaration

Any illness, allergy or disability must be disclosed on application. All students must be of good health and sound of mind to satisfactorily complete their programme. Any change in a student's state of health may result in their course being curtailed and being sent home if MLS considers that they are not capable of completing their course.

The British Government require all students under the age of 18 to submit a Waiver form and an Authorisation of Emergency Medical Treatment form which will be provided at the time of booking.

### 7. Tuition Fees

Tuition fees include lessons, use of multi-media centre and internet, placement, progress and final testing and an MLS Certificate on completion of the course. MLS reserves the right to withhold any certificate if any fees remain outstanding.

### 8. Additional Services

Any additional services such as transfers, excursions, exam fees, books for specialised courses, accommodation and course amendments/upgrades are not included in any fees unless specifically stated on a valid invoice issued by MLS.

### 9. Under 18 Years of Age

Students aged 16 and 17 are advised that they will be attending classes with students aged 18 and over. Students under 18 years of age must live in MLS approved accommodation and may be required to use the MLS airport transfer service on arrival and departure.

## TERMS AND CONDITIONS

**1. Rules and Regulations:** All students enrolled with MLS are subject to the rules and regulations governing the College from time to time.

**2. Arrivals and Departures:** All accommodation is booked from the Sunday prior to the course commencement date until the Saturday morning after the course end date, unless otherwise stated. A partial week may be counted as one week's accommodation charges.

**3. Late arrivals and absences:** If you commence your course late or are absent during your course for any reason including holidays, exams or excursions outside of your scheduled programme no refund will be made and such periods of absence cannot be made up by extension of your course.

**4. Public Holidays:** MLS does not normally hold classes on Public Holidays and the College is closed on these days. All published course dates commence on a Monday. If, for example, the Monday is a public holiday the start date will fall on a Tuesday. No compensation is payable for courses not held on public holidays.

**5. Course Changes:** Students may request to change course once at MLS. A minimum of two weeks notice is required for any such change. Any such request will be at the discretion of the Directors. Change of tuition may incur additional charges and students should consult with MLS at the time of request. Any change of tuition resulting in a reduction in lessons will be treated as a termination and rebooking and will be subject to the standard terms and conditions applicable to terminations. Change of homestay accommodation on request will incur an administrative charge of £40.00.

**6. Duration of Lessons:** All lessons are of 45 minutes duration. Courses run from Monday to Friday and lessons are mornings and afternoons.

**7. Substitution:** A number of MLS courses have a minimum language entry level and it is the student's responsibility to ensure they meet the level stated in any MLS current publication. If, after the placement test, a student is found to be at a level which is not appropriate for their booked course, then MLS reserves the right to place the student in an appropriate class. An alternative study plan will be discussed with the student. If students wish to confirm their language level prior to course booking they can sit either the MLS entry test language assessment or a recognised English Language examination. Students who do not have the ability to follow any MLS course may be required to terminate their course with MLS. MLS reserves the right to cancel courses at short notice owing to insufficient enrolments.

**8. Tuition fees and charges:** MLS reserves the right to alter its prices due to tax increases, government actions or events beyond the control of MLS.

**9. Books and Materials:** All books and learning materials will be made available to students during their course and are included within the enrolment fee. Certain specialised courses require the purchase of books and this will incur an additional charge which will be shown on the invoice and payable prior to course commencement.

**10. Expulsion/suspension:** Any student who commits a criminal offence or violates the College's rules, regulations and policies, has an unacceptable attendance record or fails to pay any amount due to MLS to undertake the course may be expelled or suspended. No refund will be given and the immigration authorities will be informed.

**11. Liability:** MLS, its directors, officers, employees and agents are not liable for damages to students or goods except to the extent allowed by UK law.

**12. Force Majeure:** It is a condition precedent of the agreement/contract between students and MLS or its representatives that neither MLS nor its representatives are liable in cases where MLS is unable to fulfil any services for which they are contractually bound because of labour disputes or other reasons which are beyond their control.

**13. Accommodation:** MLS acts strictly in the capacity of an agent in arranging and providing accommodation for students. Students are required to adhere to the code of conduct for homestay

accommodation (available from MLS on request).

Cancellation or changes in accommodation requires one full week's written notice to the Accommodation Officer or one week's charges in lieu of notice.

**14. Student Visa Requirements:** Students holding visas for their stay in the UK must comply with the following:

- Provide MLS with a current UK residential address and telephone number at all times.
- Maintain satisfactory academic progress and attend a minimum of 80% of their course.

Students who fail to attend for their enrolment or with less than 80% attendance may be reported to the UK Immigration Authorities. Information collected by MLS which personally identifies a student and information regarding a student's course progress may be shared with the British Government, designated authorities, students' parents and MLS staff and representatives. This may include personal and contact details, course enrolment details and changes and circumstances of any suspected breach by the student of any visa condition.

## TERMINOLOGY

**1. Refund Policy:** Refund will be made by MLS via the MLS representative/agent to whom the fees were originally paid or to the student's bank account in the same country and currency in which the fees were originally paid. All refunds will be made within 21 days of written notification. In the event of MLS cancelling or terminating a course a full refund of all unused fees will be made.

**2. Cancellation Policy:** "Cancellation" refers to the period up to the start date of the first course you are attending. A full refund of all fees paid will be made in the event of a visa rejection, on receipt of written notification and proof of visa rejection in the form of a bona fide visa refusal issued by the relevant British Government embassy or consulate prior to arrival subject to a deduction of GBP90.00 to cover charges. In all other cases any utilised service charges will be deducted in addition to the cancellation charge.

**3. Termination Policy:** "Termination" means stopping or leaving all or part of the course or courses booked including extensions once the first course has commenced. In all cases any refund of tuition fees is at the discretion of the Directors of MLS. In the case of a bona fide reason for terminating any such course and such reason being acceptable to the Directors then a refund or course credit may be given to complete the course at a later date. In the event of a refund and in determining the number of weeks completed a partial week will be counted as a whole week provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition packages will be charged at the full brochure weekly rate when any refund is calculated. In all cases additional service charges (e.g. airport transfers, courier fees, enrolment fees and book charges) are non-refundable and in all cases written notification must be given to a Director or the Director of Studies. Tuition fees are not transferable to other students.

**4. Accommodation:** Students must give one week's notice in writing to the Accommodation Officer. A refund will be made of 100% of the unused accommodation charges less notice period.

These Terms and Conditions may differ in accordance with any changes in the policy of MLS from time to time. You will be notified at the time of booking of any such amendments. Any dispute, claim or other matter arising in respect thereof will be subject to the current laws of the United Kingdom.