



Brochure 2012

## STAGES FREQUENTLY ASKED QUESTIONS

### Who are we?

Stages is a private limited company and is in its twelfth year of trading as a specialist Unpaid Work Experience organisation.

The wealth of expertise built up over these years has resulted in a very professional programme run by a small but caring team of people who understand your needs and work very hard to match these with the best placement.

### Where are we?

The Stages UK office is situated in a very convenient part of the country, in the centre of Brighton & Hove, and is based within a young environment so all our students feel at home when they visit the Stages office.



### Who do we work with?

The range and number of companies accepting Stages students is ever increasing and the care and flexibility on offer is first class.

In most cases first choice placements can be accommodated, but we always recommend that students try to be as flexible as possible.

### Why choose the Stages programme?

The aim of our programme is to provide our students with an enjoyable experience within a British business environment, which could be achieved as easily in a related field rather than a specific one.

The scheme aims to provide an opportunity for students to use and develop their language skills, and learn common professional skills in preparation for their future careers. The programme aims to do this in a way that is beneficial to both the student and the placement company.

Coupled with high-quality host family accommodation, the Stages experience is a rewarding and memorable one.

## OUR STUDENTS

Generally speaking, the Stages programme would benefit students who...



... are **18 years old or older**, wishing to develop their vocational and English language skills

... wish to use work experience as a stepping stone to **permanent work** in England.

To **participate** in the Stages programme, our students will need

... to be citizens of the **European Union**

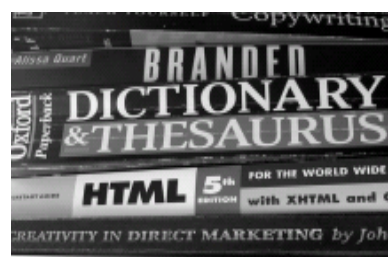
---

## STAGES AND OUR STUDENTS

So what can we offer YOU as a student interested in participating in our programme?

- **WORK**

... an opportunity to **improve** your English language and vocational skills (not as a result of direct teaching but through the experience) in a friendly and real business environment. However, please note that on arrival all students should be able to speak English to Upper Intermediate level.



... **support** from the Stages team who arrange the placement, check your placement company for quality, finalise the details and act as a link between you and the company.

... general administration available in the following choice of vocational areas: [marketing](#), [travel & tourism](#), [administration](#), [information technology \(IT\)](#), [finance](#), [teaching](#), [hotel & catering](#), and many more.

... total [involvement](#) as a contributing member of a team. Your duties might include everyday tasks such as general administration eg: word processing, responding to enquiries, using databases, preparation of reports, research as well as preparation of special projects. It is important to realise that all office based placements will require you to contribute to the administration of the department.



... a first-day [welcome talk](#) is available. We also recommend a few days of familiarisation in Brighton before you begin your work experience.

... total [support](#) and [monitoring service](#). We contact you by telephone, carry out an evaluation and are always available to help with our queries. Stages' main role is to provide care and support.

... we would advise all participating students to be as [proactive](#) as possible at work as this often leads to

... your lunch and travel to work [expenses might be paid](#) by some companies but not all, so we do recommend that you speak to your University or the local Chamber of Commerce to see if you can obtain any additional funding.

more responsibilities and therefore an even more exciting and valuable work experience.

... [references](#) can be provided by the host company, but please request this at the beginning of your stay so that there is time to prepare it.

... on request we can also arrange [business English classes](#) for groups or individuals, according to your specific requirements.

- REST

... accommodation with local host families provides a true feeling of [English family life](#) and enables you to practise your language skills further.

... all our homes have been [checked](#) to ensure you will have a comfortable stay.



... you will live as a [member of the family](#), eat with the family and share facilities such as bathrooms with them. Breakfast and evening meals are provided. A guideline document is available to help you appreciate and understand what the experience can offer.

... if you prefer, [hotel and self-catering](#) is available. Stages can provide further information produced by the Brighton & Hove Tourist Board. Please note that we cannot book this for you and therefore you should consider booking a Stages host family for the first few weeks of your stay. Please note that host family accommodation is usually the cheapest option.

- PLAY

... Stages has its Head Office in Brighton & Hove, a great [seaside city](#) offering many choices for night life, as well as a wide range of cultural events. Both traditional and modern events take place regularly. These include: [art exhibitions](#), [theatre](#), [music and dance](#), [arts & crafts fairs](#) and the famous [arts festival](#) in May.



... [excursions](#) to historical sites and an extensive social programme are available through Stages' cooperation with a local Language school. Please ask for details.

... Brighton is a [University town](#) - just 80km from London (50 minutes by train).

---

## PREVIOUS STAGES STUDENTS' STORIES

... Jens from Germany worked as a [teacher's assistant](#) in a local high school and when asked how successful the placement had been, he said: 'The whole experience has been very helpful in giving me sense of direction in my future career.'



... Alexis from France worked at Reed International in the [Marketing](#) Department. He had a very interesting and varied placement, which led him on to a permanent Marketing position with an International Pharmaceutical company based in France.

... Lidia from Spain completed a placement as a member of the marketing team within a food [wholesale company](#). She found it extremely interesting, in particular 'to see how the different members of the marketing department pooled their ideas and worked as a team.'

... Catherine from Germany, who worked in [administration](#) within a publishing company, said: 'I got to know myself better. The experience made me stronger and I feel more confident. I would definitely love to do it again.'

... Carolina from Italy was placed in a [secretarial](#) position within a publishing company. She commented: 'I feel more confident speaking to customers. There was a very open-minded culture and from the first moment my manager had confidence in me... It was very different to how people work in my country.'



... After completing a work experience placement in a company dealing in [overseas VAT and finance](#), Leire from Spain said that the local business knowledge and experience will help her find other work in the UK.

---

These students, and many others, have enjoyed rewarding Work Experiences with Stages. If you would like to [speak to one of our previous students](#) please ask for details.

To join the long list of students with such positive experience, fill in the [booking form](#) starting from page 9 and return IT to us either by post or via e-mail at [info@stagesuk.com](mailto:info@stagesuk.com).



The following costs apply to Stages programme:

### WORK PLACEMENT

Includes:

- Administration
- Placement research
- Inspection of companies
- Evaluation
- Full support

Cost:

- Up to 8 weeks £399 plus VAT if applicable
- More than 8 weeks £499 plus Vat if applicable
- Registration fee £150 plus Vat if applicable

### HOST FAMILY ACCOMMODATION

Includes:

- Arrangement of accommodation
- Half board
- Use of family facilities
- Full Stages support and liaison with family

Cost:

- Cost per week £121

You will arrange your own travel, take out personal insurance and expect to meet day to day expenses in the UK such as transport, lunches, personal entertainment, shopping and entrance fees.

# BOOKING FORM

## PERSONAL DETAILS

Names

Sex (delete as inappropriate)

Date of birth

Address (including country)

Home Telephone  
(inc Country Code)

Emergency Telephone Contact  
(In Home Country)

Email

Nationality

1<sup>st</sup> language

Name and address of current/previous college (including country)

## TRAVEL DETAILS

Your planned dates of stay. Please allow at least 28 days from date of booking to 1<sup>st</sup> choice date.

1<sup>st</sup> choice: From  to  Total weeks:

2<sup>nd</sup> choice: From  to  Total weeks:

## WORK PLACEMENT DETAILS

a) Please describe the type of work experience you require in order of preference  
Note all office based jobs include general administration.

1<sup>st</sup> choice

2<sup>nd</sup> choice

3<sup>rd</sup> choice

b) Smart, formal wear is required in most offices.

### ENGLISH LANGUAGE

a) How do you rate your English language? Delete as inappropriate.

Intermediate / Advanced / Fluent

b) Would you like Business or advanced English lessons? If so, please ask for details.

### DOMESTIC DETAILS

a) Do you require accommodation in a local host family?

Yes / No

If yes, please give dates.

Host family required from

to

Total weeks:

b) Do you require a single room in your English Host's house?\*

Yes / No

*\*According to seasonal demand, a supplement of £15 per week may be required to guarantee single occupancy.*

c) Do you have any particular allergies or food requirements?

Yes / No

If Yes, please describe briefly. However note that if they are rare or too numerous we might not be able to satisfy your request.

d) Are you a smoker?

Yes / No

Please note Smoking is NOT ALLOWED in the family home.

## MEDICAL HISTORY

Please describe any particular health issues Stages should be aware of or medication that you are taking on a regular basis. Please note you should be in a fit and healthy state on arrival in the UK, ready to take up Work Placement.

**HOW DID YOU HEAR ABOUT STAGES?** Please describe briefly.

## PAYMENT

A deposit of £180 is required with this booking form. The balance is required 30 days before arrival. Fees can be paid by direct credit (bank details below) payable to:

Stages Limited, 33 Palmeira Mansions, Brighton & Hove BN3 2GB  
(Registered in England No 3921012)

Bank details: HSBC Bank plc, 153 North Street, Brighton, East Sussex, BN1 1RE, UK  
Tel: +44 (0)1273 362000, Fax: +44 (0)1273 362040

Account Name: STAGES LTD Account no: 71741659 Sort Code: No 40-14-03  
Swift Code: MIDLGB22 IBAN: GB03MIDL40140371741659 BIC: MIDLGB22

## CONFIRMATION OF BOOKING

I have read and understood the accompanying guideline notes and the Terms and Conditions and wish to place my booking with Stages.

I can confirm that I am fit and healthy to take up my work placement.

I have enclosed a deposit cheque for £180 (per person). Do not send cash.

I have sent a deposit of £180 (per person) direct to the Stages bank.

Name (please print)

Signature

Please note:

- A COPY OF YOUR CV (IN ENGLISH) MUST ACCOMPANY THIS BOOKING FORM
- A SEPARATE BOOKING FORM MUST BE COMPLETED BY EACH STUDENT, AND A COPY SHOULD BE RETAINED FOR REFERENCE PURPOSES.

## TERMS AND CONDITIONS

### 1. BOOKINGS

A booking has been made with STAGES when the completed booking form has been received and the booking request has been accepted by email by Stages. The deposit / registration fee should then be paid unless the payment terms agreed differ from the standard terms. A separate booking form must be completed and signed by each student unless otherwise agreed with agent.

### 2. PAYMENTS

- 2.1 Payment in full is required 30 days prior to arrival. Do not send cash by post. Cheques and electronic bank transfers are recommended.
- 2.2 "Paid" means payment in full having been received by STAGES. Bank charges levied at either end must be pre-paid in full.
- 2.3 STAGES reserves the right to cancel any booking not paid for within the terms/dates specified.
- 2.4 STAGES reserves the right to cancel or refuse services to any client in the event of any overdue payments existing relating to them, their agents, or any other clients of their agent.
- 2.5 STAGES reserves the right to charge interest at 2% per month on overdue accounts/payments.
- 2.6 On some STAGES programmes variations on these standard payment terms may be applicable. In this event the details will be given on the relevant programme's tariff sheet or at time of booking.

### 3. CANCELLATIONS

All cancellations are to be notified by fax, telex or letter. Cancellation charges will apply as follows:-

3.1	<i>Cancellation period prior to arrival</i>	<i>Cancellation fee</i>
	More than 28 days	Registration fee
	Between 14 days and 28 days	Registration fee plus 25% of placement fee & 2 weeks host family costs (if applicable)
	Between 7 and 14 days	Registration fee plus 50% of placement fee & 2 weeks host family costs (if applicable)
	Less than 7 days	Registration fee plus 100% of placement fee & 2 weeks host family costs (if applicable)

STAGES reserves the right at any time, and without liability, to cancel or rearrange the programme. If it cannot be rearranged, all monies will be refunded.

- 3.2 Unused host family money will be refunded, subject to the cancellation fee.
- 3.3 Agents and clients are strongly urged to arrange full insurance cover against possible cancellation charges.
- 3.4 On some STAGES programmes variation on these standard cancellation terms may exist. In this event the details are given on relevant programme tariff sheets or at time of booking.

### 4. PRICES, FACILITIES, SERVICES, DATES

Prices as invoiced by STAGES will not be altered except in the case of extraordinary circumstances beyond our control, eg. Act of Government, etc. However, STAGES reserves the right to alter prices as per general tariffs or agency agreements at any time before a booking has been confirmed or invoiced. Changes of services, facilities or dates of programmes operated by STAGES are avoided wherever possible but on rare occasions may be necessary, normally due to circumstances beyond STAGES' control or in cases where the bookings received for a programme do not reach the minimum numbers required to operate it viably. STAGES reserves the right to make such changes in these circumstances and shall either offer equivalent

services/facilities or refund in full all fees paid for affected bookings. No other (further) claims for compensation or expenses can be considered.

## **5. COMPLAINTS**

In the unlikely event that a customer wishes to complain about any aspect of the services provided by STAGES, the complaint should be made in the first instance to the STAGES Manager.

In the event that the matter is not resolved the customer or his agent should make an immediate complaint, in writing, to STAGES. Such complaints are investigated in full by STAGES and may be subject to an appropriate refund provided always that:

- a) The complaint is received before the end of the placement period.
- b) The customer has registered in writing his initial complaint with the STAGES Manager or Representative responsible at the earliest opportunity during the programme.
- c) The invoice relating to the customer and all other payments due from the same agent/client have been settled in full.

## **6. LIABILITIES, RESPONSIBILITIES, INSURANCE, PRIVACY**

- 6.1.1 STAGES accepts no responsibility for the action or omissions of third party suppliers (i.e. work experience company, host families) providing services/facilities as part of a package offered by STAGES. STAGES will however, give any reasonable help to clients in resolving such disputes with third parties.
- 6.1.2 In the case of lost or stolen property, STAGES is only liable if property has been entrusted to a responsible member of STAGES staff in return for a written receipt.
- 6.1.3 STAGES accepts no responsibility for any loss or damage caused as a result of "force majeure" or events such as strikes, wars, riots, fire, flood, acts of God, or other circumstances beyond its control.
- 6.1.4 STAGES accepts no responsibility for any expense or inconvenience caused to any client who has been expelled from a course/programme as a result of unruly or unsociable behaviour, or unsuitability to the programme. Furthermore, no refunds are applicable in this event.
- 6.1.5 STAGES accepts no responsibility for personal financial loss: eg flight costs, loss of earnings
- 6.1.6 STAGES will only use your CV for the purpose of this booking.

### **6.2 THE CLIENT**

- 6.2.1 The client is responsible for any damage to property or equipment, caused by him/her. Failure to make such payments may lead to suspension of services to clients responsible.
- 6.2.2 Clients are expected to demonstrate reasonable standards of conduct. Failure to do this may result in expulsion from the course/programme (6.1.4 above). The student will have to return home at his or her own expense.
- 6.2.3 Clients are responsible for the costs to (or caused by) them of any medical charges, loss, theft, damage, cancellation, delay, etc. other than those specified elsewhere in these Terms & Conditions as being the responsibility of STAGES. Clients and Agents are urged and expected to arrange full insurance to cover these risks. We also recommend that you are in possession of an European Health insurance card.
- 6.2.4 The client is responsible for all travel costs, both to, during and from the UK whilst on the programme. Local travel discount cards can be applied for. Please ask for details. Clients are reminded to bring sufficient money for admission fees and any other excursions they may require.