

40/02/15

Partner Agreement

This agreement is between

Obchodna Akademia, Velka okruzna 32, 011 57, Zilina, Slovakia

and

ADC Technology Training Ltd trading as ADC College, Station House, 11-13 Masons Avenue, Harrow HA3 5AD, Middlesex, United Kingdom.

All terms and conditions have been read and understood.

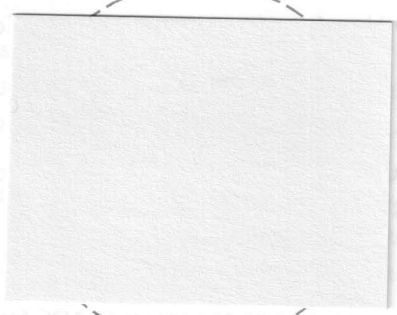
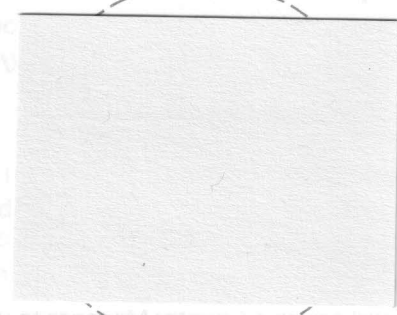
19.03.2015		04/02/2015	
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Date

Lubica Pevna, Director

Date

Alexander Schimmel,
Acting Managing Director
for ADC Technology
Training Ltd

PART I: Definitions and General Terms

This section includes information relating to all Programmes offered by ADC College (ADC). Definitions clarify terms used so that you have a good understanding of all aspects relating to the organisation of your partnership with ADC.

1 ADC College

ADC College is a trademark of ADC Technology Training Ltd, registered in England with the company registration number 3563169. ADC's PIC number is 948862052. ADC is based at Station House, 11-13 Masons Avenue, Harrow HA3 5AD, Middlesex, United Kingdom. ADC's working hours are from Monday to Friday between 08:00 and 17:00. During this time, Country Managers are available by phone or e-mail. Country Managers are available from Monday to Friday 14:00 to 17:00 for face-to-face meetings if an appointment is made beforehand. If no appointment is made, ADC cannot guarantee the availability of the assigned Country Manager.

2 Receiving Organisation/Intermediary Organisation

ADC organises and implements professional development and training Programmes for VET (Vocational Education and Training) learners and staff. ADC is referred to as the Receiving Organisation or the Intermediary Organisation. The responsibilities of ADC are defined in **PART II/3**.

3 Sending Organisation

The organisation that is sending Participants to ADC is referred to as Sending Organisation. Responsibilities of the Sending Organisation are defined in **PART II/4**.

4 Participant

Any person taking actively part in a Programme organised by ADC is referred to as Participant. Participant responsibilities are outlined in **PART II/6**.

5 Group Leader (GL)

Persons fully or partially accompanying a group of Participants during the Project period are referred to as Group Leaders. Group Leader responsibilities are outlined in **PART II/5**.

6 Country Manager

ADC will assign a Country Manager to you. The Country Manager is your point of contact at ADC for any enquiries you have regarding the organisation and implementation of the agreed Programme. During the annual leave or any other absence of your assigned Country Manager, other staff may help you with your enquiries whenever possible and appropriate. Please note that other staff may not speak your native language and that communication will be required in English. The name of your assigned Country Manager and contact details are outlined in **PART IV**.

7 Programme

We refer to the different types of training and training periods that ADC organises as Programmes. A Programme is organised according to a set framework established by ADC. Available Programmes are: Work Experience (WE), Teacher Development (TD), and Sharing Good Practice (SGP). This Agreement will refer to the WE Programme. Details of the WE Programme are outlined in **PART II**.

8 Project

The Project defines the time period during which a Programme agreed with ADC is undertaken. The Project starts on the day of the Participant's arrival and ends on the day of the Participant's departure.

9 Funding

When financial support is provided to Participants through means of public or private grants, this is referred to as Funding.

10 Accommodation

Accommodation relates to the type of lodging provided by ADC. Available options for Group Leaders are Host Family (HF), Bed and Breakfast (B&B), and Hotel. The available option for Participants is Host Family Accommodation. For Host Family Accommodation, the Sending Organisation may choose either the Half Board (breakfast and dinner) or the Full Board (breakfast, packed lunch, and dinner) provision. Participants and Group Leaders are given the chance to submit preferences regarding whom they would like to be accommodated with. This may not be taken into consideration however, if allergies, work place location, gender, or other organisational restrictions hinder this, in the reasonable opinion of ADC. Participants and Group Leaders are also given the chance to submit preferences regarding food. Participants and Group Leaders need to bear in mind however, that they will need to adapt their habits to the customs of the Host Family they are placed with.

11 Board

Half Board means that breakfast and dinner are the only meals provided by the Host Family. Full Board means that breakfast, packed lunch and dinner are provided by the Host Family. Breakfast may include cereals, jam(s) and/rolls/toast, and hot drinks such as tea or coffee. Packed lunches include sandwiches, fruits, and water or juice. The type of dinner varies according to the Host Family's preferences but should be a warm meal, unless exceptional circumstances hinder the Host Family from providing a warm meal. Allergies will be taken into consideration if they are disclosed to ADC when transmitting Participant and Group Leader details on time. Participants may consult with their host(s) if adjustment to meal provision can be made to consider preferences. This however, cannot be guaranteed.

12 Host Family

Host Families are individuals or families that make their family homes available to Participants and provide them with meals and accommodation as agreed with ADC.

13 Hotel

Accommodation in hotels includes sleeping accommodation and breakfast. These are located in proximity to ADC so that they can be reached by public transport within 60 minutes travel.

14 Bed and Breakfast (B&B)

Bed and Breakfast refers to the arrangement where sleeping accommodation and breakfast are provided in guest houses. These are located in proximity to ADC so that they can be reached by public transport within 60 minutes travel. B&B Accommodation is available to Group Leaders only.

15 Public Transport

Public Transport refers to Transport for London (TFL) links throughout London such as Underground, Overground, and Bus services. Public Transport does not specify any particular means of transport but refers to TFL in general and may, according to the provisions agreed, include or exclude specified means of travel or may limit the scope of travel card coverage (usually this refers to travel zones).

16 Work Experience (WE)

The Work Experience Programme consists of supervised short-term practical training in a private or public company. The objective is to gain work experience abroad by taking part in the real-life work environment in the UK, specifically in London. The Work Placement should not be seen as an extension of the theoretical school curriculum but rather as an opportunity to deal with a different culture and to foster interpersonal skills. Participants may be provided with a variety of tasks although it may not be possible to be involved in areas outside of those envisaged by the Work Placement Provider.

17 Equal Opportunities and Mutual Respect

ADC's Equal Opportunity and Mutual Respect Guidelines are adopted from the British Council Equal Opportunities Policy. Equality of Opportunity is about treating people fairly and without bias, and about creating conditions in the workplace and wider society that encourage and value diversity and promote this. We believe that an Equal Opportunity Policy helps to provide the best possible services to all stakeholders involved in ADC's activities. All Participants agree to respect this policy when taking part in our Programmes or risk exclusion or, in severe cases (e.g. racism), criminal charges against them.

18 Exchange Rate

All prices and fees charged by ADC are charged in Euros (EUR) as outlined in ADC's current pricelist. Whenever the basis of calculation is Pounds Sterling (GBP) items will be charged at the exchange rate GBP 1 = EUR 1.30.

19 Significantly Changing Exchange Rate

ADC charges prices in Euros (EUR) to its European customers. As ADC must fulfil its financial commitments in Pounds Sterling, ADC may renegotiate the Programme price per Participant with the sending institution if the exchange rate exceeds 1 GBP = EUR 1.3. Alternatively ADC may cancel the Programme **up to** 3 months prior to the arrival date. ADC will not change any prices for participants or cancel the Project **within** 3 months prior to the arrival date.

20 Validity of Price Agreements

All prices agreed between ADC and the Sending Organisation are defined in **PART IV**. Previously quoted Programme costs given verbally or in writing lose validity when signing this Agreement or any subsequent Agreement replacing this Partner Agreement.

21 Validity of Prices Outside of this Agreement

Prices outlined in this Agreement are valid for the agreed Project only. ADC reserves the right to raise or lower Programme prices for Projects outside of this specific Agreement to maintain the quality and viability of our Programmes. This means that the price per participant in one year may vary from the price per participant in the following year due to inflation, rising commodity prices, and costs charged by suppliers. Each year, ADC publishes its pricelist for the following year (valid from September to August).

22 Payment

The Sending Organisation accepts to fully pay the agreed price per Participant and respect the payment terms as specified in this Agreement.

Bank Details

All payments must be made to ADC's designated bank account, without any charges to ADC:

Name of Bank:	Barclays Bank
Account Holder:	ADC Technology Training Ltd
IBAN:	GB14 BARC 2096 5578 347166
SWIFT/BIC:	BARCGB22

23 Feedback and Grievance

We encourage you to provide us with feedback about our Programmes. If you wish to express your ideas about any activity involving ADC, please get in touch with your assigned Country Manager or write to the Managing Director (acting), Mr Alexander Schimmel by e-mail (alexander@adc-tt.co.uk). We will get back to you as soon as we can and inform you about the next steps taken to address the issues that you brought to our attention or alternatively provide you with further information if needed.

24 Use of Information and Data Protection

The Sending Organisation agrees not to disclose or use any information or documentation provided by ADC, the Accommodation provider or the Work Placement Provider outside of the agreed Programme to ensure strict data protection.

PART II: WE Programme

Work Experience

1 Work Placement

a Work Placement Provider (WPP)

The Work Placement Provider is a company collaborating with ADC to provide Work Placements to Participants of ADC Programmes. A Work Placement Provider may be of small, medium or large size and can be located in or outside London within reach of Public Transport. Travel between the Work Placement and the Participant Accommodation depends on various factors and can typically last up to 90 minutes for one way (does not apply during rush hour).

b Partner Companies ADC works with

ADC partners with private and public business for the provision of supervised Work Placements and job shadowing related to the Participant's field of study in the reasonable opinion of ADC and reflecting the Participant's skillset (level of English, formal and informal qualifications, level of expertise and experience, suitability of personality etc.).

c Minimum age of Participants

The minimum age of Participants is 17 years. If a Participant is younger than 18 this may, however, influence final Work Placement arrangements, especially the level of exposure to work, the complexity of work assigned, the type of Work Placement Provider willing to accept the Participant etc. This means that minors are subject to various restrictions and may not be placed in the industry of their studies.

d Minimum level of English

The minimum level of English of Participants is B1 in accordance with the European Framework of Language Competence. Exceptions may be made at the discretion of ADC's Work Placement department for Participants with a lower level of English according to the electronic English assessment provided by ADC. If the level of English is lower than B1 this may strongly impact the available Work Placement and the work to be performed at work.

e Work Placement preferences

Participants may express preferences regarding the industry they would like to be placed in; this may, however, not be taken into consideration if suitability criteria reasonably inhibit the student from active participation in the work place (e.g. low level of English, lack of practical or theoretical experience etc.) in the reasonable opinion of ADC.

f Nature of Work Placements

The Work Placement is unpaid and not undertaken as a means to secure future employment in the UK but as part of professional education and training. It is based on the goodwill of the Work Placement provider. We ask Participants to be respectful towards their place of work, be always on time, communicate with their Work Placement supervisor and involve the assigned Country Manager in the event of unpredicted changes of any nature.

g Work Placement types

ADC organises Work Placements in the field of Beauty & Hairdressing, Business Administration, Childcare, Health & Social Care, Hospitality & Catering, IT & Media, and Retail. More specific Work Placement types cannot be guaranteed.

h Tasks during the Work Placement

It is not possible to define tasks and duties performed during the Project by Participants due to the continuously changing nature of Work Placements and the interdependence of Participant skills, the internal Work Placement environment, and factors external to the businesses such as varying customer levels. The WPP will supervise and train the Participant according to the company's policies and procedures and opportunities available.

i Working hours, dress codes and other agreements

Working hours, dress codes, and other Work Placement related agreements between the WPP and ADC must be respected. The Sending Organisation does not have authority to shorten working hours or to amend the Work Placement start and end times, or terminate the Work Placement unless this has been agreed with ADC.

j Quality assurance of Work Placements

Companies cooperating with ADC have been inspected by an ADC representative. At our initial visit we discuss the purpose of international mobility and assess if the company is suitable for the Work Experience Programme. We consistently monitor Work Placements and cooperate with all companies to ensure consistent quality. Suitability criteria include **(1)** level of student supervision; **(2)** type of tasks to be undertaken by the Participant; **(3)** learning environment in the company; and **(4)** accessibility by public transport.

k Feedback for Participants

Participants will be given feedback on their contribution to the Programme and the company they are placed in. ADC believes that only where partnerships are mutually beneficial for Participants and training companies, will future cooperation be possible to encourage the development of young professionals. We therefore expect all Participants to display exceptional levels of motivation, commitment, integration into their new social and professional environment, and encourage full participation in the day-to-day tasks at the work place.

l Agency for Work Placement Providers

ADC needs to be informed of all documentation that is required to complete the project prior to the arrival date. ADC acts on behalf of the WPP regarding the mentoring of Participants and deals with all administration involved in the preparation, execution, and follow-up of Projects. This is to avoid administration on the side of the WPP and to ensure the consistent quality of all required paperwork. Documents required will be processed after the end of the Project. This does not include Training Agreements and Europass Mobility, which need to be completed by the Sending Organisation but will be validated (signature and stamp) by ADC.

m Participant mentoring

ADC will appoint a mentor to each Participant that will undertake a 1-to-1 mentoring session to discuss the Participant's experience at the work place and to assure that the Participant's conduct is in line with Project objectives. The mentor will also advise the Participant on how to manage specific situations. The session will be recorded in writing by the assigned Country Manager. Participants will be asked to sign the recorded data. The notes taken can be made available to the Sending Organisation on request. Notes are used for the purpose of quality management of our Programmes. If requested, ADC will prepare a Project Summary as a final Project Report, including information about the preparation of the Project, the practical implementation of the Work Placements, the Participant's name, the names of WPPs, free time activities as well as recommendations for the future. Further information may be added by the Sending Organisation.

n Participant monitoring

Monitoring appointments can be agreed for Group Leaders wishing to visit the Participant's place of work. ADC will agree these appointments with the WPP according to the WPP's availability. Up to three appointments per day will be arranged for a Group Leader. The Group Leader needs to have a level of English enabling him/her to communicate on a professional level with WPP representatives. Time preferences for appointments may be taken into consideration, if communicated reasonably in advance to the assigned Country Manager. This may, however, not always be possible. Set appointments need to be strictly respected (e.g. being on time). Appointments cannot be made without obtaining ADC's consent.

2 Host Family

a Family Types

Family homes are made up of all family types (e.g. married couples, single hosts or hostesses, partnered hosts or hostesses, children, relatives).

b Accreditation and selection criteria

ADC is accredited by the British Council for provision of Host Family Accommodation. This certifies that ADC consistently achieves standards of Host Family Accommodation, as outlined by the British Council regulations. Host Families are selected according to their ability to accommodate Participants in accordance with British Council accreditation rules. When accommodating Participants, ADC will try to take Participant's preferences into consideration.

c Location

Host Families are primarily selected according to fulfilling accreditation criteria and secondly according to their availability. Once this is guaranteed ADC will try to reflect Participant preferences but may not be able to guarantee this. Host Families are generally located within 60 minutes travel from ADC and up to 90 minutes from the Participant's place of work. In some circumstances however this may not be guaranteed.

d Arrival and Departure

The day of arrival is Sunday and the day of departure is Saturday.

e House rules

When placed in Host Families, Participants and Group Leaders are required to follow the family rhythm of their hosts regarding meal times, access to the home, usage of facilities (e.g. washing machines or bathrooms) and other customs adopted by the family.

f Participant Conduct

Participants must conduct themselves in a respectful and open-minded manner. The Participants are not allowed to bring home guests without the prior consent of the Host Family. Going out after 22:00 is generally not accepted unless this is specifically allowed by the Host Family.

g Use of kitchen and appliances

The use of the kitchen and household appliances may be controlled or prohibited by the Host Family. All Participants will be given access to the washing machine once a week.

h Provision of keys

The Host Family is not required to provide Participants with keys to their home. In this case, Participants need to agree with the Host Family on reasonable times when the Host Family is available to give the Participant access to their home. Lost keys are at the expense of the Participant.

- i Visiting Host Families
Group Leaders are not authorised to visit Host Families without the prior consent of ADC. This is to respect the Host Family's right of privacy and to ensure health and safety of all accommodated Participants.
- j Storage
Host Families will provide Participants with storage according to British Council standards. This means that Participants will be given access to a wardrobe or chest of drawers (2 Participants share 1 chest of drawers or wardrobe) to store their belongings. A Participant's luggage may not be stored in the Participant's room but in a different place in the house.
- k Sleeping Arrangements
ADC does not allow the use of bunk beds for Participant accommodation. Each participant will be given access to a single bed in a twin or single room depending on the Host Family's availability.
- l Damage
All damage caused by Participants are at the expense of the Participant. If damage is caused unintentionally, costs may be partly or fully recovered by the insurance, in accordance with the insurance policy.

3 Responsibilities of ADC

- a ADC's deadlines
For an overview of ADC deadlines please refer to **TIMETABLE I** at the end of this section.
- b Organising Work Placements
Work Placements will be organised according to **PART II/1**. This includes Participant mentoring, monitoring arrangements for Group Leaders, Project-related administration as outlined in PART II/3 of this section and quality insurance. The sending Organisation will be informed about Work Placement Provider details 1 week prior to the start of the Project.
- c Organising transfer and transport
ADC will organise transfer and transportation according to the Programme selected by the Sending Organisation. Participants and Group Leaders need to arrive at the same time, at the same London airport. If arriving at different times, ADC will organise transfers after the last person has arrived. Transfer from different airports for the same group cannot be organised. If you have chosen to organise your own travel cards, please note that Participants need to have their travel cards ready on arrival day to take home with their families. Please be aware that buses no longer accept cash payments but Oyster Cards only so that Participants without travel cards on Monday morning will not be able to travel to ADC. Travel cards can be purchased in proximity to ADC until 17:00. Please bear this in mind when organising your flights. Details about the options selected can be found in the Programme and **PART IV**.
- d Organising accommodation
ADC will organise Participant and Group Leader Accommodation according to the Programme selected. ADC reserves the right to ask Participants or Group Leaders to arrange their own Accommodation if registration details necessary for the Accommodation placement are not available to ADC **at least 3 months** before the arrival date.
- e Organising English classes and professional development
ADC will organise English classes and professional development for relevant Participants, according to the Programme selected.

f Organising insurance

All Participants and Group Leaders that have selected ADC Accommodation will be covered by ADC's insurance. Please refer to ADC's insurance policy for further details.

g Certifying programme attendance

All Participants will be awarded a certificate of attendance at the end of the Programme. It includes details of the duration of the Programme, the type of Programme, the name of the Sending Organisation, the name of ADC, and the name of the Participant. The form and layout of the certificate is set and non-amendable. The certificate is electronically signed by the director of ADC. ADC will provide each Participant with the original copy of the certificate. No duplicates can be made.

h Giving access to emergency Line

ADC provides all Participants with a 24h emergency telephone number. Participants will be able to speak to an ADC representative and will be given guidance what steps to take between the time of call and ADC's office hours. Emergency support is provided in English. The emergency number is 07443431760. Participants are required to save this number in their mobile phones during the project period.

TIMETABLE I

Information Type	To be sent to the Sending Organisation by
Work Placement and Accommodation details	03/05/2015
Certificates	30/05/2015

4 Responsibilities of the Sending Organisation

a Transmitting Participant details

Details required to place Participants in Accommodation or with Work Placement Providers need to be sent on time. The Sending Organisation should also ensure that Participants and Group Leaders honour their responsibilities. For an overview of deadlines please refer to **TIMETABLE II** at the end of this section.

b Executing English Assessment

ADC requires all Programme Participants to take part in the Cambridge Work Experience Test to determine the Participant's level of English. ADC will provide you with tokens (registration numbers) that will enable Participants to take part in this assessment free of charge. The Sending Organisation needs to ensure that all Participants are aware of testing conditions and that all Participants complete the test within the given time frame. If a Participant does not complete the test, results cannot be transmitted to ADC. ADC is charged for any test resits. Therefore, ADC needs to charge EUR 10 for each token to be reissued (i.e. each test to be retaken).

c Appointing a coordinator

The Sending Organisation must appoint a coordinator that is the single point of contact for ADC and that facilitates communication with Programme Participants. This is to make communication efficient and effective, and to ensure that ADC can maintain price levels. The name of the Project coordinator is stated in **PART IV**.

d Communicating Project relevant information to Participants

The Sending Organisation must facilitate communication between ADC, Participants and Group Leaders during the Project planning and implementation period by forwarding all information to the relevant Participants and Group Leaders.

e Enforcing code of conduct

The Sending Organisation must ensure that Participants know about, understand, and respect ADC's Code

of Conduct which is included in the registration form, to be filled in by all Participants and Group Leaders accommodated by ADC.

f Filling in training agreements and Europass Mobility

The Sending Organisation must fill in agreements and documentation required for the Project implementation and organisation. If validation of documentation is necessary for the Project purpose, ADC will sign and stamp the required certification, if the assigned Country Manager is notified on time.

TIMETABLE II

Document type	To be sent to ADC by
Participant and Group Leader Registration Forms	16/02/2015
Participant English Assessment	16/02/2015
Participant CVs	16/02/2015
Participant DBS (Criminal Record Check) if applicable	16/02/2015
Arrival and Departure Details (Flight Details)	16/02/2015

5 Responsibilities of Group Leaders

a Accompanying ill participants

In case of Participant illness the Sending Organisation's Group Leader(s) must accompany the Participant to the doctor. Please note that if no Group Leader accompanies Programme Participants, Participants need to see the doctor independently. Procedure in case of illness are outlined in **PART II/6/e**.

b Collecting Oyster Cards

The Sending Organisation's Group Leader(s) will collect the Participants' Oyster Cards on the day of departure and bring them back to ADC (they can be slipped through the post box at the front door of the building). Charges are incurred for non-returned Oyster Cards in accordance with **PART II/9/c**.

c Monitoring

If the Sending Organisation wishes to organise monitoring sessions for Participants during their Work Placement, the Group Leader in charge of the visit must strictly respect ADC's arrangements for time, date, and location of the monitoring visit. If appointments cannot be attended, ADC needs to be notified one day in advance. Missed appointments cannot be rescheduled.

6 Responsibilities of Participants

a Preparing for the project

Each Participant needs to carefully prepare for his/her stay. The Participant is required to research about the Work Placement Provider, prepare for British culture and customs, be able to introduce himself/herself and speak about himself/herself. Failure to meet minimum criteria, as set out in this section, may lead to exclusion from the Work Placement by the Work Placement Provider.

b Following policies and procedures

All Participants agree to follow the policies and procedures of ADC, the Accommodation providers and the Work Placement Providers.

c Respecting working hours

All Participants must follow working hours agreed between ADC and the Work Placement Provider and put reasonable effort in the achievement of work related goals.

- d Showing respect
All Project stakeholders must be treated with due respect. Failure to do so may result in exclusion from the Programme and premature return to the Participant's home country at the Participant's expense. Participants agree not to offend or physically assault Accommodation Providers, Work Placement Providers, ADC employees or other Programme Participants.
- e Illness
In case of illness, Participants must **(1)** contact the Country Manager and the Work Placement Provider by phone, after consultation with the assigned Country Manager **between 08:00 and 09:00**, or as soon as opening times allow; Participants **(2)** see a doctor after one day of illness, or if the Participant has been previously ill, during the Project. Failure to do so may lead to a loss of insurance protection.
- f Following ADC's grievance procedure
All Participants agree to follow ADC's grievance procedure. This means that Participants are open to resolving challenges with the Work Placement Providers, the Accommodation Provider or ADC independently, with the guidance of an assigned ADC mentor. In case of grievance, Participants must always **(1)** speak to their assigned Country Manager, who will give them advice on how to deal with their specific situation and **(2)** communicate independently with the party concerned/causing their grievance. Only when the Participant has followed this procedure can further action can be taken by ADC. For detailed procedures in case of grievance, please consult **PART III**.
- g Refraining from usage of Illegal Substances
All Participants will refrain from using or distributing illegal substances. A breach of this rule will lead to exclusion from the Programme and premature return to the Participant's home country at the Participant's expense. ADC reserves the right to notify the necessary authorities in the event of any illegal acts committed by Participants.

7 Information Flow

- a Participant details and arrival information
Participant details and arrival information must be sent to ADC according to **PART II/4/TIMETABLE II**. Sending information late will impact the quality of Accommodation, Work Placements, transfer and general organisation. ADC reserves the right to cancel a Project if information is not submitted on time. Also, it is likely that the placement preferences of Participants may be overruled if information is not made available on time.

8 Cancellation and Amendment

- a If Funding has not been granted by the National Agency
If no Funding has been granted for the execution of an agreed Programme, the Sending Organisation can cancel this agreement free of charge. The Sending Organisation must notify ADC in writing (e-mail).
- b If Funding has not been granted fully
If less Funding has been granted than the Sending Organisation has applied for, the Sending Organisation may redistribute funds so that Programme costs can be covered for a smaller total amount of Participants. The Sending Organisation must notify ADC in writing (e-mail) and provide a copy of Funding results.
- c Cancellation 3 months prior to Project
Cancellation of Participants' attendance is free of charge, **up to 3 months** prior to the starting date of the Project.
- d Cancellation less than 3 months prior to Project
Cancellations occurring **less than 3 months** prior to the arrival date will not be charged only if the

Sending Organisation replaces a cancelling Participant with a candidate of the same gender, age (or older but under no circumstances younger), professional profile, and English level. Full cancellations (without replacement) will be charged at **EUR 100 per cancelling Participant**. From 1 week prior to the arrival date, full programme fees are payable. Cancellation fees are fully payable before the start of the Project.

9 Payment, invoices and charges

a Payment

Invoiced services of a value less than EUR 10 000 must be fully paid no less than 1 month before the arrival date. On request, invoiced services of a value more than EUR 10 000 can be paid **(1) 80%** up to one month before the arrival date and **(2) 20%** up to one month after the departure date. All payments must be made to ADC's designated bank account without there being any charges to ADC (**see PART I/22**).

b Invoices

Invoices must be sent by e-mail. If you need a paper copy for your records, we will provide you with this during the Project period at our ADC office. Information shown on invoices is: **(1) Programme Type**; **(2) Participant and Group Leader number**; **(3) Accommodation type and board**; **(4) Project dates**; **(5) Amount per Participant**; and **(6) Total amount invoiced**. Additional information can only be included if communicated to ADC 3 months before the arrival date. Once an invoice is issued, amendments and additions can only be made by hand.

c Charges for non-returned ADC property

Additional charges may occur, if ADC property is not returned at the departure date as follows: **(1) Non-returned Oyster Cards: EUR 10 per item**; **(2) Non-returned mobile phone: EUR 20 per item**.

PART III: Procedures

Accommodation

1 Accommodation grievance procedure

- (1) The Participant should inform the assigned Country Manager or any other ADC team member (if Country Manager not available) of the situation, in person or on the phone, giving as many details as possible. The Country Manager or other informed team member will advise the student appropriately on a possible solution without directly involving the Host Family, unless additional information needed. The advice may cover communication, and suggest useful steps to take that may help to improve the situation.
- (2) The Participants should follow then the suggestions and instructions and report back to ADC.
- (3) The Country Manager will consult with the Accommodation Manager who may ask for a meeting to learn more about the concerning matter/s. The Accommodation team will contact the Host Family and intervene depending on the level of the emergency/situation (this may be either a short general conversation or a more in depth discussion about the concerned matter; the Host Family might be advised on what to do to put the Participant at ease).
- (4) Depending the matter at hand, a visit at the home of the Host Family might be organised to understand and find the best solution. If there is no clear change of situation, the Participant will be asked to meet with the assigned Country Manager and Accommodation Manager to discuss/agree a change of Accommodation.
- (5) Depending on the type of issue, the Participant may be required to remain in the Accommodation until an alternative Accommodation is confirmed. This may take a few days or up to one week depending on the Accommodation availability, and the type of accommodation requirements (allergies, gender etc.). The student will be taken away from the Accommodation immediately if health or safety is not guaranteed.

2 Change of accommodation

a Change of Host Family due to Host Family cancellation

If a change of accommodation is required due to cancellation by the Host Family, a replacement will be provided as soon as possible and transfer will be made at the expense of ADC, and at a time agreed by ADC with the new Host Family.

b Change of Host Family due to Participant conduct

If a change of accommodation is required due to cancellation by the Host Family and the decision was made in response to a Participant's inappropriate behaviour, no alternative accommodation will be provided.

c Valid reasons for changing the Host Family

ADC will organise a change of Host Family in case of the following reasons (this may take several days or up to 1 week depending on other Host Families' availability):

- (1) Host Family does not provide the agreed type and number of meals (**see PART I/11**)
- (2) Host Family does not provide the sufficient number of beds for Participants (**see PART II/2/k**)
- (3) Host Family does not provide the agreed amount of storage (**see PART II/2/j**)

d Invalid reasons for changing the Host Family

Due to the demands of Partner Organisations for cost efficient accommodation, ADC may not guarantee standards of HF accommodation comparable to professional accommodation standards such as in hotels or Bed and Breakfast Accommodation. As all Host Families are different, ADC monitors Host Families in accordance with British Council regulations but cannot accommodate the individual demands of Participants who may compare their Host Family accommodation with the standards that they are used to in their home country. The following reasons are not considered as a valid reason for Host Family change:

- (1) Distance to other Participants and classmates
- (2) Distance to shopping centres or entertainment
- (3) Distance to the work place or ADC outside of the guaranteed connection radius (**see PART II/2/c**)
- (4) Personal connection to Host Family: ADC tries to match as many variables as reasonably possible concerning the Participant and the Host Family in advance. Occasionally, it may happen that Participants and Host Families have conflicts over interests. Please note that Participants are required to follow procedures as outlined in **PART III/1**. When Participants or Group Leaders disregard these procedures, no Host Family move will be possible, to ensure fair and equal treatment for all parties involved (including the Host Family).
- (5) Shower and bathroom usage arrangements: some Host Families require Participants to shower in the evening rather than in the morning to ensure that everybody has access to the bathroom on time. This needs to be respected and is not a valid reason for Host Family change.
- (6) Ethnicity, gender or sexual orientation of the Host Family: Host Families working with ADC reflect the diverse population of London. Discrimination through Participants or Group Leaders will not be tolerated by ADC and is not a valid reason for change of Host Family. Reported incidents of Host Family abuse will be recorded and may lead to exclusion from the Project at the Participant's or Group Leader's cost.

Work Placement

1 Work placement grievance procedure

If a student experiences a challenge/situation at work that concerns him and affects him on a personal or professional level, the required steps are as follows:

- (1) The Participant should inform the assigned Country Manager or any other ADC team member (if the Country Manager is not available) of the situation, in person or on the phone, giving as many details as possible. The Country Manager, or other informed team member, will advise the student appropriately on a possible solution without directly involving the Work Placement Provider, unless additional information needed (advice on communication, procedures on any other matter that may help to improve the situation).
- (2) The Participant should then follow the suggestions and instructions and report back to ADC.
- (3) The Country Manager will consult with the Work Placement Manager who may ask for a meeting to learn more about the situation. The Work Placement team will contact the Work Placement Provider and will intervene depending on the level of the emergency/situation (this may be either a short general conversation or an in depth discussion of the matter; the Work Placement Provider will be advised on what to do to put the Participant at ease).
- (4) If there is no clear change of situation, the Participant will be asked to meet with the assigned Country Manager and Work Placement Manager to discuss and agree a change of work placement.
- (5) Depending on the type of issue, the Participant may be required remain in the Work Placement until an alternative placement is confirmed. This may take a few days or up to one week depending on the work

placement availability, and the type of placement requirements. The student will be taken out of the Work Placement immediately if health or safety is not guaranteed.

2 Change of Work Placement

a Change of Work Placement due to WPP cancellation

If the Work Placement was cancelled by the Work Placement Provider prior to the arrival date or during the Project, due to a change of situation for the WPP, ADC will organise an alternative Work Placement in another company or at ADC.

b Change of Work Placement due to Participant conduct

If the reasons for the cancellation were related to student's poor or disruptive performance and/or attitude, no placement will be provided as an alternative.

c Valid reasons for change of Work Placement

ADC will organise a change of Work Placement in case of the following reasons (this may take several days or up to 1 week depending on other Work Placement Provider's availability):

- (1) The Work Placement Provider cannot provide space for the Participant
- (2) The Work Placement Provider is offensive, discriminatory or displays similar types of unacceptable behaviour

d Invalid reasons for change of Work Placement

The main reason for the Work Placement is getting to know the host country and taking part in the UK work environment. Undertaking special tasks according to the specialisation of the Participant cannot be guaranteed outside of the tasks envisaged by the Work Placement Provider. The following includes reasons that will not be valid for changing a Work Placement:

- (1) Distance to other Participants: Distance to the Host Family or ADC outside of the guaranteed connection radius (see PART II/2/c and PART II/1/a).
- (2) Ethnicity of colleagues or clients.
- (3) Type of building or furniture: the work environment in many companies is very different to companies in continental Europe. Participants are required to integrate into local customs and accept that standards of buildings and furniture may differ from what they know in their home countries.
- (4) Complexity of tasks undertaken: please bear in mind that the length of the Work Placement is very short and does not lend itself to the purpose of undertaking tasks that require additional experience or more developed understanding of the English language. Participants may ask for additional work if they do not feel challenged. The final work provision will depend on Work Placement Provider's conditions.
- (5) Type of tasks undertaken. All Participants are obliged to follow company instructions unless these are not lawful or immoral.

PART IV: Programme and Project Details

Sending organisation	Obchodna Akademia
Address	Velka okruzna 32
Town	Zilina
Postcode	011 57
Country	Slovakia
Legal representative	Lubica Pevna, Director
Arrival date (participants)	17/05/2015
Departure date (participants)	30/05/2015
Assigned Country Manager	Jana Kyselova

Total number of participants	15
Accommodation type	Host Family
Board	Half Board
Public transport	Zones 1-5 + travel to company
Total cost per participant in €	1230
Total for all participants in €	18450

	Accommodation type	Board	Arrival date	Departure date	Total GL in €
Group leader 1	Bed & Breakfast Single	Breakfast only	17/05/2015	30/05/2015	1100
Group leader 2	Bed & Breakfast Single	Breakfast only	17/05/2015	24/05/2015	550
Group leader 3	Bed & Breakfast Single	Breakfast only	24/05/2015	30/05/2015	550
Group leader 4	N/A	N/A	N/A	N/A	N/A
Group leader 5	N/A	N/A	N/A	N/A	N/A
Group leader 6	N/A	N/A	N/A	N/A	N/A
Total for all group leaders in €	2200				

Fully to be paid by	N/A
80% to be paid by	17/04/2015
20% to be paid by	29/06/2015

<u>Comments</u>
N/A