



Babble and Speak Ltd

Learn a language at your pace, at your place!

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About Babble and Speak Ltd

Thank you for your interest in our business tuition service. Here is some information about our company, which we hope you will find useful. If you have any further enquiries when you have read this information, please contact Katie Shipley (contact details above).

The Benefits of Tuition through Babble and Speak Ltd

We provide individual or group tuition within the customer's business and feel that this is the ideal way to learn a language.

It is

- Convenient. Your tutor will come to your premises at a time to suit you.
- Flexible. You can arrange your lessons around work. Lessons don't have to be at the same time each week; you can have them as often as time and budget allow.
- Productive. You can go at the right pace for you and cover the topics which are relevant to your needs.
- Customer-focused. You will get your tutor's undivided attention, rather than having to share it with up to 30 other students at the typical evening class.
- Friendly and unintimidating. Our tutors are expert in putting their clients at their ease.

Quality Control

We want you to be entirely satisfied with the tutor we find for you, so we match your needs carefully with the qualifications and teaching experience of the tutor. Tutors who are English nationals have a BA in their foreign language and some have MAs and PhDs. Most also have the PGCE or TEFL qualification, and if you have asked for a tutor to help with exam preparation then we will provide a tutor who has previous experience of teaching the exam in schools.

There are many native speakers working as Babble and Speak Ltd tutors. They all have the equivalent of our BA level degree from a university in their home country and many also hold a certificate of education.

We always ask for two professional references for each tutor, and referees are asked to provide details on the competence of the tutor, their reliability, integrity and ability to interact with others.

We interview all potential tutors before we accept them onto our data base. We want to talk to them about their competency as a teacher in their chosen field, but just as importantly to check that they are friendly, approachable people who can communicate well and are enthusiastic about their subject. We want to ensure that there is a good working relationship between the tutor, the customer and Babble and Speak Ltd.

We seek feedback from our customers on a regular basis and welcome any comments about their experience of learning a foreign language with Babble and Speak Ltd.

Client Confidentiality

We ask customers to provide us with their contact details on a Customer Requirement Form before we match them up with a tutor. This is so that we can find the best tutor-customer match, both in terms of the tutor's prior experience and qualifications and in terms of the proximity of the tutor's home to the customer's business premises, the times of day of the lessons and the level of language of the customer.

We only make the Customer Requirement Form available to the tutor we choose as best suiting your needs.

We do not sell our customer data base to third parties.

Invoicing and Payments

The price of lessons is £40 per hour for 1 - 5 clients and £50 for groups of 6 or more clients.

Please note that customers wishing to learn as part of a group should ensure that the group members are of a similar level of competency in their chosen language.

There is no extra charge for travel expenses to businesses in Sheffield, Nottingham or Leeds. For businesses outside these towns and cities we charge £0.45 per mile for the tutor's journey to and from the lessons. This cost will be added to your invoice.

You will never need to pay your tutor up front for a lesson.

We will invoice you by email around the middle of the month for the lessons you have had over the past month. There is a 30-day deadline for payments.

Payments can be made by cheque or by telephone or internet money transfer. Cheques should be made payable to Babble and Speak Ltd and sent to Babble and Speak Ltd, PO Box 4924, Sheffield, S8 2JT. You will find our full bank details in your invoice, to facilitate payment by telephone or internet.

Payment is due within 30 days of issue of invoice. We reserve the right to charge interest on late payments. When a payment is overdue we will first contact you to discuss the matter. If the payment remains unpaid seven days after this discussion we will start to charge interest according to the Bank of England base rate.

Past experience has taught us that it is extremely beneficial for our customers to follow a course book. Using a course book means that the customer knows what the overall structure of the course will be and can work independently between classes. If your tutor feels it is appropriate to your needs then he/she will recommend a course book to you. You will be asked to purchase a copy. Your tutor will photocopy the relevant pages for the first few lessons, until you have a chance to buy the course book.

Cancellations

We will charge the full price of the lesson if it is cancelled less than six hours before it was due to start, or if the customer is not present when the tutor arrives, either in person or via webcam.

Complaints

We hope that you will be very happy with the service we provide; however if you have any complaint please contact Katie Shipley on

07960 768974

katie@babbleandspeak.com

or write to Katie Shipley, Babble and Speak Ltd, PO Box 4924, Sheffield S8 2JT

We are always very grateful for any feedback from our customers, and if there is a problem we are keen to get it ironed out as soon as possible, so please do let us know.

Enjoy your tuition, and good luck with your studies! We are sure you will get a great deal of enjoyment and satisfaction from learning a new language.



Katie Shipley
Babble and Speak Ltd