



**English
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EP Online - SOP F2F to Online - Interschool Transfer

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Purpose:

This Standard Operating Procedure (SOP) aims to provide guidance to English Path (EP) Admissions and Heads of Department when they need to help student to transfer from face-to-face class to EP online class.

Scope:

This SOP applies to all EP staff who are responsible for processing bookings from F2F to online.

1. **Minimum Transfer Duration:** Transfers are only applicable for students booking a minimum of 4 weeks with EP Online.
2. **Transfer Fee:** A registration fee of £150 (or equivalent to other currencies using rate of the day on www.xe.com) per transfer request is required to cover administrative and team processing costs. Heads of Department may request to waive this fee with Head of EP Online.
3. **Program Eligibility:** Transfers are available only for Semi-Intensive courses (6 hours/week General English, groups of 6 students).
4. **No Week Recalculations:** Students transfer their remaining face-to-face course weeks to online for the same duration without adjustments.
5. **Balance Transfer:** The full remaining balance from the face-to-face course is transferred to EP Online. This balance is applied toward the online course without recalculations and must offset the online course fees.

Conditions to Process the Transfer:

Student Cancellation & Transfer Rules

1. Face-to-Face Course Cancellation

- If a student cancels their face-to-face course, **no refunds will be issued** under any circumstances.
- Students **cannot** transfer their course to an online format.
- Students are advised to carefully consider their commitment before booking.

2. Emergency Return to Home Country (Course Interruption & Transfer Rules)

- If a student cannot continue their course due to an emergency return to their home country, they may request an **inter-school transfer** upon providing **sufficient supporting evidence**.
- A **£150 inter-school transfer fee** will apply.
- If the student has purchased a **£50 transition fee (booking protection fee)**, a **£150 inter-school transfer fee** is waived.

3. Acceptable Reasons for Course Interruption & Transfer Requests

To qualify for an inter-school transfer, the student must provide supporting evidence for one of the following reasons:

1. **Visa extension refusal**
2. Medical emergency requiring repatriation
3. Death of an immediate family member
4. Natural disasters in the student's home country
5. Government travel restrictions or emergency evacuations
6. Severe illness or injury preventing travel

7. Military service obligations
8. Legal obligations (court summons, deportation, etc.)
9. Employer-mandated relocation (proof required)
10. Flight cancellations due to airline bankruptcy (non-refundable tickets)
11. War or political unrest in the home country

4. Non-Qualifying Cases

- Change of personal plans
- Dissatisfaction with the course, teacher or destination
- Financial difficulties
- Non-emergency family visits
- Lack of accommodation

5. Required Documentation

Students must submit **official evidence** (e.g., medical certificates, government notices, airline statements, embassy letters) within **10 working days** of their request. EP will respond within 10 working days.

Incomplete or unverifiable claims will be rejected.

Procedure:

1. Request Submission by Head of School:

- a. The Head of School submits a written request to transfer the student to EP Online.

2. EP Online Approval:

- a. EP Online will review the transfer request and approve it based on class availability in existing online groups.

Step by Step for Admissions to Transfer F2F to Online Enrolment on CLASS:

For F2F to online transfer, we transfer the weeks instead of the credit in student's profile. For example, student books a 24-week course in Dubai and leaves the course after finishing 16 weeks. She has 8 weeks to transfer to EP Online, and we will offer her 8 weeks online.

3. Adjust current booking

Head of School/Centre Manager goes to Head of EP Online to request approval and then whole process is sent to admissions@englishpath.com and Admissions team will action.

*** Please always make sure to put all the details in dated note.

4. Confirm the time and date student wants to start the course

5. Create enrolment on CLASS for EP Online

If the original booking is a UK booking, you can use the same student profile but create a new enrolment because the currency is the same.

If it's not a UK booking, you will need to create a new student profile and a new enrolment in the new profile. If you use the original profile (For example, \$), finance

part will mess up. As now we have the start date of student, you can cancel the frozen tuition week line in original enrolment so we can see the credit in the booking for Finance to move in Step 8.

Using the same example in step 1, student has 8 weeks to transfer. Create an enrolment under the same agent as original booking with 8 weeks online. You need to change the price manually to match the amount you are about to transfer. The EP Online course is in £ so you need to convert the currency in original booking to £. See example below:

800.00 US Dollar =
611.92 Pound Sterling

Last updated · 9 October at 13:30 UTC

USD \$ - US Dollar ⇌ GBP £ - Pound Sterling

800 | 611.92

Day Week Month **Year** 5 Year Max

You should always keep commissions column as 0% as you are transferring net amount.

22946 Project to Travel, M, 0, POL, 10/06/2024 - 02/08/2024 - Invoice Line (488233)

Category: Tuition | Type: Invoice
 Charge Item: Intensive - General English Online - 18 lesson: | Recipient: Agent
 Description: Intensive - General English Online - 18 lesson:
 Language Desc.: Intensive - General English Online - 18 lesson:

From Date: Mon 10 Jun 2024 | To Date: Fri 02 Aug 2024 | Gross (Memo): £ 611.92

Large Quantity: 8.00 | Discount %: 0.0000 | Small Quantity: 0.00 | Commission %: 0.0000 | Statistical Weeks: 8.00 | 2nd Comm %: 0.0000

Currency: GB Pound | Tax: Exempt | CC\Dept\Nominal: \\1000

Cost Price: £ 0.00

Invoice Values

Basic	£	611.92
Discount	£	0.00
Sales Tax	£	0.00
Due	£	611.92
Commission	£	0.00
2nd Comm	£	0.00

Buttons: OK, Cancel

6. Change the booking to booked and confirmed as we have the credit in system.

7. Send email to finance@englishpath.com with Greg in CC (gnowak@englishpath.com) and ask them to do payment reallocation. You should clearly mention how much should be transfer from one ID to another ID, or enrolment.
8. Form Completion:
 - a. Once Finance confirms the transfer of funds, Admissions will complete the transfer process by filling out the following form. Form only to be completed after payment has been transferred.
 - i. [Transfer Form Link](#)
9. Final confirmation goes to student from EP Online.