

# CIBL On-Campus Business Chinese Course: Terms and Conditions

## **1. Attendance**

Students are expected to attend classes regularly and to notify their teacher in advance by email or other means if they are going to be absent. In the case of absence, a 30 minutes catch-up session may be arranged with the teacher prior to the next class in one of the following ways:

- A. Before the start of class
- B. At the teacher's office at an agreed time
- C. Skype or WeChat learning at an agreed time

CIBL will offer no more than 3 catch-up sessions per students per programme and no session is available without an advance notification. The above is subject to the teacher's availability. If the teacher is unavailable then the students may also make use of the CIBL drop in sessions for a catch up with any content they have missed.

## **2. Homework**

All students are expected to complete any assigned homework and revision prior to the next class.

## **3. Withdrawals**

- a) If a student withdraws from the course prior to the first class, the full tuition fee will be refunded.
- b) If a student withdraws from the course within the first two weeks, the tuition fee for the remaining hours will be refunded with a deduction of £50 administration fee.
- c) If a student withdraws from a course after the first two weeks, no refund will be given; however, a deferral is possible at the discretion of CIBL
- d) All cases will be resolved at the discretion of the Confucius Institute Management

## **4. Deferrals**

Deferrals may be arranged at the discretion of CIBL and are subject to availability. Deferrals permit students to transfer to a different class of the same level if and when there is an appropriate class available. The student will join the new class at the same point at which they left the previous class. A student is only permitted to defer once.

## **5. Change of level**

A student is permitted to transfer to a different level at the discretion of CIBL. Requests should be made within the first two weeks of the course to the class teacher who will

advise whether it is suitable for the student to transfer. If transfer is agreed upon the student must email the CIBL Institute Manager to confirm the arrangements before formally transferring.

## **6. Cancellation of Courses**

CIBL reserves the right to cancel courses that do not enrol the minimum number of students. Should a course be cancelled prior to the first lesson, students who have already paid their tuition fee can either receive a full refund or wait for the next available course to commence. Should the course be cancelled after the first lesson, due to students withdrawing, deferring and/or changing level, the remaining students must wait for the next available course to start.

## **7. Class sizes**

All levels: No more than 12 students per class