

# Terms and Conditions for the Online Spoken English course

All students for the Spoken English course are required to follow these terms and conditions, which are issued by the British Council Division (BCD) a subsidiary of the British Council UK, United Kingdom's international organization for cultural relations and educational opportunities.

1. The student is presumed to have read, agreed and accepted these terms & conditions.
2. The student hereby confirms that **he/she is 18 years of age or more** on the day of his/her course booking.
3. Places on courses are limited to 16 applicants per batch. Early applicants will receive priority during registration. The places are guaranteed once payment is received.
4. The course login, course materials and access to live online classes provided to the student will be for **his/her use only**. The student agrees to not distribute the same to others or reproduce any course material, in any form or manner.
5. If BCD cancels a lesson or live online class, it will make it up to the students by offering another lesson or live online class, unless this is not possible due to unforeseen circumstances such as a security threat or a natural disaster. If a student misses a lesson for any reason, BCD will not compensate such student, in any form or manner, for the same.
6. BCD reserves the right to expel a student (without any refund) if he/she intentionally damages or steals BCD property (digital), who is disruptive, is rude to or who harasses any course participant and/or staff member.
7. The student confirms that she/he has access to the internet on a computer (recommended internet connection speed of a minimum of 0.5 Mbps), a webcam to use for weekly live online classes and computer headset (microphone and speakers) to enable her/him to do the course. The student is responsible for his/her equipment and software to enable him/her to do this course.
8. For **Spoken English**, access to the online course materials is available for the duration of the course on the learning platform - Edmodo.
9. The student is expected to recheck her/his personal details for any mismatch in the booking confirmation. The student can inform their teacher within 1 week from the start of the course.
10. The student will receive an e-certificate upon successful completion of the course. The student needs to inform BCD within 1 month of course completion if she/he has not received this certificate. After one month from the date of completion of the course, BCD will not issue the e-certificates.
11. Movements from one class to another will be allowed by BCD, only if places are available and before the start of courses. Additional fees may apply, at the sole discretion of BCD.

12. BCD reserves the right to terminate or reschedule courses and Live Online Classes. In such a case, BCD will offer students either
- a) an alternative course time at the same level; or
  - b) a refund

13. Written requests for transfers or refunds will be only considered under the following exceptional circumstances:

REASONS	DOCUMENTS REQUIRED AS PROOF (SCAN OR PHOTOCOPY OF ORIGINAL CAN BE CONSIDERED)
Prolonged period of ill health certified by a doctor	Doctor's certificate
New job appointment that prevents a student from attending his/her course	Dated appointment letter
Death or onset of serious illness (prolonged hospitalisation or incapacitation) of an immediate family member (spouse, parents, siblings, children)	Death certificate or medical certificate

No transfers or refunds will be allowed for other reasons not listed above, or such as:

- Travel
- Marriage of self or family member
- Personal commitments

The following timelines are applicable for the submission of such a written request and supporting documents (as above). Deductions apply as stated against each point in the tables below.

The deadlines for submitting the request and supporting documents

22.5 hrs course – before the end of the second lesson of the course
45h course – Before the end of the fourth lesson of the course

For **Spoken English** refunds and credits are subject to the following deductions:

		<b>Refunds</b>	<b>Credits</b>
Request received before course begins	Admin charges	INR 500	INR 500
	Course fee	Nil	Nil
Request received between the course start and the submission deadline.	Admin charges	15% of the course fee	INR 500
	Course fee	Hourly charges of the no of hours attended and/ or missed to receipt of acceptable application for refund/ credit with supporting documents.	
Request received after deadlines	Refund and credit request will not be accepted.		

Credits must be used within six months. Credits cannot be converted as refunds later. Credit notes will be sent to your email address within three weeks after receiving supporting documents. Refunds will be sent via direct bank transfer within three weeks after receiving the request and supporting documents.

14. In case of a transfer, students will be provided with existing available Spoken English course options to choose from, via email. Options will include courses which start within a month from the date of request approval. Students are expected to respond with their preferred choice within the deadline mentioned on this email. Transfer once approved cannot be converted to a refund.