

## **Term**

1. All MFL classes at Atlas Language School operate a ten week term. There are no classes on Bank Holidays. These classes are added to the end of the term.

## **Levels**

1. We generally offer courses for different levels from Beginners (A1.1) to Intermediate (B1.2).
2. While we endeavour to open classes for each level, it is subject to demand if we can run a class for a certain level.
3. The beginner classes generally run on Tuesdays evenings from 6.30pm to 8.30pm and the higher level classes generally run on Thursdays evening from 6.30pm to 8.30pm.
4. Online level assessment tests are available under request.

## **Open evening**

1. Before the start of each term we organise an open evening. Anyone interested in learning a language is welcome to stop by, have a look at the facilities and speak to our teachers and course manager.
2. The open evening is also particularly useful for new students who would like to do a level assessment with our teachers. This will allow us to choose the best class for the students according to their levels.

## **Class size**

1. The maximum number of participants in each class is 15.

## **Approach**

1. We follow a communicative approach and the emphasis is firmly on using the language. Classes are mainly conducted in the target language.

## **Facilities**

1. Toilets are located on the following floors; Ladies - Basement and 1st floor, Gents - Ground floor and second floor.
2. In the event of fire, please follow the signs displayed in each classroom which will show the quickest way out of the building.
3. Wifi is available for all students. Please check at reception for the wifi password.

## **Attendance**

1. Attendance is taken at each class and recorded in our school management system.
2. If you miss class for more than three consecutive weeks, your name may be removed from the class register.

## Class cancellations

1. From time to time, a teacher may become unavailable due to illness for example. In these cases, our first priority is to find a substitute teacher from our list of suitably qualified teachers and for class to go ahead at the appointed time.
2. In exceptional cases, we may need to cancel a class at short notice. This will be done through email. Please make sure that your email address is up to date at reception to avoid missing out on this information. In these cases, class is rescheduled for the week after the regular end of term.

## Payments

1. All payments should be made before the beginning of term in order to secure a place on the course.
2. Payments can be made as follows;
  - a. In person at the school, by card or in cash.
  - b. Over the phone by card.
  - c. Via an online payment link by card.
  - d. Through bank transfer. It is very important that a reference (your name) is provided with any bank transfers so as to identify the payment. Please notify us via email once the payment has been done.

## Refunds and cancellations

1. It is the student's responsibility to ensure that they are available and can attend for the whole duration of the term.
2. If a student cancels a course up until the Friday before the start of term, the student is entitled to a full refund of fees paid.
3. If a student cancels a course up until the Friday of the first week of term, they are entitled to a 90% refund of fees paid.
4. If a student cancels a course up until the Friday of the second week of term, they are entitled to an 80% refund of fees paid.
5. From week three of the term, students are entitled to cancel a course but are not entitled to a refund of fees paid.
6. Any refunds payable will be paid directly to the person who originally paid the course fees. Possible bank charges deducted will be borne by the student.
7. Refunds, partial refunds, additional classes or compensation of any kind will not be given for days missed during the course, for late arrival or early departure, days missed due to sickness, adverse weather conditions, acts of governments, interruption of electrical power, fire, floods, war, other natural disasters, disease outbreaks or other Acts of Gods.

## Change of class/level

1. If you are not happy with the level of your class, you should first speak to your teacher. If the teacher recommends that you should change levels for the following week, you must inform reception either at the end of the first week or at the beginning of the second week. Feel free to reach out to us via email to request any changes [mfl@atlaslanguageschool.com](mailto:mfl@atlaslanguageschool.com).
2. If you wish to return to your original level, you must again inform [mfl@atlaslanguageschool.com](mailto:mfl@atlaslanguageschool.com). You should remain in that class for the remainder of the term.
3. Students cannot change levels without notifying us.
4. In certain circumstances, it will not be possible to change levels either due to the alternative class being full or no alternative class being available, particularly at higher levels. In these cases, students may be entitled to a refund or a credit note for future terms.

## Feedback

1. Feedback is very important for the continued development of MFL classes here at Atlas Language School. Student feedback occurs twice per term; at week 5 and at the end of the course.
2. Week 5, student focus groups, is a direct feedback session conducted by the Evening Academic Coordinator with the students in the classroom.
3. The End of Course Feedback is carried out in week 9 of the term. The Evening Academic Coordinator again visits each class with an envelope containing feedback forms.

## End of term

1. We usually hold an end of term social evening on the last night of classes. Everyone is invited to come along and practise their language with their classmates!

## Keeping in touch and privacy policy

1. We need to be able to contact you about important updates regarding your class, such as short-notice classroom or teacher changes, possible short notice cancellations or class information that the teacher would like to pass on.
2. We would like to remind you of new start dates and courses we are running so you can be sure you don't miss any courses you would like to sign up for. By registering for a course you agree that we may contact you before new courses start. You can withdraw this consent at any time by contacting us.
3. By registering for a course you agree to our privacy policy, which is available here: [www.atlaslanguageschool.com/our-privacy-policy/](http://www.atlaslanguageschool.com/our-privacy-policy/)

## Enquiries

1. If you have any other questions, please contact us on [mfl@atlaslanguageschool.com](mailto:mfl@atlaslanguageschool.com).