

Conditions and regulations

Course Fee

The course fee must be paid until the date agreed during registration. For courses with a set course book, a copy will be provided per level. Please note that there are some courses which do not have a set course book. Failure to make course payment will result in your name being crossed off the class list.

The British Council cannot accept payments made from banks (or other financial institutions) sanctioned by the UK or any other relevant jurisdiction. Where the British Council discovers evidence of payment from a sanctioned bank and/or sanctioned financial institution we will freeze all funds related to that payment and will be unable to deliver the service for which the payment was intended. Please therefore ensure that you do not make payments from an account in a sanctioned bank and/or sanctioned financial institution.

Refunds

Withdrawals from a course can only be granted if requested in writing. An administration fee of 2% of the total course fee will be deducted from the refund before the start of the course. Any refunds given after the start of a course are calculated according to the number of hours remaining until the end of the course. Refunds are valid only from the date upon which the written request for the refund is submitted. A 10% administration fee of the total course fee will be charged in such cases. The British Council cannot make payments to banks (or other financial institutions) sanctioned by the UK or any other relevant jurisdiction. If you request a refund to be sent to an account at a sanctioned bank and/or sanctioned financial institution, you will be asked to nominate an alternative method of payment that does not breach sanctions. Failure to provide an alternative method of payment will result in non-payment of the relevant funds.

Class Changes

In the event of a customer choosing to change to a cheaper course, an administration fee equivalent to the difference in fees of the two courses will be charged. Should a customer change to a longer course, then the difference in fees must be paid. Class changes are only allowed within 4 weeks of the first lesson. Class and level changes are based on teacher-student consultation and the teacher's final recommendation.

Alterations to the Course programme and Collection and storage of personal information

Should there not be sufficient students by the start of a course, the British Council reserves the right to cancel the course. On cancellation of the course by the British Council, the full course fee will be refunded.

We carry out teaching activities which may include:

- using personal data (student image and voice) during the real time broadcasting of online classes through the British Council learning hub;
- using student audio or video recordings as academic support;
- connecting with British Council students from other countries, sharing their work and class recordings to learn about other cultures;
- using our third-party digital portfolio Seesaw, for teacher, student and parent engagement, sharing among them students' work e.g. worksheets, photographs, drawings, videos and voice recordings use of the learning hub.

(Personal data collected and shared through and for the purpose of the learning activities described above will only be retained as long as necessary, for the purposes it was collected and for the duration of your relationship with us. Our lawful basis for all course-related administrative and teaching activities is the performance of a contract for the provision of our services.)

Special Circumstances

British Council reserves the right to cancel classes or change the way they are delivered to online mode during unusual circumstances (e.g. natural disasters, national events etc) or changing . In such extraordinary circumstances the British Council will endeavour to make up cancelled classes, but cannot guarantee to do so.

Certificates

Adult Students

A Certificate of Achievement is issued on the successful completion of a CEFR level with 70% attendance and Grade C or above on overall assessment criteria.

Young Learners:

A Certificate of Achievement is issued with 70% attendance and Grade C or above on overall assessment criteria.

Statement of Attendance

Adult students:

A Statement of Attendance is issued on completion of a semester indicating the number of hours completed in a course.

Class hours

A class hour on British Council courses for Adults, Secondary and Primary (age 9 – 11) lasts 45 minutes. A class hour for Early Years and Primary (age 4 – 8) lasts 60 minutes.

Fundacja British Council delivers its educational programme through non-public educational institutions: British Council Centre for adults and British Council Centre for children and teenagers.