



Important Information for  
Adult Students

成人學生重要資訊手冊

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## Better English brighter future

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Dear students,

We are delighted that you have chosen a British Council English course, and would like to extend a very warm welcome to you. We have prepared this guide to provide you with important information about our policies and procedures.

The British Council is a world leader in English language teaching and the provision of qualifications. Teaching English forms part of our purpose as an organisation that builds connections and trust with the UK through the exchange of knowledge and ideas between people as well as supporting arts and education.

We really want to hear your views and comments about any aspect of your experience with us. Please send any comments or feedback to [enquiries@britishcouncil.org.hk](mailto:enquiries@britishcouncil.org.hk) or speak to one of our Customer Services staff.

We hope you enjoy your time with the British Council.



Mhairi-Anne Gonzalez  
Director English Language Services  
British Council Hong Kong

## **All adult courses (except myClass)**

### **Attendance**

Please always arrive on time for class.

Try not to miss any classes; if for some reason you cannot attend a class, it is a good idea to contact a classmate to find out what happened or ask in the following lesson and review the work at home.

Let your teacher know in advance if you know that you will miss a class.

### **Homework/review**

Your teacher will give you homework as part of the course. You are advised to do this as it will aid your learning. If you are very busy, it is always possible to negotiate a manageable amount of homework with your teacher.

### **Reports and certificates**

Depending on the course you take and attend, you will receive a certificate of attendance and/or a written report (if you have attended at least 60% of class) from your teacher at the end of your course. Please refer to the Report and Certificate Guidelines in the appendix for details.

If your certificate or report is lost or damaged, you can request a replacement within one year of the date of your last lesson. You can request a letter of attendance which is available for up to one year after the date of your last lesson at a charge of HK\$100.

### **Assessment**

Your teacher will be continually assessing you based on the core objectives of the course. You will be encouraged to reflect on your own performance with your teacher's assistance. You may also be given regular language tests and written tasks. All of this will help you identify your strengths and areas of development, allowing your teacher to give you informed advice.

### **Progression**

Progression to the next level or module of your course is dependent on satisfactory performance and attendance in class, as well as a recommendation from your teacher.

### **Change of teacher**

While we make every effort to timetable the same teacher for the entire duration of our courses, it may sometimes be necessary to change the class teacher without notice.

### **Changing classes**

If you feel that your class is not right for you, we recommend that you first speak to your teacher. Your teacher is in the best position to advise you about your options. You can also contact our Customer Services team.

### **Lateness and absence**

Please note that we are unable to provide make-up classes in the event that lessons are missed due to your own personal commitments or illness.

## myClass

### Assessment

You are assessed in or around every tenth lesson (not in writing lessons). Your teacher will remind you of this at the beginning of the class. You will be assessed on your performance throughout the lesson, and particularly in the final task.

You will also be given an extended assessment in your 10<sup>th</sup>, 30<sup>th</sup> and 50<sup>th</sup> lessons. Your teacher will provide you with written comments about your performance in class.

You will receive grades in five areas (Task Achievement, Fluency, Pronunciation, Language Range, and Accuracy). Results can be accessed on the Online Booking System (OBS) and through the myClass app. Further information about what your assessment results mean can also be found on OBS.

### Progression

Progression to the next level is not automatic after studying 60 lessons and is dependent on how well you perform in your assessed tasks and on your general performance in myClass lessons. If you feel you are ready to progress to the next level, speak to one of your teachers directly or contact one of our student advisors by email: [myClassadvisor@britishcouncil.org.hk](mailto:myClassadvisor@britishcouncil.org.hk), who will help make sure you are studying at the right level.

### Credit policies

#### i) myClass policy

- If you are absent, no lesson credit or alternative compensation will be offered.
- A lesson credit will not be returned when a booking is cancelled less than 24 hours before the lesson begins.
- Free lesson credits will only be redeemed when all the paid lesson credits have been consumed.
- A lesson credit will be returned in the case of class cancellation.

#### ii) myClub policy

- You can hold bookings for up to ten sessions at any one time.
- If you are absent or cancel a session less than 24 hours before it begins, the number of sessions you can hold at any one time will be reduced by one.
- The maximum allowance will return to ten if you re-register for another myClass package.

### Change of teacher

The teacher scheduled to teach your lesson may change at short notice. If teachers are unable to attend due to sickness, they will be substituted by another teacher. No lesson credits will be refunded in this instance.

### Class schedule

The myClass schedule is designed to accommodate the needs of the majority of myClass

students. The schedule may be updated according to changes in season and student bookings.

To achieve the best results, we recommend that you study a minimum of 2 lessons per week. We will provide a suitable range of classes across our centres to provide choice for your study.

You should be aware of your lesson consumption and the frequency of study required to finish your credits within the duration of your registered package. You may consult one of our student advisors for further advice on your class schedule and study plan.

No classes are scheduled on public holidays.

### **Booking and cancelling lessons on behalf of students**

British Council staff are not permitted to book or cancel lessons on your behalf.

Our staff will be happy to guide you through the booking process to ensure you are able to use the Online Booking System (OBS) yourself.

### **Certificates and letters of attendance**

You are entitled to a free certificate at the end of your package. Please contact our Customer Service team to request a certificate.

If your certificate is lost or damaged, you can request a replacement within one year from the last date of your package. You can request a letter of attendance which is available for up to one year from the last date of your package at a charge of HK\$100.

### **Sickness**

Please do not attend class if you are suffering from any infectious illnesses or diseases as the health of your classmates is important. Please refer to the section above on credit policies in the event that you are unable to come to class due to sickness.

### **Credit usage**

Credits purchased should be used by you only. British Council reserves the right to refuse service to any student who allows others to join classes using their name or Online Booking System (OBS) account.

### **myClass time extension and re-registration**

You may apply for a one-time extension if you are unable to finish your package before the package expiry date. You must apply for this extension within the two-month period before your package expires. Upon payment, the study period can be extended from the original date of expiry. The maximum study period for any package, including the extension, is 18 months.

Alternatively, you may re-register for a new package. If re-registration is completed before or within the same calendar month that the existing package expires, any remaining credits from the existing package will be carried over and remain valid until the new package expires. For example, a student whose package expiry date is 3 December 2018 (or any other date in December) will benefit from this offer if they re-register on or before 31 December 2018.

British Council reserves the right to change the fees, offers, and terms and conditions at any time.

## **Important information**

### **Booking confirmation**

Your student number, course number, date of your first lesson, and class day(s), time and place are on your booking confirmation. Please make sure you bring this booking confirmation with you to your first lesson as you may be asked to show it to British Council staff. Please also bring proof of identity as, without this, we cannot guarantee admission to class. Only registered students are allowed in the classroom.

### **Mobile phones**

Please set your phone to silent mode during the class so as to not disturb your teacher or other students.

### **No eating and drinking in classroom**

Please do not eat or drink in the classroom. This is important for hygiene issues and is an important part of keeping our classrooms tidy and clean.

### **Child protection**

We believe that child protection requires everyone to take responsibility. We recognise that the care, protection and welfare of children is paramount and that all children have the right to be protected from all types of harm. As part of our child protection policy, children must not be left unsupervised anywhere on our premises.

For more information about our child protection policy, please visit: <https://www.britishcouncil.org/organisation/transparency/policies/child-protection>

### **Unacceptable behaviour**

We reserve the right to suspend any student who disrupts a class through unacceptable behaviour. In such cases, the course fee will not be refunded. We also reserve the right to take legal action against any student who damages British Council property.

Any comments made about British Council Staff and/or other students that contradict our values will not be tolerated. For more information about our Equality, Diversity and Inclusion policy, please visit: <https://www.britishcouncil.hk/en/about/equity-diversity-inclusion>

Students are not allowed to use video or audio recording equipment in the classroom without the consent of their teacher and classmates. Please note that under British Data Protection Law, it is a criminal offence to make a recording without the consent of all parties being recorded. We reserve the right to suspend any student making unauthorised recordings in class. In such instances, the course fee will not be refunded.

## Refund policy

1. Registered courses are neither transferable nor refundable except when a course is cancelled by British Council.
2. No refund, make-up class or alternative compensation will be given under any circumstances for absences from class. This includes, but not limited to, illness, truancy or other personal/school/work commitments.
3. Class cancellations due to bad weather will be made up on adult courses (except myClass). If you are unable to attend a make-up class, no refund or alternative compensation will be offered. If make-up classes cannot be arranged, no refund will be offered. Course credits (valid for one year) will be issued on a pro-rata basis. Please refer to the sections above for arrangements for myClass.
4. Class cancellations due to teacher sickness will be made up on adult courses (except myClass). If you are unable to attend a make-up class, no refund will be offered. Course credits (valid for 1 year) will be offered on a pro-rata basis. If make-up classes cannot be arranged, a refund will be offered on a pro-rata basis. Please refer to the sections above for arrangements for myClass.
5. No refund, make-up class or alternative compensation will be given for class cancellations due to circumstances beyond the control of British Council. These include, but are not limited to, outbreak of riot, civil commotion, epidemic, natural disaster and unanticipated class disruption such as necessary building evacuation due to fire.
6. Any request for withdrawal due to serious medical conditions must be submitted in writing, together with valid documentation. If the request is approved, a credit note (valid for one year) for the amount of the course fee (less a ten per cent administration fee) will be issued.
7. Unconsumed credits will not be refunded under any circumstances.

## Keeping in contact

It is important that we have your up-to-date contact information to allow us to communicate with you. Please provide us with your personal and/or work email addresses as well as your mobile, home and work telephone number. If any of your contact details change, please contact our Customer Services staff immediately on 2913 5100 or e-mail [enquiries@britishcouncil.org.hk](mailto:enquiries@britishcouncil.org.hk) so that we can update your details.

## Feedback

We value your opinions and questions and are always happy to try to help with any problems you might have. If you have any questions about registration or would like to discuss course-related options and other student-related matters, please contact us on 2913 5100 or e-mail [enquiries@britishcouncil.org.hk](mailto:enquiries@britishcouncil.org.hk).

## Liability

In the course of engaging with British Council or participating in courses arranged by British Council, we shall not be liable to any party for any loss or damage to your property, or any property in your possession, or for death or any injury or incapacity (except as may be required by law).

## Report and certificate guidelines

Course	Semester A		Semester B		Summer Programme	
	Report	Certificate	Report	Certificate	Report	Certificate
Business Skills Modular*	X	✓	X	✓	X	✓
Focus on Writing*	✓	✓	✓	✓		
IELTS Language Preparation Programme*	✓	✓	✓	✓	✓	✓
IELTS Exam Skills One Day Workshop/ IELTS Exam Skills Modular/ IELTS Mock	X	X	X	X	X	X
Phonics for Parents^	X	✓	X	✓	X	✓
myFoundation**	X	✓	X	✓	X	✓

### Remarks:

\***Students who have attended at least 60% of the course and above:** receive a report / certificate of course attendance.

^**Students who have attended at least 75% of the course and above:** receive a certificate of course attendance.

\*\***Students who have attended at least 25% of the course and above:** receive a certificate of course attendance, with their grades and number of hours attended. **Students who have attended less than 25% of the course:** receive a certificate of course attendance, with number of hours attended (no grades). **Students who have attended 0% of the course:** do not receive any certificate.