

COURSE TERMS AND CONDITIONS

Candidates registered as students on any of Anglo Centres TEFL's courses must abide by the following terms and conditions:

1. By completing the application process candidates accept to be bound to the terms and conditions outlined in this document.
2. Candidates/Participants must provide Anglo Centres TEFL with contact and personal information that is authentic and true.
3. In order to be successful applicants need to meet the entry requirements as detailed in the published course syllabus and regulations. In order to be accepted applicants need to pay the course fees or first instalment as agreed with the centre. Course fees include tuition and all online course materials. Applicants who are successful will receive an acceptance letter or email officialising their status as a member on the TEFL / TESOL certificate course they have been accepted on.
4. Anglo Centres TEFL is not liable for the health and safety of course members.
5. Course members will need to follow the course programme as established by Anglo Centres TEFL. The teaching programme will be based on the published course syllabus. Anglo Centres TEFL reserves the right to update course materials whilst keeping to the published syllabus.
6. Any set course books or published materials will need to be obtained and purchased by the candidate. Anglo Centres TEFL will assist candidates in obtaining such publications.
7. Course members will be assigned a tutor upon registration who will be responsible for overseeing the candidate's work throughout the entirety of their TEFL / TESOL certificate course.
8. On online TEFL / TESOL certificate courses, communication between tutors and course members will be via e-mail or post. Telephone tutoring may be arranged at the centre's discretion.
9. Course members need to meet course standards to be awarded a TEFL / TESOL certificate. Candidates must receive a pass mark of at least 50% on all course units or parts. Candidates may re-submit units or parts that failed to achieve the overall pass mark of 50% once. The highest possible final grade on the TEFL / TESOL certificate awarded at course completion will be B+ for candidates who have had to re-submit one or more course units or parts. Candidates who do not meet these criteria will not be awarded a course certificate.
10. On course completion successful candidates will receive the Anglo Centres TEFL Certificate and a course transcript.

11. Anglo Centres offers TESOL / TEFL courses which are externally accredited by approved international accreditation bodies. Candidates who enroll on externally-accredited courses will be registered with such organisations. Registration with an accreditation body will incur in a set registration fee which is not typically included in the course fees. Successful candidates will need to pay the registration fee set by such organisations through Anglo Centres TEFL or directly to them at course completion.
12. Course members have the right to communicate with their tutors as frequently as they need to, although discretion is advised, and may book tutoring sessions should they feel they need extra assistance in producing work which is up to the required standards.
13. Trainees on distance learning or hybrid courses have a maximum of eighteen months from date of enrolment in which to complete their TEFL / TESOL certificate course. The date of enrolment will be that on which trainees were officially accepted on their TEFL / TESOL certificate course. Course participants who have not completed their course within eighteen months from date of enrolment may be awarded a deadline extension if adequate justification is provided. Deadline extensions will be subject to approval from accreditation bodies and will incur in a set administrative fee.
14. In order to be awarded a course certificate candidates must pass their course to the required standard and pay all fees in full.
15. Course participants who are dissatisfied with the tutoring or grades they are receiving have the right to appeal to the Course Director and/or External Assessor. Anglo Centres TEFL will facilitate the forms and information so candidates can do so. Should a candidate request to be assigned a new distance learning tutor it will be Anglo Centres TEFL's prerogative to consider the issue and make a final decision in consultation with the External Assessor. All decisions will be made in consideration and best interest of course members.
16. Course participants are entitled to a refund of the course fees they have satisfied to date provided they cancel their course within seven days of first payment. After a seven-day trial period no refunds will be awarded, not even for courses (or parts of) that have not been commenced; this pertains to online/ distance learning, residential and combined TEFL / TESOL certificate courses. Cancellations must be in writing, signed and dated and will incur in a set administrative fee.
17. Anglo Centres TEFL reserves the right to cancel a candidate's TEFL / TESOL certificate course if the work they are submitting is deemed not to meet the minimum required standards. In such a case the candidate will receive a full refund minus the going administrative fee.
18. Course members and graduates are entitled to receiving job guidance during and after their TEFL / TESOL certificate course for as long as they need it. However, Anglo Centres TEFL is not a job placement agency and cannot guarantee the provision of employment after course completion.

19. Course and company information contained on the website or any other promotional materials is generally accurate. However, it may be subject to errors, changes, omissions or course availability as well as to withdrawal of special offers without notice. It is the candidate/applicant's responsibility to check with an Anglo Centre TEFL's representative that information such as offers, dates, fees and course details are up to date.
20. Participants on a TEFL / TESOL certificate course must submit work which is their own. Quotes from other authors will be duly referenced. Falsified, unoriginal or plagiarised works may be grounds for dismissal from the course without any refund.
21. Participants may be removed from their TEFL / TESOL certificate courses if they haven't satisfied the course fees as agreed with the centre. A participant who is paying by instalments and fails to keep up with his or her payments, will be issued a written warning giving the candidate a maximum of seven working days to pay whatever fees are due; failure to do so will result in dismissal from the course without any compensation or refund whatsoever.
22. Inappropriate or offensive conduct or abuse towards any of Anglo Centres TEFL's training or administrative staff may be grounds for dismissal from the course without any refund.
23. Anglo Centres TEFL will hold all candidates' personal information confidential.
24. Anglo Centres TEFL abides by an equal opportunities and rights policy.
25. These terms and conditions are governed in accordance with Spanish law. Both parties are entitled to seek the enforcement of these terms in a court of law of Spain.