

# Student handbook

## Scope of application

In this welcome handbook, you will find the norms and requirements to attend the courses at Academia Guiu.

## Registration form

The registration form has to be completed when students enrol in a course at Academia Guiu. All information given by students will have to be updated throughout the academic period spent in the centre in order to make communication easier between both parties. Information provided will be put in the centre's database.

## Requirements for enrolment

In order to enrol in a course, students need to:

- Be at least 18 when enrolling. In case some students are under 18, their legal tutor will have to take care of their registration.
- Present the original copy of their Identity card (ID), passport, or any accredited document recognised as an equivalent under the law.
- Pay the sum corresponding to the course in which they have enrolled, as stated on the registration form to Academia Guiu.



Each course has a set price as well as a registration fee that includes the school supplies required for classes.

### **Places available**

There is a minimum requirement of 3 students and a maximum of 15 for classes in groups.

### **Timetables**

Students can attend classes corresponding to their course only:

- respecting the timetable chosen upon registration, and
- in the group they have been assigned by Academia Guiu.

Academia Guiu reserves the right to modify its timetables and classrooms throughout the academic course, always with the objective of better accommodating students.

### **Course modifications**

If students want to change groups or timetables, they have to address their request, in written form or by email, to the course secretary of Academia Guiu or to the school's Head of Studies.

### **Materials**

Academia Guiu will provide all the learning materials necessary to the realisation of classes.

The choice of didactic books for courses depends solely on the criteria set by Academia Guiu.



If books recommended by Academia Guiu are not available at the centre, students will have to purchase them at the place of their choice, or borrow them from a library.

### **Chaperones**

Entry to class is forbidden to anyone accompanying a student if they are not enrolled in the centre.

### **Teaching staff**

Academia Guiu reserves the right to make changes to the teaching staff at any time during the course.

### **Make-up classes**

There will be make-up classes only:

If classes are exceptionally suspended, in case of force majeure or for reasons out of Academia Guiu's control, at a date not planned in the academic calendar, which will be put up on the notice board at Academia Guiu.

At the initiative of Academia Guiu's Headmaster.

If the teacher doesn't come. In any case, the class making up for said hour will always be, as much as possible, during the regular timetable.



For particular classes; if students notify of their absence at least 24h before the class, or less than 24h in case of force majeure.

### **Student Absence Policy**

If students go over the 10% absence limit for the total of their classes, the passing grade policy guaranteed by the centre will automatically stop applying to them.

### **Passing grades and exams**

Will have passed all students having obtained a grade equal to or higher than a 5 (five) out of a maximum of 10 (ten), as long as they have reached at least 50% of approval in the written part as well as the oral part of the exam. Assessment throughout the course will be continuous and done by the teacher. At the end of the course, students will have to sit compulsory exams.

Students have to sit exams on the dates indicated for their group.

If, for any reason, students cannot sit an exam at the stipulated date, they will be given the opportunity to resit it after the end of the course, at a date and time indicated by Academia Guiu. Students will have to request to do a resit at least 2 (two) working days after the original exam.

### **Certificates and statements**

After completing a course, students can obtain a free academic statement of course completion. Said document has to be requested by the student.



Students can also request other certificates and statements, all subject to payment of the corresponding fees. A document should be delivered within 5 (five) working days.

The centre will deliver certificates of achievement once students request it. They can be delivered in hand or by email depending on the student's preference. These certificates will only be given when the student has completed the agreed academic course and paid the total sum corresponding to said course.

### **Level tests**

Students who want to join a course corresponding to any module have to do a level test, whose results will determine the module and maximum level in which they can enrol. This test is valid for 6 (six) months.

In case students request to change levels, they will have to sit another test to ensure they have the required abilities to do so.

### **Students' personal belongings**

Students' properties (electrical vehicles, mobile phones, or any other devices) are not covered by any insurance, nor are they under the responsibility of Academia Guiu while being on the premises of the academy.

Personal belongings found by Academia Guiu's staff will be kept in the centre's secretary's office until the end of the course.

### **Course payment**

The cost of each course exclusively refers to the hours spent in class during the period indicated between the starting and finishing dates, regardless of the course duration. Other extra services



or materials requested by students are not included in this price. Compensation fees for additional services (complementary exams, course transfers, etc.) are not included either.

### **Forms of payment**

Each course has a set cost that has to be paid upon registration. It can be paid upfront or, if students request it, it can be split into monthly instalments.

Payment of the cost corresponding to a course can be done upfront or in instalments, by cash, by cheque, by credit or debit card, by bank transfer or deposit, following the conditions stated by Academia Guiu for each course.

Parties can agree to defer and split the payment of a course over time. As a consequence, from this moment the customer recognises owing Academia Guiu the value of said course, promising to pay it through monthly instalments until completion. For a payment in instalments, the first one has to be paid immediately upon registration; the others are due between the 1<sup>st</sup> and the 5<sup>th</sup> of each month.

For every group course, there will be a registration fee meant to cover administrative formalities, photocopies, and books.

### **Late payments**

If, for any reason, students cannot pay a bill to Academia Guiu on time, they will have to notify the centre by email in advance.

In case the customer has 2 unpaid bills, consecutive or not, Academia Guiu can demand payment for the total of the ongoing debt, as well as for the costs that the unpaid bills have caused.



## Dropping-out

Any drop-out during the course has to be communicated before the 20th of the month preceding the one during which the drop-out from the Academy becomes effective. It will only be possible at the condition of an important reason, which the student will have to explain and formally notify in an email addressed to [admin@academiaguiu.com](mailto:admin@academiaguiu.com)

Once the administration department of the Academy has been informed of the drop-out, the student will have to go to the centre to fill in the cancellation form provided by the Course Secretary ("Cancellation form").

Under no circumstances will the course fees be returned once the 7 working days with possible cancellation have passed.

## Consequences of dropping-out

In case of a drop-out from a course, the following measures apply:

The cancellation form has to be handed in by the student to Academia Guiu's secretary before the 20<sup>th</sup> of the month preceding the drop-out.

If students inform of their drop-out and complete the cancellation form after that date, they will stay registered for the remainder of the month and therefore will keep receiving notifications from the centre's administrative department.

In case of a drop-out from the centre, the registration fees meant for administrative procedures and materials will not be returned under any circumstances.



### **Other reasons for not attending a course**

In the event that a student would not be granted visa for reasons alien to Academia Guiu (i.e. issues in the required presentation of documents such as the accreditation of economic resources or proof of guardianship in Spain, or not presenting any document from the list sent by the Consulate), the whole amount of the course value will not be returned to the student. 25% will be used to cover administrative and return costs. Situations of force majeure can be exempted from this rule, if the situation is reliably accounted for.

### **Refunds**

In all cases mentioned in previous paragraphs, payment or refund obligations will be fulfilled at the end of the following month, by cheque or bank transfer.

Refund of the course and registration fees will be done immediately only if Academia Guiu cancels a course before its starting date (see section about Course cancellation). The refund will be done in cash or by transfer to the account number provided by the student.

### **Course cancellation**

Academia Guiu reserves the right to cancel immediately any course that has not started yet if there are not at least 3 (three) students enrolled in said course. Students enrolled in a course that gets cancelled can request to have their registration annulled. Solely in this case, the whole of the amount already paid by the student will be repaid, and Academia Guiu shall not be liable for any other type of compensation or indemnity. To be refunded, students will have to request, fill in, and return the normalised cancellation form to the Course Secretary. The refund will be done according to the time limit stated in paragraph 4.3 Refunds. Students who would rather be transferred to another course with a different timetable that suits them can request it in written form.



## Observations

Out of respect for classmates and teachers, and as not to cause interruptions, students are requested to be punctual, to turn off their phones or any devices that could disrupt the class, and not to smoke in the classrooms and other premises of the centre.

