

- **UCAM Español Institute**
Mazaya Business Avenue.
BB2 Tower, 39th floor, office 07. JLT

**Español
Institute
Dubai**

UCAM

Terms and Conditions

Academic Body:

All teachers of UCAM Español Institute are native Spanish speakers, certified as language instructors and screened by the Academic Body of UCAM University in Spain. Each group or individual student shall be assigned a teacher. The teacher shall remain the same until the end date of the course that the student has enrolled for.

Materials:

UCAM Español Institute shall provide all the materials to be used during the length of the course. Should the teacher use any method book; the student will have the chance to purchase or borrow it from UCAM Español Institute. Should the student borrows any material, a fee of AED 100 shall be charged and reimbursed when the student returns the material borrowed in the same good conditions as when received it. If the student loses or gives back the material in bad conditions, UCAM Español Institute shall bear the right to not to refund the amount of AED 100.

Schedule:

The student shall be offered prior start date of the course a schedule, together with the syllabus of the course. The teacher might punctually reschedule a lesson prior notification of 48h in advance should there is any emergency, provided that all the students agree on that. Should there might be any disagreement on the rescheduling time, the coordinator shall punctually provide a substitute teacher for the group. In all cases, the schedule is fixed and nor the teacher or students shall modify it without the consent of the Academic Coordinator.

Certification:

Should the student desires to obtain an UCAM-certified diploma at the end of the course, the student must have attended to 80% of the lessons and obtained a pass in the final evaluation test. The student must claim the certificate at the end of the course. If the student continues studying in the following levels, the diploma will be handed at the end of the academic year or when the student stops studying at UCAM.

Final test:

At the end of each course, the assigned teacher shall prepare a test to evaluate the level of the student and those who proof the understanding of the language and have shown a regular attendance shall receive a certificate. UCAM sets a recovery date for students who cannot attend to the exam with a justified reason. If the appointed rescheduled date is not convenient for the student, he/she may reschedule the exam again at an additional cost of 200 AED.

Missing a lesson:

UCAM does not recommend students to miss lessons. If a student misses a lesson it is his/her responsibility to ask the teacher in advance or after about the content covered. If the student misses several lessons on a row, UCAM can offer a private tuition class that will have an extra charge of 180AED/h. Nevertheless, the content of the course is balanced so that the students have the chance to review and practice along the classes. Within the 30h, there is always one lesson before the test allocated for a full revision of the course.

Payment of fees:

The course fees shall be settled before the starting date. UCAM Español Institute will apply an AED 150 enrolment fee. Please, request your invoice to the administration department for any payment made at UCAM Español Institute.

Reimbursement of the fees:

UCAM Español Institute will not reimburse any payment fees once a student is enrolled in any program. Upon any emergency of the student, UCAM Español Institute shall issue a voucher for any future course of the student's interest within the next 6 months.

Photography and videotape:

I accept UCAM Español Institute, DMCC to punctually take photos or videotape me or any lesson where I might appear and to use, reproduce and / or publish the photographs or videos in UCAM Español Institute official website, the Facebook page of the institution or any other publication, without any compensation.

If you do not agree with this clause, please kindly inform the administration department.

The present conditions shall be in force until the end of the academic year and shall not be amended, provided the fees of the institute vary during this period of time.