

# Student Guarantee Terms and Conditions



For the purposes of this clause the following terms have the following meanings:

<b>Entry Level</b>	Means the level of English you start your course with, as agreed with you on or around the first day of your course and recorded as your entry level on My Embassy English Student Dashboard
<b>Study Plan</b>	Means the expected improvement in your English over the duration of your course to go from the Entry Level to the Target Level as recorded on My Embassy English Student Dashboard
<b>Target Level</b>	Means the level of English you will aim to finish your course with (taking into account your Entry Level and chosen course), as agreed with you on or around the first day of your course and recorded as your target level on My Embassy English Student Dashboard

**1.** Subject to clause 2. below, if on your final assessment you do not achieve your Target Level agreed at the start of your course, you will be entitled, at your option, to either:

**1.1** a refund of a proportionate amount of your tuition fee calculated from the date your English level was last below your Study Plan until the end of your course;

or

**1.2** additional lessons at no additional tuition cost until you achieve your Target Level agreed at the start of your course (subject to you having a legal right to continue your studies).

**2.** The options set out in clause 1. shall only apply if and when the following apply:

**2.1** your course is either the Standard or Intensive General English course for at least 12 consecutive weeks,

**2.2** your attendance at classes is 95% or higher,

**2.3** you have completed all homework assignments on time,

**2.4** you have completed all weekly unit reviews,

**2.5** you have completed all tests on time as part of your Study Plan,

**2.6** you have taken advantage of all additional support that may have previously been offered to you where your English has been identified as behind your Study Plan; and

**2.7** not more than seven days have elapsed since your final assessment being communicated to you.