

GENERAL TERMS AND CONDITIONS OF ADMISSION OF ADULT LEARNERS

1. INTRODUCTION

This agreement stipulates the terms and conditions, governed by the law of England and Wales, upon which a place has been offered to you. Once you have accepted a place, you agree to be legally bound by these terms and conditions. COA International Ltd is a limited company registered in England and Wales under company number 12688382, whose registered address is Office 4, 18 King Street, East Grinstead, West Sussex, RH19 3DJ.

2. RECORDING OF LESSONS

It is a policy of COA International to record all academic lessons. We believe this is in the best interest of all students, teachers, tutors, course instructors and parents. All recorded classes are securely stored on our servers. Recorded lessons will only be shown to students who were enrolled in a course at the time of a lesson, or to COA International staff.

3. EXAM RESULTS

You give COA International permission to contact any examination centres where you had sat the examination and request the examination results be released to COA International.

4. PROVISION OF EDUCATION

COA International shall endeavour to do all that is reasonable to provide a suitable educational environment for every student.

Because we have students living in different time zones, the group lessons will be scheduled between 7:00 and 20:00 from Monday to Saturday. We do not offer any flexibility regarding group lessons.

One-to-One lessons will be scheduled at such times as are mutually convenient for both the Student **and** the Teacher.

Although we strive for excellence in the educational advancement of our students, COA International cannot guarantee that the student will achieve their desired examination results or that results will be sufficient to gain entry to other educational establishments.

COA International does not currently handle the administration of examinations. Therefore, students are required to register as a private candidate. It is the responsibility of students to find an examination centre, to meet the deadlines for registration and to cover all costs incurred by taking the examinations.

5. FEES AND ADMISSION

Registration Fee and Deposit

Students may be registered at any time. A non-refundable 100 GBP registration fee is payable upon application for a place at COA International. Acceptance is by approval of the Headmaster. Students are then asked to pay an entrance deposit of 500 GBP to reserve a place (no deposit needed for One-to-One tutoring only). When the student leaves COA International, the deposit will be refunded less any sum outstanding to COA International at that time.

Payment of fees (excluding One-to-One Tutoring)

COA International fees can be paid annually, termly or monthly but each has its own conditions and arrangements.

1. **Annually** – the fee is paid before Term starts and covers the whole academic year from September until the end of July.
2. **Termly** – there are three Terms in the year.

Autumn Term is September, October, November and December.

Spring Term is January, February, March.

Summer Term is May, June, July.

Termly fees have to be paid on the first day of the Term.

3. **Monthly** – payments of monthly fees have to arrive in the bank account of COA International on the first day of every month. There are ten payments per year from September to June. The annual fee is divided by 10. It is then billed accordingly. Students need to understand that their payments are not payments for a month's



teaching at COA International, but a ten monthly division of the full annual fee and that sometimes their payment will fall due when the student is not actually studying at COA International (for example, when the student is on Holidays).

One-To-One Tutoring

One-To-One Tutoring is charged by the academic hour (50 min). Payment for agreed hours must be made one month in advance.

Late Fee Charges

The COA International's policy is that payment of fees is necessary before Academy services can be delivered and late charges will be imposed if payments are not received as agreed, whether termly, monthly or annually.

- a) A late fee charge of 50 GBP will also apply immediately if fees are not paid at the correct time.
- b) Subsequently, a late fee equal to 2% of the amount owed will be charged after seven days and every calendar month after that until payment is received in full.
- c) If the default continues to occur on monthly payments, the monthly payment arrangement will be withdrawn, and only termly payments will be allowed.
- d) If the default is more than ten days, the student will not be permitted to join online lessons until the late amount is paid.

Suppose an arrangement is not made with a student satisfactory to the COA International within one month. In that case, the COA International reserves the right to take legal action to recover the debt.

Refunds

If you decide to leave us before you attend your first lesson, you will receive a full refund of tuition fees. (The 100 GBP enrolment fee is non-refundable.)

The first month is considered to be a trial month, and you can leave us any time within the first month of studying with us. In this case, no advance notice required. If you decide to

leave us within the first month, the fees paid for the remaining unattended lessons will be refunded. No fees will be refunded for the lessons you have already attended in the first month of studying with us.

If you decide to leave us after the first trial month, we require a full term's notice in writing on or before a term's first day to qualify for withdrawal at the end of that term.

If a student attends One-to-One Tutoring lessons only, one month notice of intention to withdraw a student from COA International must be given in writing to the Headmaster; otherwise, a full month's fee will be charged.

Change of fees

COA International reserves the right to alter the fees from time to time. Notice of alteration will be given not later than one month before the first day of the Term for which they are payable.

6. WITHDRAWAL OF STUDENTS

- a) One full Term's notice of intention to withdraw a student from COA International must be given in writing to the Headmaster; otherwise, a full Term's fee will be charged (this is not applicable to the first month of studying with us, which is considered to be a trial month). This means that notice must be given before the first day of a term for withdrawal at the end of that Term. For any notice given mid-term, the Term's notice period will begin on the first day of the next full Term.
- b) The Headmaster reserves the right to request the temporary or permanent withdrawal of any student if satisfactory standards of work or conduct are not maintained, or for any other reason at the Headmaster's discretion, without remission of Academy's fees. The order of the Headmaster shall be final, and concerning this order, there is no right of appeal or right to administrative review.
- c) No reduction or remission of Academy fees is given in the case of absence. Should circumstances arise beyond our control whereby the student becomes unable to attend



live online lessons, COA International will be entitled to retain all fees already paid, and to recover those not already paid in full.

- d) If a student attends One-to-One Tutoring lessons only, one month notice of intention to withdraw a student from COA International must be given in writing to the Headmaster; otherwise, a full month's fee will be charged.

7. PROMOTION

From time to time, COA International publishes brochures and other information about the COA International, which may contain recordings of live online lessons, photographs of students or examples of student's work. Similarly, audio-visual promotional materials are occasionally made by COA International or agencies invited in by COA International. You agree to such publications and/or productions unless COA International is specially notified to the contrary in writing. This includes publications or displays on the internet.

8. ATTENDANCE

COA International is a private online Academy. In principle and practice, we consider that a student's education is of paramount importance and should not be compromised in any way in the best interest of the student. To this end, we set the policy to align with this statement, especially concerning attendance, term times and holidays.

The reason for this strict policy relates directly to the emphasis which COA International as a private and independent academy places on the education of each student, as stated above.

School Calendar

At the beginning of each academic year, the Academy issues a calendar to students, staff and teachers indicating the start and end dates of each Term and half Term in the academic year. Students have a responsibility to ensure that the dates of the calendar are adhered to and that the quality of their education is not, therefore, adversely affected by official academy days being missed for any reason.

The academy calendar allows for approximately 15 weeks per year when a student is not expected to attend live online lessons. It is during these 15 weeks outside Academy's Term

time that holidays and other family events should be scheduled so as not to cut into official Academy's Term dates. This emphasis also includes the discipline of logging in on time to attend live online lessons and leaving on time at the end of live online classes.

Procedure for dealing with requests for authorised absences during Term Time

Authorised absence from online lessons can only be granted by the Headmaster. Any student requesting an absence will need to email the Headmaster and explain the reasons for their request. The Headmaster will consider if an authorised absence is justified and decide how long the absence should be.

The Academy intends to deliver as high a standard of education as possible to each of its students. As absence can significantly undermine the quality of a student's education, the Academy reserves the right, per its terms and conditions, to charge an extra fee for the additional work that may need to be put in by its staff in order to compensate for time missed by a student. Therefore, except for sickness, if students are not attending live lessons without authorisation, the matter will be addressed as a violation of this policy and will be dealt with as follows:

A fee of 50 GBP per day of absence per student will be charged.

Health

If a student is absent from live online lessons or not submitting the work assigned to them by the deadline set by their teachers for illness or some other valid reason, the student is to inform the Academy immediately by contacting the Student Administrator.

Students are expected to ensure that they have had sufficient sleep and a proper breakfast/lunch/dinner each day before attending live online lessons.

9. APPOINTMENTS WITH THE HEADMASTER

The Headmaster welcomes consultation with students on any Academy's matters. The request for an appointment must be sent by email directly to the Headmaster:

head@cambridgeonlineacademy.com

10. ADDITIONAL SUPPORT

If the student is behind or has missed vital work, the student will be informed that a fee will be charged for any additional one-to-one support required.

11. HOMEWORK

It is important to understand that the COA International operates on the basis of home-schooling. This means that students are expected to study independently at home by reading textbooks, taking notes, doing exercises assigned by the teachers, etc. The Academy provides two live lessons per week just to support students and answer any questions they might have when studying independently. The whole responsibility for academic progress lies on students. Although we strive for excellence in the educational advancement of our students, COA International cannot guarantee that the student will achieve their desired examination results or that results will be sufficient to gain entry to other educational establishments.

It is expected that you do any homework assigned by your teacher as part of working with the Academy to achieve academic progress for you.

12. STUDENT CODE OF CONDUCT

It is our goal to instil in each student respect and responsibility. All students of COA International have the right to learn in a safe environment which is stimulating and rooted in mutual respect. An essential objective of COA International is to develop and maintain a positive, purposeful, safe and secure online learning environment, personal pride, and academic success.

Virtual Classroom Conduct

For an online lesson to be educationally effective, all students should abide by the following rules of etiquette:

- Students' oral and written communications must be free of any offensive language, or any form of bullying;
- Students must respect the opinions of their classmates, teachers or course instructors and if they feel the need to disagree, they must do so respectfully;

- Students must abide by the rules established by their teachers or course instructors.

Students who violate the virtual classroom conduct rules will be warned by the teacher or course instructor to correct the behaviour. They may be prohibited from communication with classmates for the rest of the online lesson or longer, depending on the infraction.

Suppose a student has been repeatedly disciplined in a virtual classroom. In that case, the student may receive read-only privileges in the virtual classroom for the rest of the Term or until the teacher or course instructor deems it appropriate to restore privileges to the student. While students are in live teacher-led lessons, all chat and audio student interactions are considered “privileges”.

13. CONFIDENTIALITY

We understand the importance of student privacy, and it is entrusted that any publication, including photographs, videos and other posts by COA International on our website or social media will be in the best interests of students. By agreeing to our Terms and Conditions, you give consent for you to appear in recorded lessons if you choose to use the microphone or webcam feature of the virtual classroom. Other students of COA International may view these recorded lessons; however, they will not be shared externally.

14. INTERNET SECURITY

COA International will take all reasonable steps to ensure that a student uses the facilities of the COA International platform for appropriate purposes. However, in case of any misuse, a student will be held accountable. Deliberate misuse will be treated as a breach of COA International rules of conduct which may result in the expulsion of a student from the Academy.

15. USERNAME, PASSWORD AND STUDENT EMAIL ACCOUNT

You will be issued with your own email address and the password for academy-based subjects. You must use this email address as your username to login into our online learning platform. To help protect you against online threats such as phishing emails, computer

viruses or unsolicited emails from sources outside the Academy, the email address given to you will be made up of letters and numbers.

Just like being at a traditional educational institution, your behaviour online must be of a standard expected by COA International. As such, there is a zero-tolerance policy on:

- The use of inappropriate language or typing inappropriate words;
- Any form of abusive language, intimidation, threats or bullying;
- Attachment of inappropriate video or audio files or pictures;
- Linking to inappropriate sounds, videos, images or offensive websites.

To monitor the email systems, we have very robust security tools; therefore, any inappropriate activity or bad behaviour will be immediately detected and reported.

The email account given to you must be used only whilst you attend COA International, and no one other than yourself must use or access it. The email account should only be used as directed by the teacher or course instructor and not be shared with anyone outside the Academy. If the email address is to be used at home, then your home computer must have adequate antivirus protection installed.

16. STUDY ENVIRONMENT

It is your responsibility to ensure you have access to an appropriate location from which to study. COA International is not responsible for the home (or any other) study environment. Students are responsible for ensuring that any needed materials such as textbooks are purchased as required and that they have access to the correct technology and internet.

It is your responsibility to ensure that you attend online lessons. In the case of poor internet connection or any issues with the device that the student is using, no refunds will be given.

If you are unable to attend a live lesson, you must notify the Student Administrator. If a student misses a live class, they are expected to watch the recording of that lesson at a later date.

17. CANCELLATION OF LESSONS

At least 24-hour notice is required to cancel a scheduled One-to-One Lesson, otherwise the full fee for a cancelled lesson will be charged.

Lessons that are cancelled due to the fault of the COA International (e.g. staff illness, system break down, etc.) will be made up in the form of individual work for students or recorded lesson. COA International does not offer refunds for cancelled classes that are supplied with one of the provisions listed above.

To continue the provision of lessons, COA International reserves the right to make changes to the timetable.

18. CHANGING ENROLMENT

Adding a subject

If you choose to add a subject, the request must be sent by email directly to the admission team: admissions@cambridgeonlineacademy.com

Dropping a subject

One full Term's notice of intention to drop a subject must be given in writing to the Headmaster; otherwise, a full Term's fee will be charged. This means that notice must be given before the first day of a Term for withdrawal at the end of that Term. For any notice given mid-term, the Term's notice period will begin on the first day of the next full Term. Payment information will be changed accordingly. A student may drop a subject during term time; however, no refunds will be given. This does not apply to the first month which considered to be a trial.

19. STUDENTS WITH SPECIAL EDUCATION NEEDS OR DISABILITIES (SEND)

As an online school, we expect our students attending our group lessons to primarily study at home on their own as independent learners. Therefore, the two classes per week are there just to support them with home-schooling.

Our online group lessons are not designed to support SEND students. Therefore, if any SEND student wants to enrol with us, we can only offer One-to-One lessons to such student. This is to ensure each SEND student has an individual teaching approach and receives extra or



different help from that given to other students their age. If there is any indication that a student might be a SEND student, only One-to-One lessons will be offered. Acceptance is only by the final approval of the Headmaster.

I confirm that if I am not a fluent English speaker, I have had these Terms and Conditions fully translated so that I can sign that I will abide by them. I understand that my acceptance into COA International is entirely conditional upon all these regulations being adhered to. I have read and understood the regulation printed here, and I agree to abide by them.

Student

COA International

Date Reviewed	Approved By
01 of February 2021	Headmaster
28 of December 2021	Headmaster