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SpanishWorld

HONG KONG

SPANISH WORLD
HONG KONG

STUDENT MANUAL 2018



Instituto Cervantes

Centro Acreditado

Student Manual: Spanish World Hong Kong Policies and Regulations

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2018

I. Introduction

If you have recently become a student of Spanish language, we congratulate you for your exploration journey: You just have connected with over 400 million people and more than 20 countries. How enticing that is!

Learning a new language is very much like traveling, it's a journey, it's exciting and fun, and it's hard sometimes when you struggle, but it is always worthwhile.

We feel delighted you have chosen us, Spanish World Hong Kong, as your Spanish language guide. Here we care about our students and we care about quality, in teaching and in many other aspects, reason why we have recently earned the **Instituto Cervantes** Accreditation Quality Seal, the only internationally recognized seal in the World in terms of Spanish Language Excellency. In all China there are only 2 Accredited Cervantes centers and we are one of them, and first and only one in Hong Kong. If you want to learn more about Instituto Cervantes and The Cervantes Accreditation Seal please visit: http://acreditacion.cervantes.es/estudiantes/que_es_en.htm

We feel excited about your journey and hope to grow with you. We aim at using a methodology as communicative as possible which means Spanish will be center stage as much as it is possible. No methodology is perfect and success without the input of the student is just not true.

Remember you are a student: You Study! ☺

Welcome to Spanish World HK family! Happy Year of the Rooster to you all!

Saludos,

Gonzalo Perez
Director General

And the whole team from Spanish World Hong Kong

The contents of the manual are subject to change from time to time at the sole discretion of Spanish World Hong Kong Ltd., and from time to time updated information may be distributed regarding policy and regulation changes online or offline.

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II. Academic Calendar 2018

Centre, School & Library Class (No class)	Date
New Year's Day	01 Jan
Chinese New Year	16 Feb – 19 Feb
Good Friday	30 Mar
Holy Saturday	31 Mar
Easter Monday	02 Apr
Tomb Sweeping Day	05 Apr
Labour Day	01 May
Buddha's Birthday	22 May
Dragon Boat Festival	18 Jun
HKSAR Establishment Day & Day' Observed	01 Jul – 02 Jul
National Day of the People's Republic of China and Day Observed	01 Oct
Chung Yeung Festival	17 Oct
Christmas Holiday	25 Dec – 26 Dec

Important Time	Date
Feb Peak Season (Holiday Student)	12 – 19 Feb
Easter Peak Season (Holiday Student)	12 Mar – 14 Apr
Open Day	TBC
Summer Break Peak Season (Holiday Student)	27 May – 14 Jun
Summer Peak Season (Holiday Student)	13 Jul – 31 Aug
Autumn Peak Season (Holiday Student)	14 Oct – 29 Oct
Winter Peak Season (Holiday Student)	16 Dec 2018 – 06 Jan 2019

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III. Contact

III. i. Office and School Address

Room 404 4/F, Lap Fai Building
6-8 Pottinger Street, Central, Hong Kong
www.spanishworldhk.com
https://www.facebook.com/spanishworldhk

III. ii. Office Hour; School Hour; Library Opening Hour; Projection Room Opening Hour

Regarding the opening hour of Spanish World Hong Kong Office, School and Library opening hour under inclement weather conditions are stated on P.14.

Office Hour: Monday to Friday, 9:30am – 6:30pm;
Saturday, 9:00am – 6:00pm
Sunday: 9:00am-6:00pm

During the said period, enrollment, course enquiry and consultation service are provided.

*Closed as if shown at Student Manual P.5 – Academic Calendar 2018

Class Hour: Monday to Friday, 9:30am – 9:30pm;
Saturday: 9:30am – 8:30pm
Sunday: 9:30am – 6:00pm

During the said period, Spanish classes are provided to students who have scheduled in advance.

*Closed as if shown at Student Manual P.4 – Academic Calendar 2018

Library Open Hour: Monday to Wednesday & Friday, 10:00am – 4:00pm;
Thursday, 10:00am – 2:00pm; Sunday, 10:00am – 5:30pm

During the said period, Spanish World Hong Kong Students can use the material and study inside. *Closed as if shown at Student Manual P.4 – Academic Calendar 2018

** Except library closing day or public holidays, libraries will be closed during peak season.

Projection Room Open Hour: Monday to Wednesday & Friday, 10:00am – 4:00pm;
Thursday, 10:00am – 2:00pm; Sunday, 10:00am – 5:30pm

Students need to book the room via administration in advance.

III. iii. Academic Consultation Time

If students would like to seek advice, they are welcomed to schedule a meeting with our course coordinator/ kid academic coordinator via administration in advance.

III. iv. Email Address

For enquiry: info@spanishworldhk.com

For payment and course details: admin@spanishworldhk.com

For complaint: grace@spanishworldhk.com; gonzalo@spanishworldhk.com

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IV. Course Information

IV. i. Course type, Tuition Fee and Class Size

Spanish World Hong Kong offers course in accordance to students' age, need and Spanish level.

Spanish Course	Suitable for Students	Tuition Fee	Class Size (Minimum – Maximum)
Regular Student			
*Spanish Playgroup	3 – 5 years old	HKD295/ Lesson (60 minutes)	4 – 6 students/ class
*Spanish for Kids	6 – 9 years old	HKD405/ Lesson (90 minutes)	4 – 8 students/ class
*Spanish for Teens	10 – 16 years old	HKD405/ Lesson (90 minutes)	4 – 12 students/ class
*Spanish for Adults/ evening course	18 years old or above	HKD3,800/ 12 Lessons (1440 minutes)	4 – 12 students/ class
Private Spanish	have private classes	HKD490/ 60 minutes for classes ended before 4pm and on Mon – Fri; HKD590/ Hour for classes ended after 4pm or at any time on Saturday & Sunday	1 student/ class
Private Spanish	have private classes	HKD390/60 minutes / Student	2 students/ class
Private Spanish	have private classes	HKD325/ 60 minutes / Student	3 students/ class
Special Student			
Private Spanish for Holiday Student	only have classes during peak season	HKD590/ 60 minutes	1 student/ class
Private Spanish for Holiday Student	have private classes	HKD390/ 60 minutes / Student	2 students/ class
Private Spanish for Holiday Student	have private classes	HKD325/ 60 minutes/ Student	3 students/ class
Private Spanish for Holiday Student	have private classes	HKD270/ 60 minutes / Student	4 – 12 students/ class
Catch-up lessons for evening students	Miss a regular class and would like to cover the content missed with a private class	HKD310/ 60 minutes on top of the tuition fee paid for the evening course	1 student/ class
Summer Course	Subject to details of the said year summer course		

Classroom would also affect the class size. Please refer to the maximum capacity sign in each classroom.

**Please refer to calendar on P.5.

Inquiries regarding the number of students enrolled in a class are considered internal administrative information and will not be entertained. Spanish World Hong Kong reserves the right to cancel the courses in the event where there are less than the numbers of students required to open the class.

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IV. ii. Course Level

SPANISH WORLD HK CURRICULUM STRUCTURE (Students aged from 3 to 6)				
Spanish Playgroup				
Level/ Hour	Correspondence level	Course	Material	Unit
108 hours	Conection to the language	Playgroup	Material Prepared by Spanish World Hong Kong	1
				2
				3
				4
				5
				6
				7
				8
				9

SPANISH WORLD HK CURRICULUM STRUCTURE (Students aged from 6 to 8)				
Spanish for Kids				
Level/ Hour	Correspondence level	Course	Material	Unit
A1/ 75 hours	A1 Breakthrough	K1	Colega 1	1
			Colega 1	2
			Colega 1	3
			Colega 1	4
			Colega 1	5
A1/ 75 hours		K2	Colega 2	1
			Colega 2	2
			Colega 2	3
			Colega 2	4
			Colega 2	5
A1/ 75 hours	A2 Waystage	K3	Colega 3	1
			Colega 3	2
			Colega 3	3
			Colega 3	4
			Colega 3	5
A1-A2 / 75 hours		K3.2	Colega 3	1
			Colega 3	2
			Colega 3	3
			Colega 3	4
			Colega 3	5

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SPANISH WORLD HK CURRICULUM STRUCTURE (Students aged from 8 to 10)				
Spanish for Kids				
Level/ Hour	Correspondence level	Level	Material	Units
A1/75h	A1 Acceso	KI.1	La Pandilla 1	1
			La Pandilla 1	2
			La Pandilla 1	3
			La Pandilla 1	4
			La Pandilla 1	5
A1/75h		KI.2	La Pandilla 2	1
			La Pandilla 2	2
			La Pandilla 2	3
			La Pandilla 2	4
			La Pandilla 2	5

SPANISH WORLD HK CURRICULUM STRUCTURE (Students aged from 10 to 14)					
Spanish for Teens					
Level/ Hour	Correspondence level	Level	Material	Unit	Official Exam
A1/ 49.5 Hours	A1 Breakthrough	L1	Mira 1	1 & 2	DELE Escolar A1
		L1	Mira 1	3 & 4	
		L1	Mira 1	5 & 6	
A1/ 54 Hours	A1 Breakthrough	L2	Mira 2	1	
		L2	Mira 2	2, 3, 4	
		L2	Mira 2	5 & 6	
A1-A2/ 117 Hours	A2 Waystage	L3	Listos 3 (rojo)	1.0, 1.1, 1.2, 9.1, 2.0,2.1, 2.2, 2.3, 6.1.	DELE Escolar A2/ IGCSE
		L3	Listos 3 (rojo)	5.0, 5.1, 3.4, 3.5, 5.2, 5.3, 5.4, 5.5.	
		L3	Listos 3 (rojo)	1.3, 1.4, 4.3, 4.1, 4.2, 4.4, 4.5, 7.1, 7.2, 7.4, 7.5.	
		L3	Listos 3 (rojo)	7.3, 3.3, 6.4, 9.2, 6.5, 8.1, 8.2, 8.3, 8.4.	
		L3	Listos 3 (rojo)	6.2, 6.3, 10.1, 10.2, 10.3, 10.4.	

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SPANISH WORLD HK CURRICULUM STRUCTURE (Students aged from 14 to 17)					
Spanish for Teens					
Level/ Hour	Correspondence level	Level	Material	Unit	Official Exam
A1/ 72 hours	A1 Breakthrough	T.A1.1	Club Prisma A1	1 & 2	DELE ESCOLAR A1
		T.A1.2	Club Prisma A1	3 & 5	
		T.A1.3	Club Prisma A1	6, 7, 8	
		T.A1.4	Club Prisma A1	4 & 8	
A2/ 120 hours	A2 Waystage	T.A2.1	Club Prisma A2	1 & 2	DELE ESCOLAR A2/ DELE A2/ IB AB INITIO
		T.A2.2	Club Prisma A2	3 & 4	
		T.A2.3	Club Prisma A2	5 & 7	
		T.A2.4	Club Prisma A2	6 & 8	
		T.A2.5	Club Prisma A2	9 & 10	
SPANISH WORLD HK CURRICULUM STRUCTURE (Students aged 18 or above)					
Spanish for Adults					
Level/ Hour	Correspondence level	Level	Material	Unit	Official Exam
A1/ 96 hours	A1 Breakthrough	A1.1	Ele Actual 1	1, 2, 3,4 & 5	DELE A1
		A1.2	Ele Actual 1	6, 7, 8 & 9	
		A1.3	Ele Actual 1	10 & 12	
		A1.4	Ele Actual 1	13 & 14	
A2/ 120 hours	A2 Waystage	A2.1	Prisma A2	1, 2, 4	DELE A2
		A2.2	Prisma A2	3 & 5	
		A2.3	Prisma A2	7, 8, 9	
		A2.4	Prisma A2	6 & 9	
		A2.5	Prisma A2	10, 11, 12	
B1/ 172 hours	B1 Threshold	B1.1	Aula Internacional 3	1 & 2	DELE B1
		B1.2	Aula Internacional 3	3 & 4	
		B1.3	Aula Internacional 3	5 & 6	
		B1.4	Aula Internacional 3	7 & 8	
		B1.5	Aula Internacional 3	9 & 10	
		B1.6	Aula Internacional 3	11 & 12	
B2/ 192 hours	B2 Vantage	B2.1	Aula Internacional 4	1 & 2	DELE B2
		B2.2	Aula Internacional 4	3 & 4	
		B2.3	Aula Internacional 4	5 & 6	
		B2.4	Aula Internacional 4	7 & 8	
		B2.5	Aula Internacional 4	9 & 10	
		B2.6	Aula Internacional 4		

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C1/ 224 hours	C1 Advanced	C1.1	Nuevo Prisma C1	1 & 2	DELE C1
		C1.2	Nuevo Prisma C1	3	
		C1.3	Nuevo Prisma C1	4 & 5	
		C1.4	Nuevo Prisma C1	6	
		C1.5	Nuevo Prisma C1	7 & 8	
		C1.6	Nuevo Prisma C1	9 & 10	

*The number of learning hours mentioned above is the estimated one which might be affected by student's attendance and performance.

IV. iv. Spanish Placement Test

Students (aged 6 or above) who have learnt Spanish before taking any courses in Spanish World Hong Kong, they are required to take a placement test which will be held by academic coordinator. Students need to fill in a registration form for placement test which details his/ her learning Spanish history. Upon receiving the placement test form, Spanish World Hong Kong administration will send a confirmation email and time settled for the test. Kid students will be evaluated by kid academic coordinator while teen and adult students will be evaluated by academic coordinator.

The placement test result would be sent within 7 working-days via email from Spanish World Hong Kong administration (excluding Saturday, Sunday & Public Holiday). The result will detail the current Spanish level of the student and the course suitable for the student. The test result has a validity period of 6 months. Placement test taken over 6 months ago will be considered invalid. Students need to arrange another placement test to assess the current level.

The placement test is free of charge and students who take the placement test do not have the obligation to enroll into any of the Spanish World Hong Kong course.

*For student who is 3 – 5 years old, given the difficulty to assess the student's level in a test. Paid trial lesson will be offered to the student, according to the length of learning for students. After the trial lesson, teacher and parents will feedback whether the group is suitable for the student. Please note that there is a possibility of group not suitable for the student.

The placement test record will be kept in accordance with the Privacy Policy of Spanish World Hong Kong. Please see P. 25 - 26 for more details.

V. Enrollment and Tuition Payment

V. i. Enrollment Process

A registration form together with tuition fee of the course has to be settled and submitted to Spanish World Hong Kong on or before the deadline of the course enrollment. (The deadline of course enrollment is listed on the course information given to students.)

*Please note that enrollment without payment is considered invalid. No administration fee is needed for the enrollment.

Enrollment is on a first-come-first-served basis. Reservations are not honored. No transaction may be made through phone calls. Receipt will be sent via email or printed and given in person in Spanish World Hong Kong to the student.

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The enrollment record will be kept in accordance with the Privacy Policy of Spanish World Hong Kong. Please see P. 26 - 26 for more details.

V. ii. Tuition Payment, Discount, Invoice and receipt

Regular student need to settle the tuition fee calendar-monthly. Students will receive an invoice via email every calendar month before the first date of the class. Students should settle the tuition fee together with the material fee stated on the invoice (if any) on or before the first date of the class. On the invoice, the following details would be included:

- Student Name, Course Code, Course details, class schedule and remarks (if any)

In case of 1) any mistake on the invoice or 2) any change on course details, students should inform Spanish World Hong Kong administration via email, in person or by phone during office hour. A revised invoice would be sent to students after the change.

Regular Students (excepting for evening students and private students) can cancel or be absent from 1 class ONLY every calendar month. This onetime per month absence will not be charged and thus can be credited for next month invoice (i.e. deduction from next month invoice). If a student misses more than one class per month for whatever reason there will NOT be any further credit. Student or Parent should inform Spanish World Hong Kong Administration in case of absence.

Payment Method:

1. Cheque should be made payable to **Spanish World HK Ltd.** and please send to “ Room 404, 4/F, Lap Fai Building, 6 – 8 Pottinger Street, Central, HK “ ;

2. Bank Transfer to:

Bank: **HSBC**

Account Name: **Spanish World HK Ltd.**

Account No.: **178-759163-838**

Swift Code: **HSBCHKHHHKH**

HSBC Bank Code: **004**

HSBC Branch Code: **178**

** Please send the **copy of deposit slip** for Spanish World HK reference, fax: 3105 2231;

email: info@spanishworldhk.com **

3. Cash Payment during Office Hour

Monday – Friday: 9:30am – 6:30pm

Saturday: 9:00am – 6:00pm

Sunday: 9:00am -6:00pm

Only FULL payment of the course fee is accepted. Payment is on a first-come-first-served basis.

Upon receiving the tuition fee, receipt will be issued either via email or printed and given in person to the student within 1 month. However, if the course is not confirmed, the receipt will not be issued to students. A confirmation email will be sent to confirm that such a payment is received.

Course Discount

1. Spanish World Hong Kong Facebook fanpage member 30% off on evening course/ adult course
Students may enjoy a 30% off on tuition fee for evening course/ adult course if they are Spanish World Hong Kong Facebook fanpage member:

To enjoy discount, please login Facebook and follow the below steps:

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1. like our page at <http://www.facebook.com/SpanishWorldHongKong?v=wall>
 2. Add us as friend at <http://www.facebook.com/spanishworldhk>
 3. Send us your Facebook username to admin@spanishworldhk.com
3. Spanish World Online survey voucher holder – HKD100
 Students who hold the online survey voucher with the email address registered on the online questionnaire could get a HKD100 discount on tuition fee (one-off). The deadline is 31 May 2018.

3. Companion Offer:

Spanish World Hong Kong current students may enjoy a one-off discount on tuition fee (once) if they refer someone to join Spanish World Hong Kong course *the discount will be given after the payment of the referrer is settled in FULL. The referrer can enjoy a 15% off discount on first month tuition fee.

Current student can enjoy

Number of students referred	Discount that the current student can enjoy
1	15%
2	25%
3	35%
4	50%
5	1 month tuition FREE!

**The maximum discount for Evening student/ adult group student & holiday student is HKD400.

4. Spanish Chamber Amigo Card holder 10%
5. Native Spanish 10%
6. International Passengers from Hong Kong flying with Turkish Airlines to Spain or who presents a valid boarding pass during 2016 to Spanish World HK can enjoy 20% discount for the following courses:
 - Spanish for Adult Groups
 - Spanish for Travelers
 - Spanish for Teens
 - Spanish for Kids
 - Spanish for Playgroup
 - Private Spanish
 - Private Spanish for Holiday Students
7. Students who join any of Spanish World HK courses within 2 months after taking the placement test can get a HKD100 discount off on tuition fee. (*Not application to current students)

V. iii. **Reimbursement/ Withdrawal/ Retention**

Fee paid is not refundable unless the enrolled course is 1) full or 2) cancelled by Spanish World HK. Withdrawal/Retention of course fee will only be allowed 1 week before the commencement date of the course. Students need to submit a written request to Spanish World Hong Kong administration via email (info@spanishworldhk.com or admin@spanishworldhk.com) or by post. An administration fee of HK\$100 will be charged per course in case of withdrawal/Retention of course fee. Spanish World Hong Kong will inform student whether such request is approved. Refund will be made via cheque and the refund cheque will be ready for students to collect in person or with a representative with 1 month upon accepting the request.

There will be no withdrawal/retention after the commencement of the term. Fees paid are not refundable regardless of whether students have attended class or not.

Change of class: Written request for change of class (*Not applicable to change because of change of level) is allowed before the commencement of the term with an administration charge of HK\$100 per course, subject to vacancy. Thereafter no further changes will be allowed.

In case of any dispute, Spanish World Hong Kong reserves the final right of decision.

Non-used Material

Students may ask for full refund of any non-used material purchased from Spanish World Hong Kong. Students need to present the receipt of the material (purchased from Spanish World Hong Kong within 1 year of purchase). The refund will be arranged by cash and students need to sign an acknowledgement receipt.

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Material	Price
Colega 1/2/3 - Curso de Español Lengua Extranjera - Libro del alumno & Cuaderno de ejercicios	\$ 260
a La Una, a las dos, a las tres (1/2/3)	\$ 225
Risas y sonrisas Spanish program for Kids	\$ 450
¡Listos! 1/2/3 Rojo - Libro del alumno & Cuaderno de ejercicios	\$ 360
¡Mira! 1/2/3 - Book and Exercise book	\$ 350
Club Prisma A1/ A2 - Metodo de espanol para jovenes - Libro del alumno & Cuaderno de ejercicios	\$ 300
Nuevo Prisma - Curso de español para extranjeros - Libro de Alumno & Libro de Ejercicios - Nivel A1/A2/B1/B2/C1	\$ 475
¡Sigue! AS - Tercera edición	\$ 300
Etapas 1 Cosas - Curso de español por módulos - Nivel A1.1/A1.2	\$ 150
Ele Actual A1/A2 - Curso de Espanol para extranjeros - Libro del alumno & Cuaderno de ejercicios	\$ 350
Reading Book	\$ 150
Las Claves Del Nuevo Dele A1/ A2/ B1/ B2	\$ 360
Aula Internacional - Curso de español - 1/2/3/4	\$ 280
tobogán o balancín	\$ 70
El Baile De Disfraces	\$ 70
Quien Tiene El Trofeo	\$ 70
La Bici-taxi	\$ 70
Soy Mas Alta	\$ 70
Un Paseo Por El Campo	\$ 70
El Comité Secreto	\$ 90
El Caso Del Hotel Encantado	\$ 90
La Piedra Extraterrestre	\$ 90

*Reimbursement/ Withdrawal/ Retention result from unforeseeable event

If students request a course withdrawal due to unforeseeable events:

- Health issue affecting a student/ family of a student
- Not staying in Hong Kong
- Any other reason that Spanish World Hong Kong Direction Department deem as reasonable

The administration fee of HKD100 will be waived. Students need to provide a written request with proof for record.

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VI. Class Arrangement

VI. i. Inclement Weather Arrangement

ARRANGEMENT UNDER INCLEMENT WEATHER

(As advised by the Hong Kong Observatory &/or Education Bureau)

Student Aged:	Class Cancelled when
3 – 5 (Playgroup Student)	Typhoon 3 or above is in force; Yellow Rainstorm Notice or above is issued
6 -10 (Kid Student)	Typhoon 8 or above is on; Red Rainstorm Notice or above is issued
10 or above (Teen or adult Student)	Typhoon 8 or above is on; Black Rainstorm Notice is issued

Classes at:

9am - 2pm	will be cancelled if signals is/ will be in force on or after*	7am
2 - 6pm		12nn
6 - 10pm		3pm

*Even if Typhoon Signal No.8 or Black Rainstorm Warning Signal has been cancelled before the class commencement times.

Regular Courses:

If a class is cancelled due to inclement weather, the class will be postponed. Spanish World Hong Kong Administration will inform students of the revised class schedule by email.

Summer Courses:

If severe weather forces the scheduled class to be cancelled, the tuition fee for the affected class will not be refunded or deducted.

When classes are in session, all classes should continue until the end of the session, and if it is the end of the school day or RED/BLACK signal is still in force, students should be advised to return home only when conditions are safe.

Office will remain normal unless Typhoon Signal No.8 or above or Black Rainstorm Warning Signal is in force. When the office remains normal, Spanish World Hong Kong administration will contact students by phone or email or both in the matter of class cancellation. Students may also go to Spanish World Hong Kong website www.spanishworldhk.com or facebook www.facebook/spanishworldhongkong for updates.

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VI. ii. **Teacher on vacation/ training**

When a teacher is on vacation, his/ her student will be informed by email at least 1 week before teacher's vacation. In that email, the class arrangement during the said period will be listed clearly. Teacher who will substitute the class when the other teacher is on vacation will follow the same program and the course content will be marked in detailed for handover. The class may also be cancelled according to the present schedule. Students do not need to pay for the class cancelled by Spanish World Hong Kong.

When a teacher is on training, his/ her student will be informed by email at least 1 week before teacher's training. In that email, the class arrangement during the said period will be listed clearly. Teacher who will substitute the class when the other teacher is on training will follow the same program and the course content will be marked in detailed for handover. The class may also be cancelled according to the present schedule. Students do not need to pay for the class cancelled by Spanish World Hong Kong.

VI. iii. **Unforeseeable Event: Teacher's sickness, etc.**

If a teacher is sick and cannot give class, classes might be assigned to another teacher following the same program or cancelled. Students will be informed of the change by email or phone or in person.

If a scheduled class starts late for any reason pertaining to the school we will make up for that time at no cost to the student. If the student arrives late to a scheduled class, the class will finish at the scheduled original time and cannot be extended for any reason.

VI. iv. **Change of Teacher**

Spanish World Hong Kong is trying to have continuity in the stay of Spanish teachers coming to Hong Kong from Spain. However, this is not always possible for reasons that escape our control. If there is a change of teacher, the substituted teacher will have internal meeting before starting with students and the program fully informed. Students will be informed of the change by email in advance. Please be assured that all programs and classes are monitored by academic coordinator to guarantee the teaching quality and consistency.

If a class is affected by any other reasons not listed in this document, Spanish World Hong Kong administration will contact the related students or parents by email or phone to inform and discuss the class arrangement.

VII. **Change of Class**

Spanish World Hong Kong students can request a change of class (due to level or class schedule). The process is listed as follows:

VII. i. **Playgroup student 3 – 5 years old**

Student who request to change to another group due to class schedule

Parents need to contact Spanish World Hong Kong administration to tell them what class schedule they prefer. Administration will check with kid academic coordinator to see what other class with similar level is available for that student. Afterwards, administration will contact parent of the class suggested and arrange the change of class. HKD100 administration fee is needed for this change of class.

Student who request to promote into a more advanced group/ change to a less advanced group

Kid Academic Coordinator will have a meeting with the teacher of the related group. If the current group seems to be too easy/ too difficult for the student, a paid trial lesson of another more advanced/ less advanced group will be

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offered to the student. After the trial lesson, Kid Academic Coordinator, teacher and parents will feedback whether the group is suitable for the student. Please note that there is a possibility of group not suitable for the student. HKD100 administration fee is needed for this change of class.

Student who are suggested to promote to a more advanced group or change to a less advanced group

Kid Academic Coordinator will have a meeting with the teacher of the related group regularly to monitor and update student progress. If the current group seems to be too difficult/ too easy for the student or the student is ready to be promoted into another program, the new class will be offered/ suggested to the parent of the student. The parent may choose whether to accept the offer or not. HKD100 administration fee is not needed for this change of class.

VII. ii. **Kid student 6 – 10 years old**

Student who request to change to another group due to class schedule

Parents need to contact Spanish World Hong Kong administration to tell them what class schedule they prefer. Administration will check with kid academic coordinator to see what other class with similar level is available for that student. Afterwards, administration will contact parent of the class suggested and arrange the change of class. HKD100 administration fee is needed for this change of class.

Student who request to promote into a more advanced/ change to a less advanced group

Kid Academic Coordinator will have a meeting with the teacher of the related group. If the current group seems to be too easy/ too difficult for the student, a placement test with the Kid Academic Coordinator will be arranged to check student's level. Afterwards, students and parents will be informed of the result and class suggestion. HKD100 administration fee is needed for this change of class.

Student who are suggested to promote to a more advanced group or change to a less advanced group

Kid Academic Coordinator will have a meeting with the teacher of the related group regularly to monitor and update student progress. If the current group seems to be too difficult/ too easy for the student or the student is ready to be promoted into another program, the new class will be offered/ suggested to the parent of the student. The parent may choose whether to accept the offer or not. HKD100 administration fee is not needed for this change of class.

VII. iii. **Teen and Adult Student 10 years old or above**

Student who request to change to another group due to class schedule

Parents/ Students need to contact Spanish World Hong Kong administration to tell them what class schedule they prefer. Administration will check with academic coordinator to see what other class with similar level is available for that student. Afterwards, administration will contact parent/ student of the class suggested and arrange the change of class. HKD100 administration fee is needed for this change of class.

Student who request to promote into a more advanced/ change into a less advanced group

Academic Coordinator will have a meeting with the teacher of the related group. If the current group seems to be too easy/ too difficult for the student, a placement test with the Academic Coordinator may be arranged to check

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student's level. Afterwards, students and parents will be informed of the result and class suggestion. If there is no need to arrange a placement test, another class will be offered to the student or student and parent. HKD100 administration fee is needed for this change of class. *Placement Test discount is not applicable to these students.

Student who are suggested to promote to a more advanced group or change to a less advanced group

Academic Coordinator will have a meeting with the teacher of the related group regularly to monitor and update student progress. If the current group seems to be too difficult/ too easy for the student or the student is ready to be promoted into another program, the new class will be offered/ suggested to the parent of the student/ student. The parent/ student may choose whether to accept the offer or not. HKD100 administration fee is not needed for this change of class.

VIII. Student Attendance

Student Attendance does not affect student's mark. However, student attendance would affect the certificate. And it might affect his/ her learning performance. Students are suggested to attend every class to keep the learning frequency.

VIII. i. Playgroup, Kid & Teen Group Students (3 – 17 years old)

Regular Students (excepting for evening students and private students) can cancel or be absent from 1 class ONLY every calendar month. This onetime per calendar month absence will not be charged and thus can be credited for next month invoice (i.e. deduction from next month invoice). Student or Parent should inform Spanish World Hong Kong Administration in case of absence.

Student who misses 1 class in a calendar month is suggested to arrange a private catch-up lesson with Spanish World Hong Kong in order to cover the content missed.

Student who misses more than 1 class in a calendar month for whatever reason there will NOT be any further credit. However, if student arranges private catch-up lesson, the tuition fee for the group lesson that he/ she has not attended will be deducted from the invoice. This is to encourage student not to skip lesson and if there is a need to skip regular class, catch-up lesson is arranged to ensure that student covers the content of the class/es missed.

The ratio of private lesson needed to group lesson missed would be 60 minutes for 90 – 120 minutes group lesson.

VIII. ii. Private Students

A Private class can be canceled by a student by notifying Spanish World HK ADMINISTRATION (not the teacher) by call or email and subject to a minimum of 24 hours notice.

A canceled class with more than 24 hours will be either caught up or discounted on the next invoice. If a student cancels a class with less than 24 hours, the class will be counted as taught and thus debited.

VIII. iii. Adult group Students

If a Spanish for adult group student miss a class, he/ she may contact Spanish World Hong Kong to arrange a catch-up lesson. If a group lesson at the same level is available, that student may sit into the group without additional charge. However, if there is no another group available, student may still arrange a private 1:1 catch-up lesson at HKD310/ Hour on top of the tuition already paid for the class missed. Students who miss the exam can schedule a make-up exam at HKD200 for 1 hour on top of the tuition already paid.

The ratio of private lesson needed to group lesson missed would be 60 minutes for 90 – 120 minutes group lesson.

VIII. iv. Summer Course Student

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If a student of a summer course misses a class, he/ she may contact Spanish World Hong Kong. He/ she will not need to pay for the tuition fee for the class missed under the condition that he/ she has arranged a paid private catch-up lesson (Summer course for playgroup student is not subject to this term).

IX. Evaluation and Certificate

IX. i. Exam

Students (except playgroup, kid, holiday and traveler course student) will have exam regularly for students, parents and teachers to keep track of their learning progress. Exam will be carried on class. Except for special arrangement, otherwise no exam shall be carried outside class.

Spanish World Hong Kong tries to follow the structure of the DELE exams and other official exams. Please see the exam breakdown below:

	Percentage of the exams
Written Test	20%
Listening Comprehension Test	20%
Reading Comprehension Test	20%
Grammar and Vocabulary	10%
Oral test	20%
Student Performance and Progress	10%

Students need to get a 50% corrected for each part in order to get a pass in the exam.

On the exam paper, students should to write down their full name and the exam date.

Administration will scan the exam paper for record and send students and parents an email with the soft copy of the exam for their record.

Adult Group students will have an exam at the end of every module. Student who fails the exam will need to have more lessons before promoting into a more advanced level.

***Teacher will inform students the time of exam unless 1 lesson in advance.

Important Note:

No exam paper should be given to the student directly without giving to administration to make a scan copy for record.

IX. ii. Progress Report

Kid student will have a marking paper in their notebook. On that page, teachers need to mark down if there is any special remarks that if there is anything in the class that parents should be aware of. Teachers should also mark down if there is any homework for the next lesson and whether student's behavior in class is acceptable.

If a Playgroup, Kid and adult group student would like to get a progress report from teacher, administration will send an email to the responsible teacher. He/she should write the progress report and send to academic coordinator (for teen, adult and holiday student)/ kid coordinator (for kid/ playgroup student) within 7 working days. After the progress report is approved by academic coordinator/ kid coordinator, the progress report will be sent to the student/ parent via email. a written request shall be sent to Spanish World Hong Kong by email. The progress report shall be sent to

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parent/ student by administration within 14 working days (excluding Saturday, Sunday & Public holiday) upon receiving student’s written request.

Teen students or their parent will receive a progress report via email regularly together with the exam paper written by the teacher. In case if a teen student/ his/ her parent would like to have a updated progress report even if there is no exam conducted, a written request shall be sent to Spanish World Hong Kong by email. The progress report shall be sent within 14 working days (excluding Saturday, Sunday & Public holiday) upon receiving student’s written request.

IX. iii. **Certificate, Reference Letter**

Students may ask for certificate or reference letter.

There are 3 types of certificates that students can get:

Certificate Type	Requirement
Attendance Certificate	75% attendance rate of the course
Completion Certificate	75% attendance rate of the course Pass the exam of the course (carry out successfully 50% of the exam and 50% of “progress and participation”) Filling in feedback form at https://goo.gl/8cyi2K
Achievement Certificate	Passing an official Spanish exam

If students would like to get a certificate or reference letter, a written request shall be sent to Spanish World Hong Kong by email. The certificate or reference letter shall be ready to collect within 14 working days (excluding Saturday, Sunday & Public holiday) upon receiving student’s written request.

On the certificate, the date of the course, number of hours and level should be stated clearly.

Administration will prepare the certificate, teacher and academic coordinator (for teen, adult and holiday student)/ kid coordinator (for kid/ playgroup student) should sign on the certificate.

In case if the teacher is on vacation, managing director will sign on the certificate on behalf of the teacher.

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X. Official Examinations

Students are encouraged to enroll for official Examinations to set as a learning goal which helps them to focus and concentrate on Spanish studies.

There are different types of official examinations that students can take in Hong Kong. Below only shows the exams that students can take as a private candidate in Hong Kong.

	Similar Level to DELE	Examination Board	Examination Period*	Enrollment Period*	Spanish World Hong Kong
DELE (The Diplomas in Spanish as a Foreign Language)	A1, A2, B1, B2, C1, C2	Instituto Cervantes	May; Nov	Apr for May; Oct for Nov	will send an email reminder for student enrollment; and fill in the DELE application form for students and post for students *Students can enjoy a discount enrollment fee. Please refer to P.26
IGCSE	A2	Lonon Examination/ Edexcel Examination	May/June	Late Nov - Early Dec	will send an email reminder for student enrollment
DSE Spanish	B1	Hong Kong Examinations and Assessment Authority	May	Sep - Oct	will send an email reminder for student enrollment

*For exact date of exam enrollment and examinations, please refer to (DSE, IGCSE: <http://www.hkeaa.edu.hk/tc/> DELE: http://www.cityu.edu.hk/lac/spanish/dele/dele_diplomas.html)

XI. Extra-curricular activities and Latest update regarding Spanish Learning

Spanish World Hong Kong organizes irregular extra-curricular activities. The course event and latest update regarding Spanish Learning (e.g official exam enrollment) is posted on the notice board at every classroom, website (www.spanishworldhk.com) and facebook (www.facebook.com/spanishworldhongkong) or sent by email. For more details and update, students can contact Spanish World Hong Kong administration by email or phone.

XII. School Rules

XII. i. Communication

The main communication tool used in Spanish World Hong Kong is via email. Students should make sure the email address provided is correct and updated. Students are requested to update personal details/ mobile phone numbers at the administration office.

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The communication language is mainly English. Students may ask for communication in Chinese Cantonese or Mandarin with administration.

What to do when administration staff is not present

In the unlikely event that no administration staff is present in the school and there is some student or prospect asking for information in reception, any available teacher shall take the name of the person in question and the phone number and tell the person we will contact him or her as soon as possible. Students may fill in a form that can be found on reception and put it into the feedback box.

Teachers are not responsible for answering the phone.

XII. ii. School Resources, Material & Facilities

Spanish World Hong Kong is following a Green Earth Policy. Resources are reused or used as least as best to avoid waste of energy. If a classroom is not in use, the light, air-conditioner and computer should be turned off. Water tap should be turned off after usage. Material is made in 2-sided paper or re-used paper in black and white colors. Used paper should be put in the recycle paper box.

Spanish World Hong Kong students have the obligation to treasure the school resources, material & facilities. In case of any damage of school resource, material or facilities by students, the student is liable to pay all the damage.

Spanish World Hong Kong reserves the right to take any legal action if necessary.

XII. iii. Student Belongings

1. Students have the obligation to take care of their own belongings. Spanish World Hong Kong is not responsible for any loss of student belongings at the school.
2. Please report any lost or found items to the reception area. Lost items will be kept in Spanish World Hong Kong for 3 months only.

XII. iv. School Environment

1. Smoking is not allowed in Spanish World Hong Kong and in accordance with the Hong Kong Law, amended Smoking (Public Health) Ordinance (Cap. 371).
2. Illegal items such as drugs and dangerous weapons will not be tolerated in school premises.
3. All mobile phones should be turned off or put on silent mode as phone calls may disrupt a class.

XII. v. Library Rule

1. Students can use the material for free in the library for studying purpose. Writing on the material or photo-copying is not allowed.
2. Silence must be kept in the library, anyone violating that rule will be advised to leave. Playing in the library is not allowed.
3. Eating, drinking or sleeping is not allowed in the library.
4. Resources of the library are not to be taken away without borrowing process.
5. Books are to be returned on time. Late returns entail being fined.

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6. Loss of or damages done to the resources of the library are to be paid for in full.
7. Student's bag need to be checked before and after entering the library by Spanish World Hong Kong to make sure that no resources are taken away from Spanish World Hong Kong without effective borrowing process.
8. Students can check the material list in the library.
9. Students need to pay a cash deposit of HKD300 for renting a book for 1 week. The cash deposit will be given back to student when he/ she returns the book.

XII. vii. **Projection Room Rule**

Spanish World Hong Kong has a list of Spanish Movies. Students may book the projection to watch the Spanish movie. No resources of the projection room should be taken away without the approval of Spanish World Hong Kong. Loss of or damages done to the resources of the projection room are to be paid for in full. Projection room is only open to Spanish World Hong Kong current student. Students need to book the room at least 1 week in advance with Spanish World Hong Kong administration.

XII. viii. **Class Schedule and allocation**

Spanish World Hong Kong has the right to set the class schedule. The class schedule of the following week is confirmed every Friday. Class Schedule are set according to teachers' contract and student class. If students have special request on class schedule, they should contact Spanish World Hong Kong administration by email or phone. Contacting teacher will not be deemed as an effective notice.

Spanish World Hong Kong will not give information in advance regarding the assigned teacher and reserved the right to reassign teachers after a course has started.

Internal meeting is held every Thursday from 3 – 4pm. No class would be arranged during the said period except for peak season.

Spanish World Hong Kong has the right to allocate or change the classroom according to the class size and classroom condition. In case of change of classroom/ teacher's training/ special event, Spanish World Hong Kong will notice students by email, phone or in person.

XIII. **Students Opinion**

Student opinion is very valuable to Spanish World Hong Kong. Please do not hesitate to contact and let us know if you have any opinion. Spanish World Hong Kong will do the best to fulfill students' request.

XIII. i. **Complaint**

If students have any complaint, they may contact administration by phone or email or letter (which can be put in the feedback box). Written acknowledgement of complaint by Spanish World shall be sent with 5 days. Response to complaint and solution would be made within a month.

XIII. ii. **Feedback and suggestions**

Students will receive an early evaluation form in class after the first 2 lessons of the class. At the end of the course, students will receive a feedback form by email. Please kindly fill in to let us know what you feel about the course. (Completion Certificate can only be collected only if the feedback form is filled).

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If students have any other comment for Spanish World, please do not hesitate to contact by phone or email or letter (which can be put in the feedback box). Feedback box is located at the entrance of every unit.

XIV. Contingency Plan

XIV. i. Prevention of Communicable Diseases

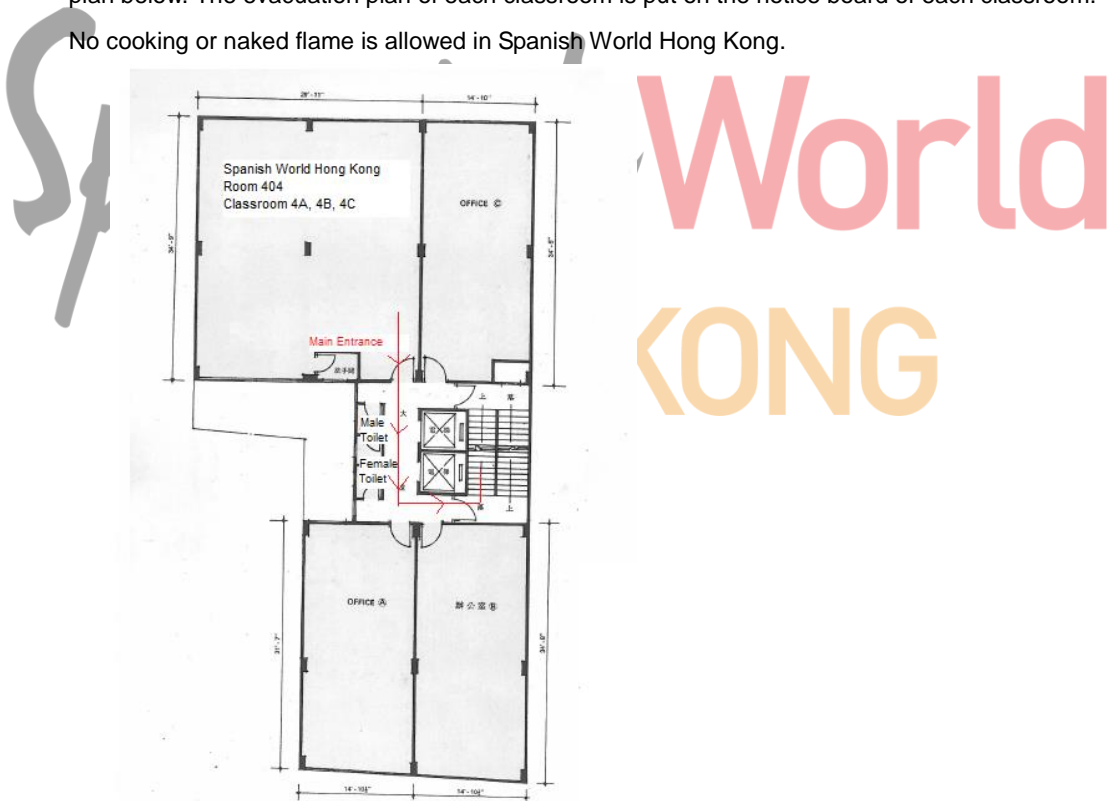
Apart from general hygienic practice, Spanish World Hong Kong adopts preventive measures against communicable diseases. These measures fall mainly into two major categories: • Standard precautions • Additional preventive measures according to different modes of transmissions. In addition, Spanish World Hong Kong maintains communication with the parents/guardians and children to seek their support in preventing the diseases. Sick students are advised to seek early medical advice from doctor and not to bring them to school, in order to minimize the chance of outbreak of communicable diseases in school.

Standard precautions are designed to reduce the risk of transmission of infective agents from recognized or unrecognized sources of infection. They are applicable to all staff and students. When coming into contact or taking care of students, staff should regard all body fluids and excretions (including blood, saliva, sputum, vomits, faces, urine, and discharge from wounds and mucous membranes) as potentially infectious. Staff would pay particular attention to the following aspects: • Hand hygiene • Use of personal protective equipment • Handling of contaminated articles.

XIV. ii. Fire

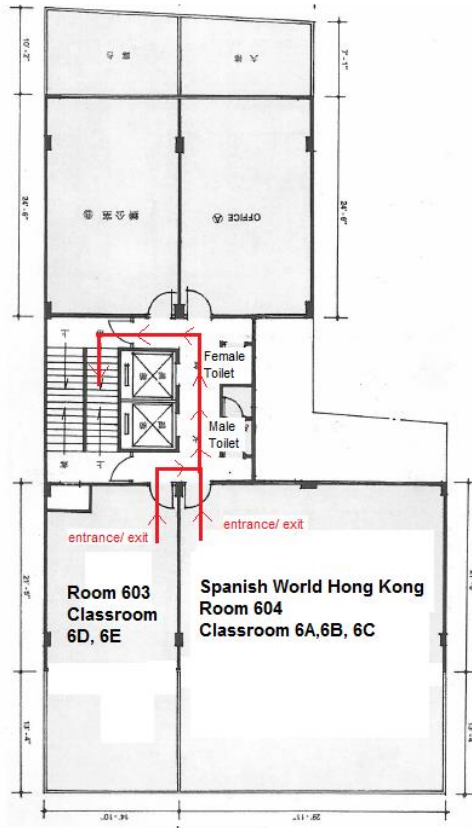
Fire alarm tests and exercises are carried out periodically. In case of a fire, students should follow the evacuation plan below. The evacuation plan of each classroom is put on the notice board of each classroom.

No cooking or naked flame is allowed in Spanish World Hong Kong.



4/F:

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6/F:

XIV. iii. **Safety precautions**

1. Spanish World Hong Kong would ensure that all school equipment and installations are properly installed and maintained. Students are not allowed to perform dangerous actions. All reasonable precautions would be taken to minimize risks and to guard against accidents.

2. **First Aid**

According to R55 of the Education Regulations, there is provided in the premises of Spanish World Hong Kong at least one first aid box and maintained fully equipped at all times (the first aid items as the appendix of recommended list of first aid items in Hong Kong Education Bureau, School Administration Guide, 2015/16 school year). The first aid box is located in the reception area.

3. **Handling student's injury**

For minor accidents resulting in injury that immediate treatment can be given in Spanish World Hong Kong (such as incidents leading to sprain, abrasion, bruises, minor cuts, minor burns and minor insect bite), the injured student should be given first aid treatment. Parents would be informed forthwith of the accident, if necessary.

Any accidents leading to severe injury or requiring immediate hospital treatment are serious accidents. Spanish World Hong Kong would dial 999 immediately for emergency assistance or calling for ambulance service.

XIV.iv. **Student Health, Mental Health and behavior problem**

If Spanish World Hong Kong suspects any abnormal status on student health, mental health or behavior, an internal meeting will be carried out by administrations, direction, academic coordinator and the related teacher. Parents would be informed via email and a meeting might or might not be carried out with the parent. Spanish World Hong Kong will pay attention on student's status if such an issue is suspected and remains close connection with the parents.

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XV. Students Benefit

Spanish World HK current students can enjoy a discount with several cooperating organizations:

- **Spanish Bookstore**

<http://www.spanishbookstorehk.com/>

Spanish World HK students can get a 10% discount off while purchasing any product from Spanish Bookstore. Students should inform Spanish Bookstore of their identity before purchase to enjoy such discount. Spanish Bookstore reserves the final right to define and/or amend the conditions of the offer.

- **La Fiesta**

13 Li Yuen Street East, 1/Floor, Central Hong Kong.

Spanish World HK students can get a 10% discount off while purchasing any product from La Fiesta. Students should bring along the La Fiesta leaflet from Spanish World HK to La Fiesta before payment to enjoy such discount. La Fiesta reserves the final right to define and/or amend the conditions of the offer.

- **DELE Examination Enrollment Fee**

Spanish World HK current students can enjoy a discount price at enrolling DELE exams in Hong Kong as follows. Students can only join such discount by enrollment via Spanish World Hong Kong.

- *HK\$760 DELE A1 (Starter)*
- *HK\$760 DELE A1 Escolar (Starter Young Learners)*
- *HK\$865 DELE A2 (Elementary)*
- *HK\$985 DELE B1 (Lower Intermediate)*
- *HK\$985 DELE A2/B1 Escolar (Elementary/Lower Intermediate Young Learners)*
- *HK\$1,275 DELE B2 (Higher Intermediate)*
- *HK\$1,420 DELE C1 (Advanced)*
- *HK\$1,525 DELE C2 (Superior/Proficiency)*

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XVI. Privacy Policy

PERSONAL INFORMATION COLLECTION STATEMENT OF SPANISH WORLD HONG KONG LTD.

Your privacy

Spanish World Hong Kong Limited ("Spanish World HK", "we ", "our " or "us ") respects your legal rights of privacy when collecting, storing, using and transmitting personal data explains our privacy practices. It is our policy to comply with the requirements of the Personal Data (Privacy) Ordinance (Cap. 486) of the Laws of the Hong Kong Special Administrative Region. In doing so, we will ensure compliance by our staff to the strictest standards of security and confidentiality.

Please read the following carefully to understand our policy and practices regarding how your personal data will be treated. This policy applies to all registered and unregistered users of Spanish World Hong Kong service and may from time to time be revised, or otherwise changed where we deem necessary.

If there is any inconsistency between the English and Chinese version of this article, the English version shall prevail.

"personal data" means any personally identifying information or data (such as names, email addresses, course details, record of course undertaken in SPW, gender, mobile number, date of birth, occupations, education level) from which it is practicable for the identity of an individual to be ascertained.

Purposes for which we will use your personal data

We collect your personal data:

1. when you register as a student in Spanish World (with registration form)
2. when you apply for a course in Spanish World (with registration form)
3. when you leave us your personal details for enquiry
4. when you like us on Spanish World facebook fan page

If you are under the age of 13 you must ask your parent or guardian before providing any personal data to us.

The purposes for which we may use your personal data will vary depending on the type of service(s) you are applying for and will be stated in the application form or webpage of the relevant service(s).

Disclosure

In cases where we do collect personal data from you, we will:

1. tell you (by way of this article or by a separate notification) that we are doing so and the use that we will make of such personal data we collect;
2. where relevant, give you the opportunity to object to particular use of your personal data; and
3. tell you how we will store your personal data and how you can review, change and delete the personal data we have stored.
4. We will take all practicable steps to keep your personal data confidential.

Security

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Your personal data, however stored, will be accessed only by our employees or contractors who are authorised to do so. Where personal data is stored electronically, it will be kept on a secured server and will be password-protected (or under some equivalent form of protection) and accessible only by authorised personnel of Spanish World Hong Kong Ltd. or its contractors. Employees and contractors designated to handle personal data will be instructed to do so only in accordance with this policy.

Use of personal data in legal proceedings

If it becomes necessary that we have to take action against you for any reason whatsoever including recovering from you any money you owe us, you expressly agree that the personal data provided by you can be relied upon in identifying and taking legal action against you..

Your right to access and correct personal data

You may at any time request access to and correct personal data relating to you in any of our records. You may also ask us to delete you or your personal data from any active mailing or distribution list. To exercise any of your rights, contact us at the address or email below marking your communication "Confidential". In response, we may ask you to provide certain details about yourself so that we can be sure you are the person to whom the data refers. We are required to respond to your requests within 40 day

Personal Data Privacy Officer

The person to whom (1) requests i) for access to data or correction of data, ii) for general information regarding our policies and practices with respect to personal data and iii) about the kinds of personal data that we hold and (2) general questions and complaints should be addressed is as follows:-

Spanish World Hong Kong Ltd.

Administration

Address: Room 404, 4/F, Lap Fai Building, Pottinger Street no.6 – 8, Central, Hong Kong

email: admin@spanishworldhk.com

Retention of data

Personal data provided by you are retained for as long as the purposes for which such data were collected continue. Data are then destroyed unless their retention is required to satisfy legal, regulatory or accounting requirements or to protect the Spanish World Hong Kong Ltd's interests.

This personal information collection statement is subject to change. Any changes will be updated in this student manual which is available to collect at reception or online.

- The END-