

GROUP COURSES FOR ADULTS TERMS & CONDITIONS

Registration and payment:

- Enrolment is on a first-come, first-served basis
- **Full course fee must be paid upfront and before the start of the term**
- No pro-rata fee
- A yearly registration fee of \$35 applies

Courses can be purchased:

ONLINE via our shopping cart

OVER THE PHONE - on 8272 4281 with VISA or MASTERCARD

IN PERSON – at our front desk in WAYVILLE (cash, cheque or credit card)

Discounts rates:

Discounts are not cumulative: only one discount applies per person per enrolment in a Term or a Holiday group course. Discounts do not apply to immersion days, immersion weekends, events and workshops that take place outside Alliance Française d'Adelaïde.

Type	Description	Discount
Alliance Française d'Adelaïde Members		5 %
Families	2 people from same family in same Term	5 %
	3 people from same family in same Term	10 %
	4 people from same family in same Term	15 %
Concession holders/ French Teachers	Pension card holders, Health Care card holders, Registered French teachers, Full-time tertiary students, Sole parent recipients, Seniors card	10 %

In order to receive these concession rates, it is necessary to enclose or present supporting documentation.

Student's commitment:

- Students commit to attend class for the full length of the course
- Students commit to stay with the same group for the full length of the course

Under exceptional circumstances, students may attend a replacement class of the same level, on another day. Application for a class transfer must be addressed in writing by e-mail to the Head Teacher (headteacher@af.org.au).

Level assessment:

A level assessment is required to determine each student's appropriate class level. The Alliance Française d'Adelaïde is not responsible if students choose to skip the level assessment and enrol in the wrong class/level. Students with prior knowledge of French must complete and submit a level assessment request form before enrolling in a course.

Class size & group cancellation:

We try our best to limit the number of students enrolled in each group. A group is valid and open with a minimum of six students enrolled and a maximum class size of 16 is reached. We will cancel any course that would not have sufficient enrolment numbers.

In the event of unforeseen circumstances, Alliance Française d'Adelaïde reserves the right to:

- Cancel or reschedule courses
- Change course details, time or location

Cancelling your enrolment:

Cancelling your enrolment **prior to the course commencement date** will incur a \$50 administration fee. You will obtain a refund for the remaining balance. Applications must be addressed in writing to the Head Teacher (headteacher@af.org.au).

Requests to cancel your enrolment received **after the course commencement date** will not be considered. The Alliance Française d'Adelaïde will not be held responsible for student's changes in work commitments or personal circumstances.

Will not be refunded:

- Course fee (after commencement of course)
- Registration fee
- Membership fee cannot be refunded (your Alliance Française d'Adelaïde member card is valid independently from the course valid and still allows you to borrow from our library and benefit from various discounts around town)

Maybe refunded:

Textbooks only if they have not yet been picked up from the reception counter.

Public Holidays:

Classes will not be held on South Australian public holidays, but additional time may be added to some classes or rescheduled within the term. Refunds will not be given to students who are unable to attend replacement sessions.

WHS – Emergency Evacuation

Your safety during your stay at the Alliance Française d'Adelaïde is important to us. As part of our WHS – Emergency Evacuation Plan all Parents/Visitors/Students not attending classes **MUST** sign in at the reception. This is to ensure that in case of an emergency evacuation our Chief Fire Warden is aware of who is in the building. Please ensure you sign out when leaving the Alliance Française d'Adelaïde.

Parent/Visitor code of conduct

A code of conduct for parents and visitors ensures that everyone who visits the Alliance Française d'Adelaïde is able to do so in a safe and harmonious manner and to ensure that students, staff, parents and other visitors are not subjected to aggressive, hostile or violent behaviors.

Parents and visitors are expected to:

- Treat all persons associated with Alliance Française d'Adelaïde with respect and courtesy
- Ensure their child/children are punctual to class
- Make appointments in advance of expecting to obtain an interview
- Allow staff to supervise, investigate and manage students without interference
- Discuss issues or concerns about the school, staff or students through the correct procedures
- Follow Alliance Française d'Adelaïde procedures governing entry and behavior on school grounds, including any restrictions that may be imposed.

The following will not be tolerated under any circumstances, and may result in the South Australian Police being called:

- Actual physical assaults or threatened physical assaults on students, staff, parents or community members at the school or during the course of school activities including on the way to and from school
- Behavior in the presence of students, staff, parents or other visitors to the school that causes alarm or concern to the students, staff, parents or other visitors
- Use of offensive language (i.e. swearing) in the presence of students, staff or other visitors to the school
- Any interruption to the learning environment of the school such as entering classrooms without permission
- Under no circumstance are parents to approach another student or parent regarding any incidents or issues.

Your co-operation is sought in maintaining a safe and happy school.

Code of Conduct for a Child Safe Organisation

Caring for children and young people brings additional responsibilities for employees and volunteers of this organisation.

All employees and volunteers of this organisation are responsible for promoting the safety and well-being of children and young people by:

- Adhering to this organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- Treating everyone with respect and honesty (this includes staff, volunteers, students, children, young people and parents).
- Remembering to be a positive role model to children and young people in all your conduct with them
- Setting clear boundaries about appropriate behaviour between yourself and the children and young people in your organisation – boundaries help everyone to carry out their roles well
- Listening and responding appropriately to the views and concerns of children and young people
- Ensuring another adult is always present or in sight when conducting one to one coaching, instruction or other activities
- Reporting suspected child abuse and neglect to the Child Abuse Report Line (13 14 78) as soon as practicable
- Responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian
- Encouraging children and young people to 'have a say' on issues that are important to them
- Providing feedback to both children and parents/guardians.

Employees and volunteers must not:

- Engage in rough physical games
- Develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

Allergy Management

The Alliance Française d'Adelaïde will provide a safe and healthy environment in which children with allergies can participate equally in all aspects of the children's classes and experiences.

If enrolled children suffer from serious allergic reactions, parents **MUST** inform the head teacher (headteacher@af.org.au) and fill out an Allergy Medication Form.

The information required is:

- Details of the specific allergen the child needs to avoid
- What symptoms to look out for
- Treatment required, including dosages of medications to pass on to hospital staff if needed
- The availability of medication for the child's use at the Alliance Française d'Adelaïde
- How the child reacts to the administration of the medication
- Written permission by the parents for staff to administer the medication.

Allergy management and the well-being of a child with allergy reactions is primarily the responsibility of the child's parent/guardian.

- Alliance Française d'Adelaïde staff must be informed of any significant changes in the child's allergy management.
- Alliance Française d'Adelaïde staff will only administer medication which is prescribed by a medical practitioner and is normally being received by the child.
- Allergy medication must be handed to an Alliance Française d'Adelaïde staff member who will store it in a safe place. It must be labelled clearly with the child's name and the dose of medication required.
- Parent must have completed an Allergy Medication Form

Privacy statement:

Protecting your privacy and personal information is important to the Alliance Française d'Adelaïde. It is, however, important for the Alliance Française d'Adelaïde to collect certain personal information from you in order that we can offer you effective and efficient service.

We will only collect information from you with your knowledge and consent; only use personal information provided by you for the purpose/s for which it was collected, not disclose your personal information to a third party without your prior consent, ensure that your personal information is not disclosed to other institutions except if required by law or other regulation, and remove your personal information from our system when it is no longer required.

You can gain access to the personal information we have about you, and provide any necessary corrections by calling us on 8272 4281.

Disclaimer:

Alliance Française d'Adelaïde makes every effort to ensure that course information supplied is correct at all times. Alliance Française d'Adelaïde reserves the right to change courses, time tables, private tuition sessions, fees and tutors when necessary. All attempts will be made to notify enrolled students of changes.

Alliance Française d'Adelaïde Terms & Conditions are subject to change. Please check our website www.af.org.au for updates.