

One World Learning or your Agent Will:

- 1) One World Learning or the Agent will define with the Student the number and schedules of classes suitable for the objectives of each group or individual Student and coordinate with One World Learning in the United Kingdom.
- 2) Payments to be made promptly to One World Learning or the Agent for One World Learning.
- 3) One World Learning or the Agent will contact and coordinate directly with the teacher of your class to discuss your development and objectives for your future needs and requirements.
- 4) Students will be provided with online folders containing lesson material in PDF, audio or video (mp4) format. Homework tasks. Grammar review tasks and explanation. Regular Lesson feedback and Vocabulary record sheet.
- 5) One World Learning or the Agent will aid the Student with the selection of topics for development for each class.
- 6) It is recommended that you have the necessary equipment to support your study:
 - Computer: laptop or desktop with mouse when you are required to interact with the teaching software.^[1]
 - A printer to print copies prior to the class or to complete homework tasks.

Classes

- 1) All your classes will be recorded for review and available from your folder to view from your computer or phone.
- 2) Class recordings will be available from students folders for a month then removed to preserve space.
- 3) It is highly recommended that cameras are on during the class so that the teacher is able to understand from facial expressions whether a student fully understands or not. The teacher needs to see the mouth when helping with pronunciation. The teacher is not always able to understand who is speaking when there is no camera. The teacher may insist that cameras be used.^[2]
- 4) Classes will be held using the Zoom platform.
- 5) Students will be required to download the Telegram app on their phones and computers to accept the class-session invitation and to communicate with the teacher outside of class times.
- 6) The teacher will use Telegram to notify you of any additions to your study folder and the Student may send any tasks to the teacher via Telegram or the student's folder.
- 7) One World Learning uses pCloud to host student folders. A phone app is available for students to view files on their smart phones.
- 8) Your class will start at the agreed time.
- 9) You will be given 24-hour notice if the teacher needs to reschedule.
- 10) Please give 24-hour notice if you are unable to attend a class.^[3]
- 11) Classes will start at the agreed time, however, if there is a delay you will be informed via Telegram messaging service. If you think you will be late for class, please inform your teacher directly using a messenger service.^[4]

Payment

- One World Learning will endeavour to find the cheapest method of payment available. One World Learning recommends **Western Union** for international transfers. International charges may differ from country to country.
- Other methods of payment are, of course, optional but banks and institutions vary in charges.
- **Squareup** is currently being used for invoicing.
- A Transfer Charge of between 2% and 5% for each transaction may have to be added to cover transfer costs. One World Learning and Agents of One World Learning will inform you of any hidden costs before you commit to any payment.
- Should you make a payment and later regret the payment **before** taking a lesson One World Learning or Agents will refund you in Full.
- Payments can be made monthly or for a set number of lessons. ^[5]

^[1] Classes can be taken using a phone or touch-screen tablet but you will be unable to interact with the teaching software.

^[2] If, for religious reasons, you do not wish your image to be recorded, please inform your teacher or agent, however, having the camera off may have a negative impact on your learning.

^[3] Should you be unable to take a class at your agreed time and have not informed your agent or teacher within 24 hours, you will remain liable for the class fee. Emergencies do occur and we understand that you may need to cancel at short notice; if this is the case we will consider each case. Private classes will be rescheduled.

^[4] If the class has started and a student is more than 5 minutes late (for 60 minute classes) or 15 minutes late (for 90 minute classes) without prior notice, the teacher may refuse to allow the student to join the class if the teacher believes that by allowing the student to join will disrupt the class.

^[5] One World Learning or Agents may take bookings for your chosen time slot in advance. So please keep us informed.