

GENERAL TERMS AND CONDITIONS FOR CIP COURSES AT UCPH
JANUARY 2024



General terms and conditions for completing courses run by CIP

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The Centre for Internationalisation and Parallel Language (CIP) is the UCPH's research-based resource and language centre. CIP offers various kinds of language skills development courses for staff and students at the university.

**CENTRE FOR
INTERNATIONALISATION AND
PARALLEL LANGUAGE USE**

In addition to the so-called "open courses" offered for all staff members through KU-net, CIP runs tailor-made courses, which may either be taken as a group or as individual, one-to-one sessions. You can always contact CIP by e-mail at cip@hum.ku.dk or phone 3532 8639 for a non-binding offer.

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The following general terms and conditions apply both when registering for an open course and when registering for a tailor-made course developed by CIP, unless otherwise agreed in writing.

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cip@hum.ku.dk
www.cip.ku.dk/english

Identification of needs, evaluations and diplomas

CIP sees it as its most important task to offer language skills development courses which meet the individual needs of the participants in relation to their work tasks at the university. All courses at CIP draw on relevant research related to foreign language pedagogy.

Therefore, prior to all courses, participants are asked to complete a preliminary needs analysis, which is sent via email as an online questionnaire or conducted by the course instructor over the phone. Based on the needs analysis, the course instructor at CIP is able to organize courses tailored to the participants' needs and wants. As far as possible and where relevant, content on the courses includes material drawn from the participants' own work situations.

After each course, each participant is sent an online evaluation, which is reviewed both by the instructor and the administration at CIP in order to make improvements to the organization and/or content of the course.

In addition, each participant receives a course diploma at the end of the course, which is sent directly to them via email. A diploma is issued to participants who have attended a minimum of 75% of the course. In special circumstances, e.g. active participation, a diploma may be issued to participants who have attended less than this, but at least 60% of the course.

Course timetable and duration

Dates and schedules for so-called “open courses” (meaning courses open for registration across UCPH) can be found on CIP’s course overview on KU-net. The dates and times for tailor-made courses are generally agreed upon after approval of the course offer. As a general rule, courses are not taught during holiday periods or on public holidays.

The tailor-made courses must be completed within a period of six months from the start of the course. Only in special cases may other agreements be made. Lessons which have not been held within the agreed period, either because the participant has failed to respond to reminders from CIP, or because the participant has repeatedly cancelled or not turned up to lessons, will be forfeited without refund.

Cancellations

In the event that an individual lesson is cancelled due to sudden illness or other exceptional circumstances, CIP or the instructor must be contacted no later than 12 midday the day before the planned course. If the lesson is cancelled later than this, the lesson will be forfeited. Notice of cancellation is given via email at cip@hum.ku.dk or tel. +45 3532 8639.

In the event that a participant is unable to attend an “open course” due to sudden illness or other exceptional circumstances, a colleague may take over the place on the course. In such cases, please notify CIP as soon as possible. If a registered course participant withdraws from an open course less than one week before the start of the course, the total course fee is charged.

In the event of the instructor not being able to run the course, at least three days before the planned start date of the course, CIP will inform participants whether a new instructor has been found or the course has been cancelled or rescheduled.

If the instructor is prevented from teaching a lesson, direct notice will be given via phone or e-mail to the individual course participant(s) or coordinator of the course in question and a new date for the lesson will be planned as soon as possible.

Cancellation of a tailor-made course must be done as soon as possible and courses may be cancelled without charge up to 30 days before the planned start date. If a course is cancelled 15-30 days before the planned start date, CIP will issue an invoice for 25% of the total price, excl. costs for transportation and course materials. If cancelled less than 15 days before the start date, CIP will charge the full course fee.

CIP's courses from the course catalogue are only run if enough participants have registered. CIP therefore reserves the right to cancel a course if not enough participants have registered. Any cancellations will be announced as soon as possible after the registration deadline.

Course participants

Each course is intended for a specific number of course participants. The number is agreed upon before the course starts.

If there are too few participants registered for an open course, CIP will contact the registered course participants with a proposal for rescheduling the course to a later date. If this is not relevant or desirable for registered participants, the course will be cancelled.

If fewer participants than originally agreed are registered for a tailor-made course, CIP must be contacted, so that we can try to reschedule the course. If there are not enough registrations to run a course, CIP must be notified of the cancellation no later than 30 days before the course start date.

Guidelines for courses at CIP

As a general rule, the Centre for Internationalisation and Parallel Language Use (CIP) will primarily offer their language courses with physical classroom teaching. In our experience, teaching and learning through interaction and dialogue function best when the lecturer and participant (s) are physically present in the same room. However, on special request online teaching can be arranged online.

Courses may be held in physical classrooms at either CIP on the South Campus or at facilities at the respective faculties/units arranging the course. If a course is conducted online, this will generally be done using Zoom.

The choice of teaching platform (physical/online) should be made in consultation with the participants, the teacher, the institution that has bought the course, and CIP's course administration. If necessary, some individual teaching sessions may be conducted online, e.g. due to a participant having to travel abroad on conferences or for research purposes.

If a participant is not able to attend a physical group course, the teacher can agree to provide an alternative in the form of extra exercises/ assignments, video presentations, etc. It is not possible to stream teaching, except under very exceptional circumstances.

The maximum number of participants on CIP courses is 12-16 participants.

[You can find more practical information at the CIP website](#)

Fees

All courses at CIP are priced in accordance with UCPH's pricing guidelines. All instructors working at or affiliated to CIP have the relevant educational qualifications at a high level, both in relation to language and pedagogy.

The prices specified in this document include time spent on teaching, preparation, error correction and feedback for both group and individual courses. Please note that one lesson equals 45 minutes of contact teaching.

Expenses for transport are charged at DKK 390 per hour spent on travelling and are added to the price of the course, unless the course is held at CIP.

Any other special conditions affecting the pricing of a course which may be applicable will be stated in the specific course offer.

VAT is not added to internal transactions at the University of Copenhagen.

Invoicing

In general, CIP invoices the full amount immediately after the course has started and at the latest after the last course session, unless otherwise agreed. For invoicing purposes, documentation in the form of unit code and alias must be provided. CIP also needs the approval of each course participant's immediate superior for them to participate on the course. Invoicing is carried out in accordance with the procedures covering internal sales at UCPH by making an internal transfer after an offer has been accepted.

Handling of data

Personal data from the participant/s on the course, such as name, contact information etc. will be given to the teacher as part of the planning of the course. If other data, including personal data, are needed as part of the course, e.g. written material, the participant's consent must be obtained. The participant(s) can always ask which data are kept by CIP. All data are deleted once the course has been completed.

For further information, please read [the University's privacy policy](#).