



## General terms and conditions for completing courses run by CIP

CIP offers various kinds of language skills development courses for staff and students at the University of Copenhagen (UCPH).

In addition to the open courses offered through KU-net, CIP runs tailor-made courses which may either be taken in group sessions or as individual, one-to-one sessions. You can always contact CIP on e-mail [cip@hum.ku.dk](mailto:cip@hum.ku.dk) or phone 3532 8639 for a non-binding offer.

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.

### Identification of needs, evaluation and diploma

CIP sees it as its most important task to offer language skills development courses which incorporate the latest research and which meet the individual needs of the participants.

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 will be able to organize individual courses tailored to the participants' needs and to include the participants' own material, wherever possible.

Each course concludes with an online evaluation, which will be reviewed both by the instructor and the administration at CIP in order to make changes or improvements to the organization of the course, as well as to the content of the course.

JANUARY 2020

**CENTRE FOR  
INTERNATIONALISATION AND  
PARALLEL LANGUAGE USE**

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In addition, a diploma will be issued at the end of each course, which will be sent directly to the participant.

### **Course timetable and duration**

Dates and schedules for open courses 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 the period agreed upon with the instructor at the beginning of each course. Only in special cases may this be altered later. 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.

However, if course dates are altered in agreement with CIP, the above does not apply.

### **Course participants**

Each course is intended for a specific number of course participants, as agreed.

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 create a course, CIP must be notified of the cancellation no later than 30 days before the course start date.

### **Illness and cancellations**

In the event that an individual course is cancelled due to sudden illness or similar, CIP or the instructor must be contacted no later than 12 midday the day before the planned course. If the cancellation is made later, the course will not be rescheduled or replaced. Notice is sent via [cip@hum.ku.dk](mailto: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 similar, a colleague may take over the place on the course. In such cases, please notify CIP as soon as possible.

In the event of the instructor not being able to run the course, CIP will inform participants if a new instructor has been found or about any cancellations or rescheduling at least three days before the planned start date of the course.

If the instructor is prevented from showing on a day of the course, 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 course date will be planned as soon as possible.

If a registered course participant withdraws from an open course less than 1 week before the start of the course, the total course fee is charged.

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 open courses are only carried out if enough participants have registered. CIP therefore reserves the right to cancel a course if there are too few participants registered. Any cancellation will be announced as soon as possible after the registration deadline.

### **Fees**

CIP offers language skills development courses at competitive rates. Instructors affiliated with CIP have relevant educational background at a high level, both in relation to language and pedagogy.

The prices specified in this document include teaching and preparation time, time for error correction and feedback in connection with both teaching and individual supervision. Please note that one lesson equals 45 minutes of teaching.

Expenses for transport are charged at DKK 485 per hour spent on travelling and are added to the course invoice, unless the course is held at CIP. Other special conditions affecting the pricing of a course may appear in the specific course offer.

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

**Invoicing**

In general, CIP will invoice the full amount immediately after the first course session, unless otherwise agreed. In connection with invoicing, documentation in the form of unit code and alias must be provided. CIP also needs an approval of participation issued in writing by the immediate superior of the course participant.

CIP obtains this information in connection with the approval of the offer in question or, alternatively, by email reply to the registration form for the open courses.

**Handling of data**

Personal data from the participant/s in 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 is needed as part of the course, i.e. written material, a consent will be needed. The participant(s) can always ask which data is kept by CIP. All data will be deleted once the course activity has ended.

For further information, please read [the privacy policy of UCPH](#).