

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 these arrangements with One World Learning in the United Kingdom.
2. Payments must be made promptly to One World Learning or the Agent before the commencement of any course or class.
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 future needs and requirements.
4. Students will be provided with online folders containing lesson material in PDF, audio, or video (MP4) format, including homework tasks, grammar review tasks, and explanations.
5. One World Learning or the Agent will assist the Student with the selection of topics for development for each class.

It is recommended that you have the necessary equipment to support your study:

- Computer: laptop or desktop with a mouse when interaction with the teaching software is required. [1]
- Classes contain video and audio playback, so a stable and high-speed internet connection is recommended.
- A webcam and microphone are essential for participating in virtual classes and discussions.
- Headphones or earphones may help reduce background noise.
- A quiet and dedicated study space is recommended.
- Digital or physical note-taking tools should be available.

Classes

1. All classes will be recorded for review and made available via the student folder.
2. Class recordings will be available for one month and then removed to preserve storage space.
3. Cameras should normally be on during classes so that the teacher can support comprehension and pronunciation. Teachers may request camera use where pedagogically necessary. [2]
4. Classes will be held using the Zoom platform.
5. Telegram is used as the primary communication channel for class invitations, folder updates, and communication outside of class times.
6. Teachers will use Telegram to notify students of any additions to their study folders.
7. One World Learning uses pCloud cloud hosting for student folders.
8. Classes will start at the agreed time.
9. Students will be notified as soon as possible if a teacher needs to reschedule.
- 9a. Regarding Private and Group classes: Classes will be rescheduled to suit the class members and the teacher's availability.
- 9b. Regarding Private and Group classes: Classes that cannot be rescheduled may be refunded.



10. Students must give at least 48 hours' notice if they are unable to attend a class. [3]
11. If no notice is given, no refund will be issued. The teacher has prepared and reserved time for the class.
12. Regarding Group classes: If an individual member of a group cannot attend a class, no refund can be given and the class cannot be retaken. Recordings will be available for review. A class may be retaken as a Private lesson, with the price difference added to the following invoice.
13. If a break from classes is taken, availability of the preferred time slot on return cannot be guaranteed unless it has been reserved and paid for in advance.
14. If a class has started and a student is more than 5 minutes late (60-minute classes) or 15 minutes late (90-minute classes) without prior notice, the teacher may refuse entry if joining would disrupt the class. The class will still be considered as having been taken. [4]

Block Class Study Guidance and Validity

Block class packages are designed to support consistent progress and allow teachers to reserve regular class times for students.

Each block is based on a recommended weekly study frequency and includes additional buffer time to allow for rescheduling or occasional absence.

1. Block packages must be taken within the validity period shown in the current One World Learning price list, unless otherwise agreed in writing.
2. If classes are not taken within the validity period, remaining classes may expire.

Block Class Validity Guide:

- 5 Classes — Recommended: 1 class per week — Validity: 7 weeks
- 10 Classes — Recommended: 1–2 classes per week — Validity: 10 weeks
- 20 Classes — Recommended: 2 classes per week — Validity: 13 weeks
- 30 Classes — Recommended: 2–3 classes per week — Validity: 18 weeks
- 50 Classes — Recommended: 3 or more classes per week — Validity: 22 weeks

Schedule Commitment and Timetable Protection

Classes and schedules are agreed in advance between the student, teacher, and One World Learning.

If a student repeatedly reduces attendance below the agreed schedule, One World Learning reserves the right to:

- Adjust the student's timetable
- Release a reserved time slot
- Move the student to flexible scheduling, subject to teacher availability

Repeated Absence and Release of Reserved Slots

If a student repeatedly misses classes, with or without notice, One World Learning may remove the student from a fixed timetable schedule to allow availability for other students.

Students may continue classes subject to teacher availability and timetable capacity.



Fair Notice and Class Considered Taken

Fair notice is required for any absence.

Where adequate notice is not given, the class will be considered as taken in line with this Provision of Service, as teachers are scheduled and paid for reserved teaching time.

Payment

- a. One World Learning uses Square for invoicing and payment collection.
- b. A transfer charge of up to 5% may be applied to cover processing costs and will be disclosed in advance.
- c. If a processing charge makes the transaction unreasonably high, alternative payment methods may be offered.
- d. Invoices containing a direct bank link or QR code will be sent for payment.
- e. Full payment must be made before classes are taken.
- f. If payment is made and later regretted before any class is taken, a full refund will be issued.
- g. Classes may be suspended if payment becomes overdue.
- h. Payments may be made monthly, per lesson package, or as agreed prior to commencement. [5]
- i. Payment can be made in local currency and will be automatically converted to pounds.
- j. There is an annual price rise in January of each year, on average around 4%, reflecting increases in the cost of living. [6]

Discounts

- a. A 10% referral discount will be applied if a student introduces another student to One World Learning. This discount cannot be combined with other promotional offers.

Footnotes

[1] Classes can be taken using a phone or touch-screen tablet, but interaction with the teaching software will be limited.

[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 learning.

[3] Should you be unable to take a class at your agreed time and have not informed your agent or teacher within 48 hours; you will remain liable for the class fee. Emergencies do occur and each case will be considered. Private classes will be rescheduled.

[4] If a student arrives late without prior notice, the teacher may refuse entry if joining would disrupt the class.

[5] If you pay monthly, One World Learning or its Agents may take bookings for any time slot that has not been pre-booked and paid for.

[6] Price rises may vary year-to-year.

