



**celt**

CENTRE FOR ENGLISH  
LANGUAGE TEACHING

6 Salisbury Road  
Cardiff CF24 4AD  
United Kingdom

Tel: +44 (0)29 2033 9290

Fax: +44 (0)29 2033 9515

Website: <http://www.celt.co.uk>

E-mail: [english@celt.co.uk](mailto:english@celt.co.uk)

## STUDENT CHARTER

CELTY - Centre for English Language Teaching Ltd. aims to provide high-quality language programmes in a friendly learning environment. In order to benefit from these courses, students have certain rights and responsibilities:

### Rights

All students are entitled to:

- a course that meets their reasonable expectations according to the descriptions provided in CELTY's literature;
- guidance and support towards fulfilling their language potential;
- the opportunity to learn without unreasonable distraction;
- high quality tuition;
- regular homework and feedback on this from their teachers;
- respect from other students and members of staff;
- a learning environment which is suitable for its purpose, clean, healthy and safe;
- advice and guidance on adapting to life in Britain;
- advice and support on official procedures;
- an effective complaints procedure.

### Responsibilities

CELTY is entitled to expect that students will:

- comply with the rules and regulations as set out in the school's "Guidelines for Students";
- show respect for all other students and members of staff regardless of differences in culture, ability, race, religion, gender, sexual orientation, age or social class;
- attend classes regularly and punctually;
- participate in class and give other students the opportunity to participate;
- avoid behaviour that disturbs the study of others or causes damage to the environment or the school's resources;
- report any problems or complaints through the correct channels and give CELTY a reasonable chance to resolve any issues.



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## Disciplinary Procedures

If a student does not attend classes regularly and punctually or does not participate in the work of the class, the teacher will report this to the Director of Studies (Mike Burden) and/or the Principal (Greg Nelson). They will speak to the student concerned and offer advice, support or a warning, as appropriate. They may also have to report this to the student's sponsor, agent, or parents, if applicable.

Please note that poor attendance (below 80%) and punctuality will result in the student not receiving their certificate of attendance/progress report at the end of their course and may also affect the student's visa status.

A teacher may ask a student to leave the classroom if that student's behaviour causes offence or risk to the other students, the teacher and/or their property or CELT's property.

If a student breaks the law, shows persistent unruly behaviour, sets a bad example, abuses or bullies another student or staff, causes a nuisance or disrupts the lessons in any way, the Directors of CELT will have the right to ask the student to leave the school without any refund of course fees or expenses.

## Complaints Procedures

We hope you have an enjoyable and positive learning experience with us. However, if you have a problem and you wish to complain about anything regarding your stay here (course content, level, teachers, fellow students, accommodation, etc.) your complaint will be taken seriously.

If you have a problem or questions regarding your English language tuition, you should speak to your teacher first of all. If you are unhappy with the response that you receive from your teacher, you should speak to the Director of Studies (Mike Burden), the Academic Director (Grace Durighello) or the Principal (Greg Nelson). Students in the Young Learners Centre should speak to the Director of Studies (Mike Burden).

If you have a problem or questions regarding your accommodation, you should speak to the Accommodation Officer (Alyssia Jones). Depending on the situation, the matter can be further discussed with the Directors of CELT.

If your problem cannot be solved within the school, you can write to English UK, the association for accredited English Language providers, with details of your complaint, where an independent ombudsman will deal with your problem. Our office staff can give you the contact details.

*Please note that CELT cannot accept responsibility for complaints made after the student has left the school.*