

British Council Bangladesh Teaching Centre

myClass Course Policy

Credit Refund

Students will receive a credit refund in the following situations:

- A maximum of 2 lesson credits for any missed classes due to unforeseen circumstances. If a student requests a refund based on this circumstance more than twice, it will not be accepted.
- A maximum of 10 lesson credits for any missed classes due to medical reasons. The student must submit medical documentation which clearly shows the sickness period to receive any lesson credit refund.
- An automatic lesson credit refund if classes are cancelled by the British Council. This may be due to technical difficulties and can happen at any time.

Extension of Course Expiry Date

Students' course expiry date will be extended in the following situations:

- A maximum 10-day extension upon general requests. If a student requests a further general extension, it will not be accepted.
- A maximum 10-day extension due to the system being suspended for a long period of time (e.g Eid holidays, system upgrade).
- A 30-day extension due to medical reasons. The student must submit medical documentation which clearly shows the sickness period to receive the extension.

Approved by:

Faye Nicholls

Teaching Centre Manager