languages online extra
Terms and Conditions

1. languages online extra is a subscription based service offered to schools and

   individuals.

2. Based on the content on languages online, languages online extra offers users full

   traceability of progress, along with various other features, as detailed on the languages

   online website.

3. Schools and individuals can request access to languages online extra by filing in the

   relevant Order Form linked to from the languages online website.

4. On receipt of the order form, an invoice will be prepared and sent to the Primary

   Contact or Parent notified on the booking form.

5. Payment for requested services should be made via BACS to the account detailed on

   the invoice. The Invoice Reference should be included as part of the payment process

   to help reconcile payments with orders.

6. Once payment has been received and reconciled with the order, the requested courses

   on languages online extra will be prepared. Individual teachers or parents will be sent

   via e-mail details of their username and password for access to their requested

   courses. Teachers will also receive instructions to give to their pupils so that they can

   self-register onto the website, along with an Enrolment Key which will allow pupils to

   self-enrol onto the correct course.

7. Subscriptions to languages online *e*xtra will be for one academic year. In the UK, this starts in September and ends in August, while in Australia, it runs from January / February through to December. Alternative academic year timings can be arranged on request.

8. Once payment has been received, no refunds can be given.

9. A standard class course on languages online *e*xtra allows for up to 35 pupil users and one teacher. Teachers are responsible for checking their course participant lists periodically and ensuring that there are no rogue users in there (this should only occur if a pupil shares the enrolment key with another person).

10. A class course on languages online *e*xtra will include all relevant interactive resources for that stage of learning, along with a selection of badges, and user guidance documents for pupils and teachers.

11. Schools may choose to have more than one class and all relevant teachers accessing one central course, in order to standardise across a department and year group or for having one person managing the course. In this case, classes can be automatically arranged into groups within the course so that individual teachers can easily see data for their own pupils only, or for the whole year group. This arrangement needs to be requested by the Primary Contact before courses are set up.

12. Pupils may not enrol themselves onto courses for which they have not been given an enrolment key by their own teacher. Pupils may not share enrolment keys with other pupils who are not in their class.

13. Teachers are responsible for the security of their course and should not leave it open on an unsupervised classroom computer. They should of course ensure the security of their password – this can be changed in the user profile area if necessary.

14. At the end of a period of subscription a school or an individual can renew their subscription for another academic year.

    a. Teachers may wish to keep their existing course, particularly if they have set up badges to reward students. In this case the course can be reset to remove last year's pupils and all associated data, and allow new pupils to sign up.

    b. Alternatively, they may prefer to take out a subscription on a totally fresh course.

15. If a subscription is not renewed, access to the course will be terminated at the end of the subscription period.

16. Teachers will be responsible for exporting any required data before the expiration of their subscription, after which they will no longer be guaranteed access to their course if the subscription is not renewed.

17. Data from expired subscription will not be retained by languages online extra.

18. Any user registered on the website but not enrolled in a course will be deleted.

19. Any user who is inactive for over 120 days may be deleted at the administrator's discretion.

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