

Welcome to British Council, Kuala Lumpur. Kindly complete this form and return it to us.

PERSONAL DETAILS

Full Name (Same as Passport): _____

Passport No: _____ Nationally: _____

Date of Birth: ____date____month____year Gender: Male Female

Address: _____

Postcode: _____

Mobile No: _____ Home No: _____

Terms and Conditions

This Agreement sets out the terms and conditions under which The British Council offers courses.

1. Payment methods

- 1.1 We accept payment in cash.
- 1.2 Please note that we cannot accept payment of course fees in instalments. All fees must be paid in full at the time of registration.

2. Transfers

- 2.1 If a student wishes to transfer to another level, this must be agreed by both class teachers and a Manager. Any transfer is subject to the availability of places in the class.
- 2.2 Our Customer Relations Executives will help all students who would like to change the time of their class. However, changes can only be made if there is space available in other classes.

3. Refunds and Credits – Placement test

- 3.1 British Council Kuala Lumpur does not give credits and refunds for placement test. The placement test result is valid for a year.

4. Refunds and Credits – Course fees

- 4.1 Payment of refunds to a third party can be accommodated but only upon request in writing. Payment of refunds can only be made when the original identification document (IC / Passport) is produced and matches the number noted on the refund request form.
- 4.2 The British Council reserves the right to close a class where circumstances dictate and in these circumstances a full refund or credit will be given.

5. Students holding British Council's Student Visa

- 5.1 Your student visa will be for six (6) months and you are required to study with the **British Council Kuala Lumpur** only during that period.
- 5.2 In case the Immigration Department or The Ministry of Higher Education rejects your application for any reason, you will be charged an administration fee of RM100.00. The balance of the visa application and personal bond fee and unused course fee will be refunded within 2-weeks.
- 5.3 Personal bond will only be refunded when your student visa has expired and you have complied with all the conditions above. Please complete our personal bond refund request form. Refunds take between 2 and 6 weeks to process. Payment of refunds can only be made when the original identification document (IC / Passport) is produced and matches the number noted on the refund request form.
- 5.4 Under the Malaysian Immigration Act 1959/63, penalties for breaches to the conditions of the Student Pass are severe. You are therefore advised to adhere to the conditions of issue at all times

6. Undertakings and Warranties.

You hereby undertake and warrant that you:

- 6.1 will take a written and spoken test to determine your proficiency in the language. If you feel the level is not suitable for you, you should speak to your class teacher who will advise you on what to do.
- 6.2 will pay the 1st installment of **Six (6)** courses consisting of 30-hours each upon signing this agreement and the remainder fees of **Six (6)** courses before your passport has been submitted to Malaysian Immigration Departement for the Student Visa sticker. You need to complete a minimum of **Twelve (12)** courses within six (6) months. Failure to do so will result in the course fee and your personal bond being forfeited.
- 6.3 will pay all fees in full before the commencement of your course and that your fee is non-refundable and non-transferable.
- 6.4 will inform us in writing and provide supporting documents, if you need to take emergency leave.
- 6.5 Will not take any leave during the 1st six months from the date of my visa Approval.
- 6.6 Will forfeit your personal bond, course fee and visa application fees if you withdraw the application after having applied for it.
- 6.7 will register in a full time course only as a student visa holder. You are not allowed to enrol in a part time course
- 6.8 will forfeit your personal bond and course fee if you are absent without notifying us. A police report will be made against you and your visa will be cancelled.
- 6.9 will not engage in any illegal activities
- 6.10 will not be engaged in employment except with the express permission of the department of immigration

7. Personal Accident Policy

- 7.1 You are encouraged to purchase a Personal Accident Policy for your own safety

8. British Council Data Protection

- 8.1 Under the terms of the United Kingdom’s Data Protection Act, 1998, the British Council is required by law to manage any personal information you give to us about yourself or your child securely and only for the purposes we have specified. For the information you will provide, these are as follows:
 - To maintain academic and educational records on our students
 - To provide academic records for our students’ sponsors, where applicable
 - To be able to cater for any special needs our students / library members may have
 - To maintain an accurate database on our students / library members for communication purposes
 - To maintain accurate financial records
- 8.2 In addition to the terms and conditions stated above, by signing this form, you agree to The British Council’s collecting and processing this information for the purposes specified above, which may involve the transfer of your data to another British Council office.
- 8.3 From time to time, we may wish to contact you to make you aware of our services and events. If you do not wish to receive this information, please tick this box
- 8.4 On occasion, we may share this information with third parties with whom we have a business relationship. They may contact you to tell you about services and events that may be of interest to you. If you do not wish your data to be shared for this purpose, please tick this box
- 8.5 From time to time, we wish to use photographs of classes or events at which you or your child(ren) may be present for PR purposes. If you do not wish your image to be used for this purpose, please tick this box

Any changes made in the terms and conditions will be updated in our website at the following link: www.britishcouncil.org.my. The British Council reserves the right to change any of the terms and conditions without any prior notice to our existing customers.

Student’s Name: _____

Signature: _____

Date: _____

Witness’s name: _____

Signature: _____

Date: _____