

## GENERAL TERMS & CONDITIONS

### **Al Tief Educational Institute FZ LLC**

(Applies to All Programs & Services)

#### **1. Purpose & Scope**

These General Terms & Conditions govern all services offered by Al Tief Educational Institute FZ LLC (AEI), including exam preparation, tutoring, language training, professional skills programs, vocational qualifications (BTEC and Qualifi), short courses, workshops, and online/in-person classes. Enrollment in any AEI service indicates acceptance of these Terms.

#### **2. Student Registration Requirements**

- a. Students must provide accurate and complete personal information and identification documents.
- b. Diploma and regulated programs may require additional documentation.
- c. Incorrect details requiring certificate or record amendments will incur the Awarding Body fee plus AEI administrative fees.

#### **3. Program Delivery**

- a. AEI reserves the right to modify schedules, trainers, delivery modes, or course content when necessary.
- b. Classes may be delivered in-person, online, or in hybrid formats.
- c. AEI may reschedule sessions due to operational or safety reasons.

#### **4. Attendance & Punctuality**

- a. Students must attend all scheduled sessions on time.
- b. Absences must be reported before class via WhatsApp, email, or phone call.
- c. Diploma programs require a minimum 80% attendance.
- d. Frequent lateness or absence may impact progress or result in suspension.

#### **5. Learning Materials & Platforms**

- a. AEI provides access to digital or printed learning materials.
- b. Sharing or copying AEI materials without permission is prohibited.
- c. LMS access is granted only for the duration of the program.

#### **6. Assessments, Academic Integrity & Certification**

- a. Exam Preparation:
  - i. AEI provides mock tests and feedback where included in the package.
  - ii. AEI does not guarantee specific scores.
- b. Diploma Programs:
  - i. Students must follow academic integrity rules; plagiarism or misconduct may result in penalties or removal.
  - ii. Assessment submissions must follow awarding body guidelines.
- c. Certification:

Certificates are issued upon completion of requirements, attendance, and full payment of fees.

## 7. Payments

- a. Tuition must be paid according to the agreed schedule.
- b. AEI accepts transfer, cash, card, and online payments.
- c. A 3% charge applies to debit/credit card payments.
- d. AEI may suspend access for unpaid balances.

## 8. Bank Transfer Details

Account Name: AL TIEF EDUCATIONAL INSTITUTE FZ LLC

Account Number: 0373573873001

IBAN: AE640400000373573873001

Currency: AED

Bank Name: RAK Bank

Swift Code: NRAKAEAK

Branch: Al Qusais, Dubai

Students must send the transfer screenshot for confirmation.

## 9. Refund & Withdrawal Policy

- a. Registration Fee: Non-refundable.
- b. Tuition Refund:
  - 100% refund if withdrawn within 24 hours.
  - 50% refund if within 7 days.
  - 0% refund after 7 days.
- c. Exam Fees follow awarding body rules and incur a 25% admin fee.
- d. Refunds are processed within 10 working days.

## 10. Class Scheduling & Rescheduling

- a. Students must notify AEI 24 hours in advance if unable to attend.
- b. Missed hourly tutoring sessions without notice may be counted as consumed.
- c. Group class sessions cannot be rescheduled.

## 11. Conduct & Discipline

- a. Students must treat staff and peers respectfully.
- b. Misconduct, harassment, or disruption may result in termination without refund.

## 12. Use of Likeness, Media & Copyright

- a. With consent, AEI may use photos, testimonials, and work samples.
- b. Recording classes without permission is not allowed.
- c. Sharing AEI content is prohibited.

## 13. Safety & Facility Use

- a. Students must comply with facility safety rules.
- b. AEI is not liable for lost personal belongings.
- c. Damage to property due to negligence may incur charges.

## 14. Privacy & Data Protection

- a. AEI processes data only for educational purposes.
- b. Personal data may be shared with awarding bodies or authorities.

- c. AEI does not sell or misuse data.

### **15. Limitation of Liability**

AEI is not liable for:

- a. Student non-compliance with attendance or assessment requirements,
- b. Changes from awarding bodies,
- c. Technology failures outside AEI's control,
- d. Loss of personal items.

### **16. Amendments**

AEI may update Terms at any time; updates will be communicated through official channels.

### **17. Acceptance of Terms**

Enrollment in any AEI service signifies agreement with all Terms stated in this document.