

## Terms and Conditions for Registration for Language Courses at the Tilburg University Language Center

These terms and conditions apply to all Language Center courses except for the intensive courses for the Dutch State Exam (NT2).

For these courses, please see the document "Terms and Conditions NT2 course" on the [website](#).

### 1. General entry requirements

1.1 Our courses have an academic approach and method.

1.2 Courses are open to the following target groups:

- TiU students ;
- TiU employees and alumni;
- other participants; if you are not affiliated with TiU and wish to participate in a course at the Language Center, you must be highly educated. This means that you must have a diploma at HAVO or VWO level (pre-university education) and thus be admissible to Higher Education in the Netherlands.

### 2. Entry requirements per course

2.1 Information about the courses can be found on the [website](#). You can find the entry requirements for each course in the [Osiris Catalog](#).

2.2 When registering for a course, you indicate that you are familiar with and will comply with the entry requirements. If you are unsure of your level, you can seek advice from the Student Desk at [languagecourses@tilburguniversity.edu](mailto:languagecourses@tilburguniversity.edu).

2.3 If, at the start of the course, it appears that you do not meet the entry requirements, you will be denied access to the lessons and will not be entitled to participate in the final exam. There will be no refund of course fees and/or vouchers.

### 3. Cost of courses

3.1 Course prices for each course are listed on the Language Center [website](#).

3.2 Students can pay with their [language vouchers](#).

### 4. Registration for students

4.1 Each semester has a registration period of several weeks. The start and end dates of the registration periods can be found on the [website](#), starting August 1 each year.

4.2 During the registration period, you can register for the language courses offered that semester through Osiris Student.

4.3 Registrations will be processed in order of receipt.

4.4 At registration, the system checks to see if you have enough language vouchers. If so, you will be registered for the course.

4.5 If your voucher credit is insufficient, you can participate at a reduced rate.

4.6 After registration through Osiris Student, you will receive an automatic confirmation of registration.

## 5. Registration for employees, alumni, and external participants

- 5.1 There is a registration period per course and per course period. The start and end dates of the registration period can be found on the [website](#).
- 5.2 You can register using the digital registration form.
- 5.3 Registrations will be processed in order of receipt.
- 5.4 A registration is final when you have received confirmation of registration from the Language Center.

## 6. Waiting lists

- 6.1 The Language Center will determine the maximum number of participants per group.
- 6.2 If a group is full, you may register for another group or for the waiting list.
- 6.3 If an additional group is started, participants on the waiting list will be notified by email. They can then have the Language Center register them in this additional group.
- 6.4 Registrations from the waiting list will also be processed in order of receipt.
- 6.5 The waiting lists are also used to fill unoccupied places at the start of a course.
- 6.6 When registering for a waiting list, your language vouchers are reserved but not yet permanently debited. The vouchers will be debited when you accept a place in a group.
- 6.7 Paying participants need to pay the course fees before being placed on the waiting list. If a place does not become available for them, the course fee will be refunded.

## 7. Deregistration for students

During the registration period, the student can register and deregister via Osiris Catalogue. Thereafter, deregistration and refund of vouchers is not possible, with the exception of the conditions stated in Article 11.

## 8. Deregistration for employees, alumni, and external participants

- 8.1 Within the registration period, you may cancel your registration by sending an email to [registrationslc@tilburguniversity.edu](mailto:registrationslc@tilburguniversity.edu).
- 8.2 The date of the email will be used as the cancellation date.
- 8.3 A cancellation is not final until you have received confirmation from us.
- 8.4 Cancellation **before** the closing date will incur a €50 administration fee.
- 8.5 Cancellation of a course **after** the closing date or during the course is not possible. The entire course fee will then be charged.

## 9. Cancellation of a course

In case of insufficient interest, the Language Center reserves the right to cancel a course. The registration fee paid will then be fully refunded and vouchers will be returned.

## 10. Education and Examination Regulations

The Language Center's Education and Examination Regulations apply to all courses offered by the Language Center. These Regulations can be consulted via our [website](#).

## **11 Refunding of course fees**

- 11.1 In special cases, such as long-term illness or special family circumstances of the course participant, the head of the Language Center may decide to refund course fees or language vouchers.
- 11.2 You can submit a written request for a refund to the Student Desk attn the Head of the Language Center no later than three months after the end of the course. This request must be accompanied by supporting documents.
- 11.3 The Head will make a decision within 6 weeks, after hearing the person submitting the request if necessary.
- 11.4 Disappointing study results or unexpected overlap with other courses is expressly excluded as a ground for a refund.

## **12 Objection and appeal**

If you disagree with a decision regarding refunds, admission to a course, etc., you may lodge an appeal to the Executive Board. You can find the exact procedure on our [website](#).

## **13 Hardship clause**

In cases not provided for in these Regulations, the Language Center will ensure a reasonable solution.

## **14 Special circumstances regarding COVID-19**

- 14.1 All Language Center courses are offered on campus, online, or a combination of both, in accordance with the description on the [website](#). The examination will be administered on campus.
- 14.2 If circumstances regarding COVID-19 change, the Language Center may decide that courses will be offered partially or fully online.
- 14.3 Lessons will not be recorded for later viewing.