



INSTRUCTIONS FOR THE ORGANIZATION AND OPERATION OF THE LANGUAGE CLASSROOM OF BENIDORM TOWN HALL FOR THE 2025-2026 ACADEMIC YEAR.

❖ COURSE OFFER

The following courses are offered:

- **Beginner** courses in Spanish, French, and English.
- **English** at levels A1 and A2 on the beENGLISH platform (Lab of the Universitat Miguel Hernández Language Centre).
- **French** at level A2.
- **Spanish** at level A2.
- **Spanish as a Foreign Language, Diploma (DELE)** in level B1.
- **Spanish Language Skills** in both **Oral Interaction B1** and **Grammatical Category B1**.

The Education Department will structure the class schedules.

❖ REGISTRATION

- Registration will take place from **September 1 to 16**. However, due to the modular structure of the courses, available places or those created by cancellations can still be filled beyond the indicated deadline.
- Registration is open to students who are at least **14 years old**.
- Former students must be up to date with payments from previous courses.
- Registration will be carried out at the **Education Department**.

❖ APPLICANTS FOR PLACES IN FACE -TO -FACE LEARNING GROUPS ONCE THE COURSE HAS BEGUN

- Students wishing to join a group after the classes have started can opt for **instalment payments** of the registration fee, starting from the month they request admission.
- To accept the admission, it is necessary for them to set up direct debit payments for the corresponding registration instalments they need to pay.

❖ CANCELLATIONS IN FACE- TO -FACE GROUPS

- Failure to pay the first instalment of the registration fee will result in the denial of the registration.
- Failure to pay more than two instalments of the registration fee will lead to the loss of the right to attend classes until the pending amounts are paid.



- The Language Classroom reserves the right to deny the issuance of certificates requested by students who have outstanding payments or other administrative issues, until these payments are regularized.

❖ REFUNDS AND CANCELLATIONS IN FACE-TO -FACE GROUPS

As stated in Fiscal Ordinance 33, the obligation to pay the public fee arises as soon as the service is provided. A student's absence for reasons not attributable to the administration will not excuse the obligation to pay the established fee, whether in a single payment or in instalments. Therefore, students will not be able to withdraw from the course or request a cancellation.

Refunds will only be processed if the request for such a refund is made before the registration period has ended, or if, once this period has concluded and classes have started, it is demonstrated that the absence was due to prolonged illness or a duly justified cause for a period exceeding 25% of the total hours of the course. (Ordinance 33, regulating the public price for the provision of courses and activities by the Department of Education).

❖ ASPECTS OF ACADEMIC ORGANIZATION

The courses, for the purpose of class delivery, will begin on September 17, 2025, and will end on May 30, 2026. During the first days of June, students will have access to tutorial and orientation services; to access this, they must request an appointment in advance.

Classes will be held on alternate days from Monday to Thursday, generally lasting 2 consecutive hours on alternate days, except for skill groups, where the class sessions will last 1 hour. On Fridays, classes for the groups will be held alternately, with each group scheduled for one Friday class and the following academic Friday off.

The student-to-teacher ratio for the courses will not exceed 25 students. Student grouping will be carried out in strict order of registration, understanding that when the number of available places in a group is filled, that group will be closed.

The prices for skill groups will be half of those established for the 2-hour session groups.

Admitted students may request a schedule change, depending on the acceptance of vacancies or swaps that may occur in the group they wish to join. However, the Department of Education may reject requests that would make a group unviable due to insufficient students. The assignment of a place is personal, so once granted, it cannot be changed for another user.



❖ DOCUMENTATION FOR FACE-TO- FACE GROUPS

At the time of registration, students must submit the following general documentation for each interested person:

- Completed admission application.
- Copy of the NIF or NIE.
- Proof of payment for registration. (It will be necessary to have tax identification for tax purposes).
- If applicable, a direct debit document for the instalment payments of the public price, completed and stamped by the banking or savings entity.
- Extract from the Service Guide, of which they will sign a copy to certify that they have been informed.

Likewise, the applicant for a place, if applicable, must submit the following specific documentation:"

- Large Family: Copy of the valid certificate.
- Single-Parent Family: Copy of the valid certificate.
- Disability: Copy of the resolution from the competent department indicating the degree of disability.
- Guaranteed Citizen Income: Copy of the official resolution justifying this circumstance.

The Department of Education may require any additional documentation during the processing of the application for the proper assessment of requests for registration fee reductions. Only students registered in Benidorm will be eligible for these reductions. The aforementioned documents must be accompanied by the originals for verification.

In the enrolment certificates that students request from the Language Classroom, information regarding actual attendance in classes will be included. Students with unpaid fees will be denied services for issuing documentation with academic information for the school year in which they have outstanding debts.

ORGANIZATIONAL ASPECTS OF THE BeEnglishlab GROUP

The Benidorm City Council, through the Language Classroom, collaborates in the development of the BeEnglishlab Platform of the Universitas Miguel Hernández Language Centre.

The admission requirements for the BeEnglishlab course, the prices, and any applicable discounts are established by the aforementioned centre dependent on



the UMH. They also set the organizational aspects of withdrawals, materials, registration refunds, evaluation, certification, and other academic-administrative regulations.

Students will register online, for which they will receive technical assistance from the Department of Education. Enrolment will be formalized once payment has been made and justified.

Students are responsible for the cost of the teaching and IT materials related to the BeEnglishlab course.

DEVELOPMENT OF THE LANGUAGE CLASSROOM

The Department of Education will issue the necessary instructions to modify the activity program, adapting it to the demand of interested parties and the resources available to the organization, should any circumstances alter the general planning of the Language Classroom. Likewise, the Department of Education will set the minimum ratio for the functioning of a group.