



### Public Offer Agreement

All online courses are provided by **International Certification Ltd**, Office address 2nd Floor College House, 17 King Edwards Road, Ruislip, London, United Kingdom, HA4 7AE (Registered company 12190935)

#### Definition of Online Courses:

120-Hour Pro Online TEFL/TESOL Course

150-Hour Master Online TEFL/TESOL Course

190-Hour Guru Online TEFL/TESOL Course

250-Hour Expert Online TEFL/TESOL Course

320-Hour Intensive Online TEFL/TESOL Course

320-Hour Prime Online TEFL/TESOL Course

All of the online courses on the website <https://tefl-tesol-certification.com/> are provided by International Certification Ltd and are subject to the following conditions:

#### 1. Course Requirements:

By starting the TEFL & TESOL Online course you (the Student) confirm that you meet the following minimum requirements of the course.

All of the courses provided by International Certification Ltd are taught in English.

1.1 All customers – Students - of the following courses,

120-Hour Pro Online TEFL/TESOL Course

150-Hour Master Online TEFL/TESOL Course

190-Hour Guru Online TEFL/TESOL Course

250-Hour Expert Online TEFL/TESOL Course

320-Hour Intensive Online TEFL/TESOL Course

320-Hour Prime Online TEFL/TESOL Course

must have a competent level of English and possess a reasonable competence in English language reading, writing, and speaking skills.

1.2 All candidates must have the ability to take advice from tutors and have the capability to make improvements to their results if required.

1.3 All non-native English Language speaking candidates must have at least B1 level of CEFR.



By making a booking with International Certification it is assumed that the candidate satisfies the above conditions and is deemed to have a competent level of English. The candidate, by making a booking, takes full responsibility in determining whether the course is suitable for their level of English. International Certification takes no responsibility if the candidate is unable to complete and pass the course.

1.4 There is no need for an advanced degree, and there are no age restrictions. No previous experience or qualifications are required.

1.5 Before purchasing any of the International Certification online courses, you may check your current level of English, taking the placement test <https://tefl-tesol-certification.com/test> If the test results are higher than 48%, your English comprehension is enough to complete the TEFL/TESOL course.

1.6 It should be noted that purchasing an Online TEFL & TESOL course does not mean that a candidate will be guaranteed a pass. International Certification reserves the right to fail students if they do not meet the minimum requirements of the course.

1.7 The student agrees to follow any of the policies and regulations set down by International Certification Ltd.

1.8 If the Student needs to get the stamped and signed paper version of this Agreement, they can order the delivery, paying the delivery fee. The delivery fee depends on the country of receipt. The Student may order the delivery of the stamped and signed a paper version of this Agreement only after full payment of the course.

## **2. The Subject of the Agreement**

2.1 International Certification Ltd undertakes to provide educational services on the learning portal to the Student. International Certification Ltd guarantees that the courses are accredited by the British educational TEFL / TESOL centre ACCRIN. The Student undertakes to accept and pay for these educational services.

2.2 Educational services for studying the TEFL / TESOL course are provided by the International Certification Ltd as part of the course chosen by the Student, based on the information posted on the website <https://tefl-tesol-certification.com/>

2.3 The website <https://tefl-tesol-certification.com/> contains information about each defined course: the total duration of the course, course description, course cost, as well as additional (bonus) services, such as life-long support in finding a job, personal native speaker trainer and others.

2.4 To obtain a PDF certificate, the Student must pass tests and exams with at least 60% correct answers. After passing all the tests and getting approval of the lesson plan assignment from the trainer, the Student will find an automatically generated PDF certificate under the 'My certificates' section in the account.



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2.5 The Agreement becomes effective upon receipt of payment.

2.6 By reaching out through any contacts listed on the website <https://tefl-tesol-certification.com/> whether it be instant messengers, email, application, registration form, or paying for the service, the Student confirms that they are familiar with Privacy Policy <https://tefl-tesol-certification.com/privacy-policy> and agree with the Terms and Conditions <https://tefl-tesol-certification.com/terms-and-conditions>

2.7 This Public Offer Agreement and the Terms and Conditions <https://tefl-tesol-certification.com/terms-and-conditions> are publicly available on the website <https://tefl-tesol-certification.com/> Ignorance or inattentive familiarization with their terms does not exempt from compliance with all clauses for all visitors to the site.

### 3. How to make a booking:

3.1 Booking can be made online on our website <https://tefl-tesol-certification.com> . The payment for the course means terms and conditions acceptance <https://tefl-tesol-certification.com/terms-and-conditions>. Student is also responsible for the accuracy of their personal details.

3.2 Student may make full payment at the time of booking or in two free-interest instalments with a 30-day period between the two equal payments.

3.3 Once the booking has been accepted and International Certification Ltd has received Student's payment for the course, the Student will receive the data – username and password - for course access within 72 hours from the purchase time. Once Student's account on the learning platform has been generated, an agreement exists between the Student and International Certification Ltd, and all terms and conditions of this Public Offer Agreement apply.

### 4. The Duties of the parties

4.1 International Certification Ltd undertakes:

4.1.1 Provide access for 6 (six) months to an accredited educational online platform in accordance with the course chosen by the Student "120 hours Pro" or "150 hours Master".

Provide access for 7 (seven) months to an accredited educational online platform in accordance with the course chosen by the Student "190 hours Guru".

Provide access for 8 (eight) months to an accredited educational online platform according to the course "250 hours Expert" chosen by the Student.

Provide access for 12 (twelve) months to an accredited educational online platform in accordance with the course chosen by the Student "320 hours Intensive".

Provide access for 14 (fourteen) months to an accredited educational online platform in accordance with the course chosen by the Student "320 hours Prime".

4.2 The Student undertakes:



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4.2.1 Accept and pay for the service.

4.2.2 Adhere to the Learning Rules

4.2.3 The Course and the relevant login details are solely for the Student's use. Another party cannot use these details. Student should enter username and password each time before starting classes, making sure he/she is logged in to avoid annoying situations where responses are not recorded due to lack of authorization or expired sessions.

4.2.4 It is the Student's responsibility to keep track of the course access period. The deadline for submitting the plan to the trainer for review is 14 days before the end of access to the course. The trainer needs 5 business days to evaluate. And not always the students succeed in completing the task on the first attempt, so the Student has to leave time with a margin for the second attempt. The Student undertakes not to leave all tasks and assignments for the last hour of access. The course must be active in order to receive a certificate.

4.2.5 If the Student does not have time to complete the course on time, he/she can use the service of extending access to the course. The Student can pay for the extension at any time. See the price of course extension service here <https://tefl-tesol-certification.com/additional-services>. Number of days before the end of access to courses can be found in the account in the "My courses" section. If the course has ended, and the Student did not manage to receive the certificate, it makes sense to extend access to the course in the 'Extend your main course' menu section in the Student's account on the learning platform. Students can pay by card in any currency with the conversion of funds at the rate of the Student's bank.

4.2.6 The Students have the opportunity to implement changes or corrections only if they have access to the course.

4.2.7 The trainer's response and grade for the lesson plan assignment can be seen in the learning platform. If the Student's access to the course has expired, then it is necessary to extend it to have the access to the learning platform.

4.3 The employment assistance service is provided free of charge only for Students who have received a certificate from our company and implies only informational support.

4.3.1. International Certification Ltd is not a recruiting agency and only provides information services on employment issues.

4.3.2. International Certification Ltd helps the Student to create a resume and video presentation, provides useful information and advice on the job search process, and sends the Student options for online and offline vacancies.

4.3.3. The student independently and directly contacts potential employers.

The student directly handles all financial and legal matters with employers that arise during the employment process.

The student independently prepares their resume, along with all necessary documents and information.



The student creates a demo lesson video and a video presentation on their own to provide to employers as part of the selection or interview process.

4.3.4. International Certification Ltd does not participate in the signing of the employment contract. International Certification Ltd is not responsible for the working conditions or any possible problems between the Student as an employee and a potential employer.

4.3.5. International Certification Ltd does not provide services for obtaining visas and work permits.

## **5. Prices and Terms of acceptance of the services**

5.1 Payment for services is based on the prices listed on our website <https://tefl-tesol-certification.com/prices> as of the date the agreement is confirmed.

5.2 If the Student pays for the service during the promotional period, which is indicated on the website, then the service is provided at a discount cost with all the bonuses that will be indicated in the conditions of the promotion on the site <https://tefl-tesol-certification.com/prices>.

5.3 The payment amount is calculated in the currency of the Student's country at the official US dollar exchange rate on the date of payment. Payment processors are International Certification UK 12190935, International Certification Commonwealth Canada 1000327789, and payment services Stripe, PayPal, Wise, New Offers, WayforPay, Monecle, Unitpay

5.4 The Student undertakes to pay 100% for the services within seven days from the date of receipt of the payment details or 50% if the Instalment payments options was chosen.

5.4.1 The conditions for paying in instalments apply for the courses "120-hour Pro course", "150-hour Master course", "190-hour Guru course", "250-hour Expert course", "320-hour Intensive course", "320-hour Prime course".

5.4.2 The amount of instalment payments for each course are indicated on <https://tefl-tesol-certification.com/prices>

5.4.3 Before making the final payment, the Student has access to all course materials and bonuses, with the exception of the "Native speaker trainer support" service.

5.4.4 Prior to the final payment, the Student may take all tests and complete all assignments except 'Lesson plan quiz,' 'Children Lesson plan quiz' and 'Task Designing a Business English session on negotiation.' 'Lesson plan quiz' is the obligatory assignment for the 120-, 150-, 190-, 250- and 320-hour courses, 'Task Designing a Business English session on negotiation' is required for the 190-, 250- and 320-hour course, and 'Children Lesson plan quiz' is required for the 250- and 320-hour courses.

5.4.5 After making the final payment for the courses, the service "Native speaker trainer support" and the tasks 'Lesson plan quiz,' 'Children Lesson plan quiz' and 'Task Designing a Business English session on negotiation' will become available.



5.4.6 If the Student does not make the final payment for the course within 30 (thirty) calendar days from the date of obtaining access to the course, then access to the course for the Student will be closed without the possibility of a refund of the repayment for the course.

5.4.7 For instalment payments, the general refund rules in section 6 apply.

5.5 After receiving payment, International Certification Ltd sends directly to the Student access to the course within 72 hours.

5.6 Making the full payment or the first instalment payment is acceptance of the terms of this agreement.

5.7 After the Student makes a payment in favour of the International Certification, an automatic irrevocable process of registering the Student's account in the British learning centre takes place. It is not possible to pause or interrupt this process. Access to the course is emailed within the time specified in clause 5.5

## **6. Procedure for changing or cancelling a booking:**

### 6.1 Cooling-off Period:

6.1.1. Under the Consumer Protection (Distance Selling) Regulation 2000 you the consumer have the legal right to cancel the contract between you and International Certification Ltd during the period of 14 days from the date of the issue of the confirmation invoice, which is when the contract starts. This is known as the “cooling-off period”. If you decide to cancel the course within this cooling-off period then you must inform us within 14 days of the confirmation invoice. Once we receive your written cancellation, in form of an email we will refund your course fees within 30 days.

6.1.2. Once you have completed the cooling-off period of 14 days, you will be under the full cancellation conditions of courses which are 100% non-refundable.

6.1.3. If you purchased the course with a discount or received any of the gifts, such as

Employment assistance,

Personal native speaker trainer consultations,

A book,

Cashback for likes, subscription and feedback,

you will not be able to get a full refund, even if it is within the 14-day period.

6.1.4. If you want to have an option to get a refund within a 14-day period, please contact us via [info@tefl-tesol-certification.com](mailto:info@tefl-tesol-certification.com) with the request to get an invoice **without** discounts and gifts.



6.1.5. However, if you need to change the start date of a course for any other reason, our Director of Studies will consider this, and you will be able to change the start date for a fee if agreed by our Director of Studies.

6.2 You must inform us of your intent to cancel by writing to info@tefl-tesol-certification.com in the form of an email.

6.3 Once International Certification Ltd has received your written cancellation letter, they will refund you within 30 days of receiving your letter and deduct any credit card surcharge, if applicable.

6.4 Once a Student has cancelled the booking, Student's login details will be cancelled immediately.

6.5 Student has the opportunity to purchase specialized courses. For example, by purchasing a course for 120 hours, the Student may purchase specialized courses 'Teaching Business English,' 'Teaching English to Young Learners', 'Teaching English Online' and 'Teaching English to IELTS Test Takers' which are included in the program of the 320-hour course. If the Student has purchased a 150-hour course, they will be able to purchase the specialized courses 'Teaching Business English,' 'Teaching English to Young Learners' and 'Teaching English to IELTS Test Takers'. By purchasing a course for 190 hours, the Student may purchase specialized courses 'Teaching English to Young Learners', and 'Teaching English to IELTS Test Takers'. By purchasing a course for 250 hours, the Student may purchase the specialized course 'Teaching English to IELTS Test Takers'. In such cases, the Student after completing the courses will have several certificates. The transcription and the certificate for the main course and a certificate for each completed specialized course. For students who have already paid for a main course, there is a 25% discount on specialized courses. You can check the current specialized courses prices here <https://tefl-tesol-certification.com/additional-services> .

6.5.1 The Student has access to the following optional additional services:

- ✓ Extension of access.
- ✓ "40-hour Advanced TEFL/TESOL Specialized Course: Teaching Online."
- ✓ "40-hour Advanced TEFL/TESOL Specialized Course: Teaching English to Young Learners."
- ✓ "40-hour Advanced TEFL/TESOL Specialized Course: Teaching Business English."
- ✓ "60-hour Advanced TEFL/TESOL Specialized Course: Teaching English to IELTS Test Takers."
- ✓ "The CV is the Ticket to the Job Race" - Bonus module on creating a resume, preparing for interviews, and quickly finding a job.
  
- ✓ Personalized digital badge.
- ✓ Recommendation letter (this service is already included in the 250-Expert, 320-Intensive, and 320-Prime packages).
- ✓ One hour of teaching practice.
- ✓ Certificate delivery.



- ✓ Additional 3 test attempts for one test or 2 attempts for the lesson plan assignment.
- ✓ Apostille and consular legalization of the certificate.

Learn more about additional services here <https://tefl-tesol-certification.com/additional-services>

6.6 Student does not have the opportunity to change course to another in the direction of reducing hours. For instance, when purchasing a 250-hour course, the Student cannot change it to 190-, 150- or 120- hour courses. However, the Student may pay the difference and enhance the number of hours and get a 320-hour course.

6.7 In case of termination of the Agreement, clause 16.1. Paid funds are not returned to the Student.

### **7. Time Period for the completion of courses**

#### 7.1 Online TEFL/TESOL Course

120-Hour Pro Online TEFL/TESOL Course 180 days

150-Hour Master Online TEFL/TESOL Course 180 days

190-Hour Guru Online TEFL/TESOL Course 210 days

250-Hour Expert Online TEFL/TESOL Course 240 days

320-Hour Intensive Online TEFL/TESOL Course 365 days

320-Hour Prime Online TEFL/TESOL Course 426 days

This begins when a student enrolls in the course.

#### 7.2 Extension:

Online TEFL Course:

If you fail to complete the course in 6 months for a 120-hour Pro and 150-hour Master course, in 7 months for a 190-hour Guru course, 8 months for a 250-hour Expert course, 12 months for a 320-hour Intensive course, or 14 months for a 320-hour Prime course, then you may extend the course by paying a change fee as follows. You may do this as many times as you feel necessary. International Certification LTD is not responsible if the Student does not or did not have the opportunity to study for any reason.

You can check the extension service prices here <https://tefl-tesol-certification.com/additional-services>

Please contact us at info@tefl-tesol-certification.com if you need to discuss any extensions.

### **8. How to pass the course?**

8.1 Please note that passing the course only applies to the Online TEFL & TESOL Course.



8.2 By purchasing a course does not automatically guarantee that you will pass the course. If you fail to meet the requirements of passing a course then International Certification reserves the right to fail you.

8.3 You will be given 3 attempts with the automatically check tests for each Test. In order to pass these tests, you must achieve a pass rate of 60%. There are also Tasks with questions, where you should share your thoughts and opinions.

8.4 Once you have completed all the Tasks and Tests you need to create a lesson plan, which your trainer will evaluate during 5 (five) working days. At the end of the course, you need to pass the Final Test. You will have 2 attempts for the Final Test.

8.5 Once you have been awarded a failure, then you will not be entitled to a refund and will not be accepted onto any further TEFL/TESOL courses without first having communicated with the Director of Studies.

8.6 Our tutors reserve the right to fail a student if a student is not meeting the standards of the course in terms of learning, English language ability, or plagiarism.

### **9. Plagiarism:**

9.1 If any Student is found to have copied another Student's work, then they will be issued with one formal warning. In subsequent cases, the Student will be deemed to have taken part in plagiarism and be failed. In the event of plagiarism, no refund will be given to the Student.

### **10. Certificates:**

10.1 Every student who passes the 120-hour, 150-hour, 190-hour, 250-hour, or 320-hour course will receive a PDF copy of the TEFL & TESOL Certificate automatically of passing the TEFL/TESOL Course.

10.2 If the Student would like to receive a hard copy of their certificate, then there is a charge. The delivery fees are indicated here <https://tefl-tesol-certification.com/additional-services> . International Certification will do everything possible to make sure that you receive your certificate within 60 days after ordering the delivery.

However, International Certification Ltd. does not take any responsibility for any postal service problems, which might delay your certificate, and does not take responsibility for a lost certificate due to in-country postal problems. International Certification Ltd. can provide proof that the Certificate was sent to your confirmed postal address. This covers all geographic locations.

10.3 International Certification will supply you with a new certificate in the event of loss or damage for a fee.



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### 11. System Maintenance and Upgrades

At certain times International Certification Ltd.'s systems and software programs will be updated. In the event of an update, International Certification Ltd. will endeavor to do this work as quickly as possible. However, if the systems are not working for a period longer than 96 hours then will allow our candidates to extend their course for no more than 96 hours.

### 12. Limitation of Liability

International Certification does not accept any liability for any loss or additional expense caused by delay or disruption to travel services, weather conditions, civil disturbance, industrial action, strikes, wars, floods, sickness, or force majeure. Such losses or additional expenses are your responsibility. Force majeure represents unusual or unforeseeable circumstances, which include: war, terrorist activities, riots, natural disasters, or nuclear disasters such as fire, flood, or adverse weather conditions.

### 13. Disputes, complaints, and changes

Disputes, complaints, and changes can be made in writing to [info@tefl-tesol-certification.com](mailto:info@tefl-tesol-certification.com)

Please be aware that International Certification Ltd does its best to respond to contact emails as quickly as possible. That includes emails and any of the forms on the website [www.tefl-tesol-certification.com](http://www.tefl-tesol-certification.com). International Certification Ltd has very high customer service expectations and will endeavor to reply to your contact email within 24 – 48 hours after receiving your email. International Certification Ltd would also like to make the Student aware that sometimes spam filters do not allow some emails into the Student's system. Please, check your junk/spam folders and the settings on your Email Client. International Certification does not take responsibility for you not receiving emails due to filters/junk or spam folders on your Email Client.

International Certification Ltd often experiences very high call volumes. If International Certification managers cannot answer your telephone call, International Certification Ltd asks you to contact it by email. International Certification Ltd will endeavor to get back to you by email within 24-48 hours after receiving your email.

### 14. The International Certification Commitment:

14.1 International Certification commits to helping you get the most from your Online TEFL/TESOL Course. Our tutors are here to help you by giving you constructive feedback and advice.

14.2 Any queries will be dealt with within 120 hours of receipt.

14.3 International Certification operates an equal opportunities policy.

### 15. Device Requirements:

The website <https://tefl-tesol-certification.com/> can be viewed on mobile, tablet, and pc formats. If you are having any problems viewing the website, then please, contact International Certification at [info@tefl-tesol-certification.com](mailto:info@tefl-tesol-certification.com)



## **16. Term of the Agreement, procedure, and grounds for amendments or termination of the Agreement**

16.1 This Agreement comes into effect once the Student has fully complied with section 4.2.1 and remains valid for the following durations based on the course purchased:

6 months for the “120 Hours Pro” or “150 Hours Master” course.

7 months for the “190 Hours Guru” course.

8 months for the “250 Hours Expert” course.

12 months for the “320 Hours Intensive” course.

14 months for the “320 Hours Prime” course.

16.1.1 If the Student uses the additional service of extending access to the course, the agreement is automatically extended for the same period as the paid extension period.

16.2 The terms of the Agreement may be changed with the consent of the Parties by concluding an Additional Agreement to the Agreement or by extending the access to the course by the Student.

16.3 If it is impossible to provide educational services through the fault of the International Certification Ltd, the Student is refunded 100% of the funds if educational services were not provided.

16.4. If for technical reasons there is no access to the course and training materials for more than 120 hours due to the fault of International Certification LTD, then International Certification LTD is obliged to extend the Student’s access to the course for the same period as it was absent due to technical reasons.

16.5 International Certification Ltd has the right to terminate the Agreement unilaterally if the Student does not fulfill or violates clause 5.4 of this Agreement. Termination of the contract on the specified basis does not release the Student from liability for non-fulfillment or violation of obligations under the Agreement.

16.6 The Student has the right to terminate the Agreement unilaterally due to the impossibility of completing the course for any reason

16.7 In case of early termination of the Agreement by the Student, the paid funds will not be returned to the Student.

## **17. Privacy Policy**

17.1 Under the definition of the Data Protection Act International Certification is defined as a Data Controller. This means that International Certification Ltd. uses and stores the personal information you (Student) give to us, at the time of booking, to process your order. If the Student cannot allow International Certification Ltd. to use his or her personal information then International Certification Ltd. will not be able to process the booking. By agreeing to these Privacy Policy and Personal Data



conditions <https://tefl-tesol-certification.com/privacy-policy> you allow International Certification to store, use and collect data in regard to you.

17.2 International Certification LTD and the teachers, trainers, tutors, employment assistants or managers involved in the provision of services undertake not to disclose to third parties confidential information and information about the Students, which may become known during the fulfillment of the terms of this Agreement.

17.3 The Students provides consent/permission to the processing of Personal Data (any information that concerns the Student, including, but not excluding information regarding the last name, first name, middle name, date of birth, citizenship, postal address, education, profession, contact phone numbers, email addresses, etc. (hereinafter referred to as "Personal Data") by International Certification LTD with teachers, employment assistants or other employees involved in the provision of educational or other services, the purpose of which is to provide a complete and high-quality service to the Student.

Examples of information use

Last name, First and Middle Names of a Student - so that the Student's data is correctly displayed in the certificate at the end of the course.

Date of birth of the Student - for the provision of the service "Job assistance"

Postal address - for delivery of the hard copy of the certificate

Information about education, work experience - to help in compiling a resume

The Student (data subject), by providing their data in the forms on the website <http://TEFL-TESOL-Certification.com> (hereinafter referred to as the Service), agrees to this Consent to the processing of personal data (hereinafter referred to as the Consent).

Providing (accepting) this Consent means providing personal data in the forms on the Service's website. The Consent is given to INTERNATIONAL CERTIFICATION LTD, Company number 12190935, with an office at 2nd Floor College House, 17 King Edwards Road, Ruislip, London, United Kingdom, HA4 7AE (hereinafter referred to as the Company).

The Consent is given for actions specified by the relevant data protection laws, both with and without the use of automation tools.

The purpose of collecting and processing personal data is to process user inquiries through forms on the website, establish communication with the user regarding the form, collect and analyze statistics on forms, provide technical support to users, send marketing information to users via email, phone, messengers, and/or social networks, send informational and news updates about the Service, including promotional emails, event invitations organized by the Company and its partners for Service users, remind about upcoming events via email and/or phone, and verify the user's identity when attending such events.



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Technical support for users, sending marketing information, and distributing newsletters and invitations may involve the automated transfer of user contact information to third parties engaged by the Company to achieve these goals.

Processing user inquiries through forms may, depending on the nature of the inquiry, involve the automated transfer of contact information to these third parties.

Personal data obtained by the Company will be stored and processed in countries that meet the data protection standards established in those countries. The user hereby also consents to the processing and backup of this data in data centers located in countries that meet these standards.

This Consent is given for the period until the expiration of the storage periods for the relevant information or documents containing this information, as determined in accordance with the laws of the country where the Company is registered.

17.4 International Certification LTD and the teachers, trainers, tutors, employment assistants or managers involved in the provision of services undertake to ensure an adequate level of their protection and prevention of disclosure in accordance with the requirements of current UK law.

