

## Frequently asked questions

# FAQs

**Q:** *How long is the course?*

A: Unless otherwise specified, courses consist of 15 2-academic hour sessions and take place starting in Michaelmas and ending in Lent term (15 weeks with a break in December) and in Easter term (7.5 weeks). Please note that we do not offer the entire range of courses in Easter term.

**Q:** *I'm not sure I can afford the fees for a CULP course. Can anyone help?*

A: Students may be able to request a financial contribution from their College towards the payment of CULP fees. Please note that any such contribution will be at the discretion of the College. Also, please check information about bursaries and grants at <https://www.langcen.cam.ac.uk/bursaries/general.html>. If you should experience any difficulties with payment, please contact [finance@langcen.cam.ac.uk](mailto:finance@langcen.cam.ac.uk).

**Q:** *How do I enrol on the course?*

A: You can enrol on the course using your Raven access to the [University Training Booking System](#). Once the booking is completed you will receive a confirmation email. Please follow the link provided in your booking email which will take you to the [University Online Store](#). Members of general public are eligible to enrol and need to follow instructions found on [our website](#).

**Q:** *How can I pay for the course?*

A: All payments should be made through the [online store](#), which accepts payment by all major credit/debit cards. In exceptional circumstances, we can arrange for payment by cheque. We are not able to accept cash payments. Payment is required within 24 hours of your booking in order to secure your place. Should payment not be received, and a response is not received to follow-up queries, your place will be cancelled and offered to students on the waiting list.

**Q:** *I am on the Online Store but unsure how to proceed.*

A: Please select the link below:

[http://onlinesales.admin.cam.ac.uk/browse/extra\\_info.asp?compid=1&modid=1&deptid=93&catid=160&pr odvarid=50](http://onlinesales.admin.cam.ac.uk/browse/extra_info.asp?compid=1&modid=1&deptid=93&catid=160&pr odvarid=50)

1. You should be taken to a page headed "CULP General Purpose" and given the option of selecting "Staff", "Student" or "Public".
2. Select "Add to Basket" for the appropriate item and you will proceed to the next page which asks for:
  - o your CRSid
  - o booking ID
  - o your USN (if applicable)
  - o the name of the course you will be taking
  - o your Department (if applicable)
  - o your College (if applicable)
  - o your status (student, staff, public)
3. When you click "Next", you will be taken to a page confirming the payment amount and invited to "proceed to checkout"
4. You will then be asked to register as a new customer (if you have not already done so) and will need to enter name, address and payment details as directed.
- 5.

**Q:** *Are the fees per term?*

A: Fees quoted on the website are per full course (15 sessions) and are inclusive of materials, formative and summative assessment as well as certification.

**Q:** *Can I reserve a place on a course?*

A: No, we are unable to reserve a place.

**Q:** *Is there a discount?*

A: Unfortunately, we are unable to offer a discount. Students may be able to request a financial contribution from their College towards the payment of CULP fees. Please note that any such contribution will be at the discretion of the College.

**Q:** *Can I make a payment in instalments?*

A: No, unfortunately, the Online store does not have the option of making payment in instalments.

**Q:** *Can I have a level test before enrolling?*

A: To help you choose the right level please refer to the relevant course specification, the Self-Assessment Grid ([https://www.langcen.cam.ac.uk/culp/CEF\\_sa\\_grid.pdf](https://www.langcen.cam.ac.uk/culp/CEF_sa_grid.pdf)) and syllabi/past exam papers available on our website.

**Q:** *Is there a deadline to enrol?*

A: No, members of the University can enrol themselves up to the start of the course. After that everyone will need to contact the [CULP administrator](#) to join the class. Please note, that *ab initio* learners, i.e. absolute beginners, can only enrol within the first two weeks of the course.

**Q:** *If I do a CULP course, how do I show my language skills on my CV?*

A: Completion of a CULP course will generate a Certificate of Proficiency mapped to the [Common European Framework of Reference](#) which can be added to your CV, alongside other language qualifications.

**Q:** *Do I need to purchase a book for a CULP course?*

A: All relevant resources are located online and administered via Moodle. Only few courses feature a textbook and if this is the case, it is indicated clearly on the Course web page.

**Q:** *I am not sure which level to choose despite carefully reading the information on your website about the CEFR levels. Is there anyone I could consult before enrolling?*

A: We always have advising sessions before Michaelmas term enrolment for students to consult teachers about their level, timetables and syllabi. Please check our website for more details.

**Q:** *Unfortunately, I missed the Michaelmas enrolment - is there another chance to join this year's CULP courses?*

A: There is another chance to join a CULP course in the beginning of the Lent term if you have previous knowledge of the language. CULP courses are also offered in the Easter term in a semi-intensive format (twice weekly lessons) and, if there is sufficient demand, during the Long Vacation (intensive format).

**Q:** *Can I change classes if the level I originally chose is not the right level for me?*

A: Yes, provided there are spaces. Please see information about our advising sessions where you can talk to the teacher before enrolment.

**Q:** *Can I still use the resources in the Language Centre after I've finished my CULP course?*

A: Yes, this is free while you are a member of the University, but subject to a small charge after you leave.

**Q:** *What if the course is full?*

A: Please put your name down on the waiting list, as we may have students cancel their place.

**Q:** *What happens if I miss a class/how many lessons can I miss?*

A: Students need to attend at least 80% of the course and can miss a maximum of 3 lessons.

**Q:** *Can I get a refund if I cancel my place after the course has started?*

A: Yes, but only after the first session you have attended.

**Q:** *Is the course assessed and will I receive a certificate?*

A: Courses are assessed and more information can be found on our [website](#) in the **Assessment** section.

**Q:** *Whom do I contact?*

A: For all CULP-related questions please contact CULP Administrator at [culp@langcen.cam.ac.uk](mailto:culp@langcen.cam.ac.uk).