

Questions & Answers

REGISTRATION NOTICE

1. Please visit www.RichmondCE.ca for course details before the registration. (A handling fee of \$20 will be charged for any transfers.)
2. Each student should have his/her own account including individual email address. It is better to manage school communication and registration for each child.
3. Please use Gmail, Hotmail or Outlook to open an account. The registration system cannot recognize the account @QQ, 163 or 126.
4. Please use the student's actual date of birth when registering for classes. Failure to do so will result in the school requesting a course withdrawal, with no refund of tuition fees.
5. After completing the online registration, please login your child's account to confirm the course dates, location, and classroom number, plus withdrawal policy under transaction payment history.

註冊訊息

- 報名/註冊課程前，請仔細閱讀各課程簡介、上課時間、日期及地點等信息，避免報錯課程。(如需轉班，需付\$20手續費) 請登錄 www.RichmondCE.ca
- 每個學生都需要有自己的帳戶，包括單獨的電子郵件地址。這樣可以更好地管理您孩子與學校的通信，以及溝通註冊事宜。
- 請使用 Gmail、Hotmail 或 Outlook 開戶，系統無法識別 QQ、163、126。
- 請使用學生真實的出生日期報讀課程，否則校方會要求退學並不予退費。
- 學生網上註冊課程後，請再登錄學生的帳戶，查看收據，了解上課的時間、日期、地點、教室，以及轉課、退課政策等信息。

A . What Mandarin courses are offered?

Mandarin Language Studies

We offer a variety of Mandarin courses for English and non-English speakers. Courses include Introduction to Level 12 and Advanced Level, with emphasis on Reading and Writing, Conversation Courses for all ages (Adult/Youth/Children), AP Exam Preparation and Chinese Hybrid Class (Cantonese Read/Write & Mandarin Speaking).

NOTE: Currently, we are offering courses that are taught in-person, online and hybrid instruction for all Mandarin Language Studies courses.

國語中文課程: 本部為 4 歲起學生提供各級國語中文課程

1. 中文讀寫班 (繁體字或简体字中文班)
2. 國語會話班 (兒童、青少年、成人)
3. 粵語中文班
4. 青少年讀寫中文班 (適合 10 歲或以上, 只懂說、聽中文, 而不會閱讀及書寫的學生而設)
5. 中文寫作班
6. 準備中文公開考試及 AP 考試輔導課程。

B . What is the schedule for the Mandarin Learning Program?

We offer Mandarin classes from Wednesdays through Saturdays. Please see the CE website at www.RichmondCE.ca where you will find detailed information.

- 我們提供從週三到週六的普通話課程, 詳情請參閱網站: www.RichmondCE.ca, 您將找到詳細資訊。

C. How many semesters are there in a year, and are the levels consistent across both semesters?

There are two semesters in the school year: September to January and end of January to June. Each level takes one full academic year to complete, which corresponds to two semesters at the same level.

- 整個學年有兩個學期 (九月至一月) 和 (一月底至六月)。一個級別需要一個學年來完成, 即一個學年的兩個學期是同一級別。

D. What are the age requirements to enroll in the Mandarin Learning Program?

1. We are accepting enrollment for Mandarin Introductory Class #40520 for 4-year-old (Chinese speakers) or #40555 Fun with Mandarin Classes if you don't speak Mandarin.
2. If you are 5 years old or older, you may want to consider choosing either the Kindergarten Classes #40500 (for READ/WRITE Class) or the Beginners, Children Conversation Classes #40554 (for non-Mandarin speakers).

For more information or if you are unsure which level and program is right for your child, please email sleung@sd38.bc.ca or call 604.668.6532.

- 我們接受 4 歲以上的學生報名普通話入門班#40520，如果您是非普通話人士，您可以選擇 #40555 趣味普通話班。
- 如果您的年齡是 5 歲或以上，您可以考慮選擇幼稚園班（中文讀寫班）或兒童會話初級班（非普通話人士）。
- 如需詳細資料或不確定哪個程度和課程適合您的孩子，請發送電郵至 sleung@sd38.bc.ca 或致電 604.668.6532。

E. What is the withdrawal policy?

1. All requests for refunds or withdrawals must be made in writing before the second-class date and within three days of the course start date. Withdrawals are subject to a 15% processing fee on the course fee. (Email: wilai@sd38.bc.ca)
2. No refund after the second session. (Refund or transfer request will NOT be accepted on site before or during the second-class session.) Additionally, refunds will not be provided for individuals who enroll after the course has already started.
3. No tuition deduction/reimbursement or refund for any absence, misbehavior or late registration.
4. Students who request a withdrawal will be charged for any received booklets: \$20 for the Read/Write class and \$45 for the Conversational class.

- 所有退費/退學的申請，最晚於開課後的第一節課，並需三天內提出，否則不能辦理，同時將扣除學費的百分之十五。請書面電郵您的退費/退學申請至 wilai@sd38.bc.ca。
- 不接受當天在校或第二節課上的退學/退費申請。中途插班報名者，報名後不接受退費申請。
- 學生因事或因病而請假者，又或在校行為而擾亂班上上課進程者或遲報名者，學費沒有扣減或退費等安排。

- 申請退課的同時，如果您之前已經領取課本，讀寫班需要付\$20 元課本費，會話班需要付\$40 元課本費。

F. What is the procedure if I want to change class?

No requests for transfer after the 2nd session. A handling fee of \$20 will be charged for any transfer requests, for rescheduling to another class or other instructors. **Please email your transfer/change request to sleung@sd38.bc.ca**

- 開課第二節課後不接受轉班。任何申請變更其他上課時間或班級或任教老師，需付手續費\$20 元。**申請轉班事宜，請電郵至 sleung@sd38.bc.ca**

G. If I miss a class, how do I receive my materials of that day?

LEAVE FOR ABSENCE (missed classes/exams/tests)

1. If you are unable to attend class for any reason, please notify the instructor as far in advance as possible or email **wilai@sd38.bc.ca**.
2. Absences cannot be scheduled for make-up tests or classes, nor can they be changed to another mode of instruction.
3. If parents need to obtain teaching materials for a class that was missed on that day, the student can have them made up by the teacher in next class.
4. During a student's absence, the school is unable to provide delivery of e-learning materials.

缺席/缺考/缺課細則

- 如果您因故無法上課，請儘可能**提前通知老師**，並副本電郵 **wilai@sd38.bc.ca** 。
- 缺席者不能安排補考或補課，也不能改成其他教學模式或上課時間。
- 學生若缺課，缺課當天的教材，將由老師於學生回校當天發還。
- 面授課，若學生缺席期間，學校無法提供電子學習材料的傳遞。

H. ONLINE CLASS 線上課程

If I enroll in an online course, when will I receive the link to the meeting?

If you register for an online class, you will receive a link to the meeting 3 days prior to the start of the class.

- 如果您註冊線上課程，您會在開課前 3 天收到會議連結。

I. PICK UP/DROP OFF

1. Parents stay outside the school and please pick up your child from class on time.

2. To ensure the safety of your children, if parents do not come to pick up their children after half an hour from the end of the class on two or more occasions, the school reserves the right not to accept the students to attend the class, and there will not be any refund or make-up arrangements.

- 家長請在學校外等候，並請準時接孩子下課。
- 為確保學童安全，若家長兩次或以上於下課後半小時仍沒到校接回學童，本校有權不接受上課，並且不設退款或補課安排