Questions & Answers | 常見問題與解答

REGISTRATION NOTICE | 註冊須知

1. Course Information Before registering, please visit our website to carefully review the course descriptions, schedules, dates, and locations to ensure you select the correct course. A $20 handling fee applies to any course transfer.

課程資訊：報名或註冊課程前，請先瀏覽網站，仔細閱讀課程簡介、上課時間、日期及地點等資訊，以確保選擇正確的課程。如需轉班，須支付 $20 手續費。

2. Individual Student Account Each student must have their own registration account with a separate email address. This helps parents manage school communications and registration information for each child more effectively.

學生個人帳戶：每位學生均須設立獨立的註冊帳戶，並使用不同的電子郵件地址，以便家長更有效地管理每位子女的學校通訊及課程註冊資訊。

3. Email Account Requirements: Please use Gmail, Hotmail, or Outlook when creating an account. Our registration system does not recognize email addresses from QQ, 163, or 126.

電子郵件帳戶要求：請使用 Gmail、Hotmail 或 Outlook 電子郵件地址建立帳戶。本校註冊系統無法識別 QQ、163 或 126 的電子郵件地址。

4. Accurate Date of Birth: Please enter the student's actual date of birth when registering. Providing incorrect information may result in the school requiring the student to withdraw from the course without a tuition refund.

正確的出生日期：報名時，請務必填寫學生的真實出生日期。如提供不正確的資料，校方可能要求學生退出課程，已繳學費將不予退還。

5. Registration Confirmation: After completing online registration, please log in to your child's account and review the transaction/payment history to confirm the course dates, times, location, classroom number, and applicable course transfer and withdrawal policies.

確認註冊資料：完成網上註冊後，請再次登入學生帳戶，查看交易及付款紀錄，確認課程的上課日期、時間、地點、教室編號，以及相關的轉班和退課政策。

MANDARIN LEARNING PROGRAM | 國語中文課程

A. What Mandarin courses are offered? | 提供哪些國語中文課程?

Mandarin Language Studies

We offer a wide range of Mandarin courses designed for both English-speaking and non-English-speaking learners of all ages and proficiency levels.

- Our programs include Introductory through Level 12 and Advanced Mandarin courses, with an emphasis on reading and writing skills;
- Mandarin Conversation courses for Adults, Youth, and Children;
- AP Chinese Exam Preparation;
- Chinese Hybrid classes, which combine Cantonese reading and writing with Mandarin speaking practice.

NOTE: Currently, we offer in-person, online, and hybrid instruction for 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（繁體字或簡體字中文班）
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?

國語課程的上課時間是甚麼？

We offer Mandarin classes from Tuesdays through Saturdays. Please visit the CE website at www.RichmondCE.ca for detailed information.

我們提供從週二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? | 每學年有多少學期？

Our academic year consists of two semesters: Fall Semester (September to January) and Winter/Spring Semester (late January to June).

Each course level requires one full academic year (two semesters) to complete. Students are expected to remain at the same level for both

semesters to complete the curriculum before progressing to the next 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? | 國語課程的入學年齡要求是甚麼？

1. For Children Aged 4: We welcome registration for Mandarin Introductory Class #40520, designed for children who already speak Chinese/Mandarin at home. For children who do not speak Mandarin, we recommend Fun with Mandarin Class #40555.

2. For Children Aged 5 and Older: Parents may consider Mandarin Kindergarten Class #40500, which focuses on Chinese reading and writing for children who already speak Chinese/Mandarin。

- or Beginner Children's Mandarin Conversation Class #40554, designed for children with little or no prior Mandarin-speaking experience.
- For more information, or if you are unsure which level and program is right for your child, please email sleung@sd38.bc.ca

- 我們接受 4 歲以上的學生報名普通話入門班 #40520（在家說國語／普通話）。
- 4 歲或以上學生，如果您的孩子不說普通話，可以選擇 #40555 趣味普通話班。

- 如果您的孩子年齡是 5 歲或以上，並能聽說普通話，可以考慮選擇幼稚園班（中文讀寫班，適合在家說國語／普通話的學生）或兒童會話初級班（適合不說普通話的學生）。
- **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 sleung@sd38.bc.ca 查詢。

E. What is the withdrawal policy?

1. REFUND / WITHDRAWAL DEADLINE | 退費 / 退學申請期限

Email to Wilai@sd38.bc.ca

a. For all requests regarding refunds and course withdrawals, please contact wilai@sd38.bc.ca via email to complete the withdrawal process.
b. No refunds will be issued after the course has been in session for 3 days.
c. A 15% processing fee of the course fee will be charged for course withdrawals.

KEY: Within 3 days of course start • 15% processing fee

2. NO REFUND | 最晚第一節課後 3 天內申請

Refund or transfer request will NOT be accepted on site. Students enrolling after the start of the course are not eligible for refunds.

KEY: **Requests are not accepted on site.**

3. BOOK / BOOKLET CHARGES | 課本 / 書冊費用

Students ask for withdrawal request, if you received the booklet for Read/Write class, it will be charged $20, for the book for Conversational class, it will be cost $45.

KEY: Read/Write booklet: $20 • Conversational class book: $45

- 凡有關退費及退課之申請，請透過電子郵件聯絡 wilai@sd38.bc.ca 以完成退課申請手續。課程開課 3 天後，恕不接受退費申請。退課將收取課程費用 15% 作為手續費。請以書面電郵您的退費/退學申請至 wilai@sd38.bc.ca
- 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 $45 元課本費 。

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

Email to wilai@sd38.bc.ca /sleung@sd38.bc.ca

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.

- 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。

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

LEAVE FOR ABSENCE (missed classes/exams/tests)

Email to wilai@sd38.bc.ca

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 students 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. (Email to wilai@sd38.bc.ca)

- 如果您因故無法上課，請儘可能提前通知老師，並副本抄送至 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/缺席期間，缺課日的教材，可於回校上課當天領取。
- 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，本校有權不接受該生上課，並且不設退款或補課安排。