

## Frequently Asked Questions

### **I have no idea of what my level is. How do I figure out what level to enroll in?**

Students are responsible for choosing the level they wish to attend. Those who are unsure of their level should consult the Common European Framework of Reference for Languages ([CEFR](#)) and complete the placement test, available at BabeliUM website ([Placement Tests](#)).

You are not required to prove that you have completed any preceding level, however, it is strongly advised that you possess the competencies of the preceding level so that you may actively participate in class.

#### **N.B.:**

- **The levels of Arabic, German, Polish, and Russian courses are structured as follows:** »A1-Initiation (no prerequisite), A1-Post-initiation (prerequisite: »A1-Initiation), »A2 (prerequisite: A1-Post-initiation), A2 (prerequisite: »A2), »B1 (prerequisite: A2), B1 (prerequisite: »B1), B1+ (prerequisite: B1+) (...).

This subdivision results from the knowledge that certain languages require a longer period to achieve a given level. For instance, it is not feasible to achieve A1 in a 48/30 hours course.

- **The levels of Japanese courses are structured as follows:** »A1-Initiation (no prerequisite), A1-Post-initiation (prerequisite: »A1-Initiation), A1+ (prerequisite: A1-Post-initiation) »A2 (prerequisite: A1+), A2 (prerequisite: »A2), A2+ (prerequisite: A2) »B1 (prerequisite: A2+), B1 (prerequisite: »B1), B1+ (prerequisite: B1),(...).
- **The levels of Portuguese Sign Language Courses are structured as follows:** A1, A2, B1, (...).
- **The levels of French, English, Italian courses are structured as follows:** A1, A1+, A2, A2+, B1, B1+, B2, B2+, C1, C1+.
- **Regarding Spanish courses, A1+ is the initial level.**
- **Regarding Galician courses, B1 is the initial level.**

### **After submitting my application, I noticed that there was an error. What should I do?**

If you have found an error in your application, you should contact BabeliUM (see [contacts](#)) in order to correct it.

Never submit a second application.

### **I want to enroll in Japanese »A1-Initiation, but the schedule of the course is not compatible with my availability. Can I still enroll?**

The schedules listed are fixed and will only be altered in exceptional cases. As such, if there is a conflict between the course schedule and your availability, you should not enroll in the course. You will have to wait for new courses.

If you have accidentally enrolled, you should contact BabeliUM (see [contacts](#)) in order to correct this "false registration."

### **I enrolled in two courses, but I will only be attending one of them.**

If this is the case, you have created a “false registration.” You should only enroll in courses that you plan to actually attend. If you have created a “false registration”, then you are responsible for the payment of a second 40€ enrollment fee.

In order to cancel one of the enrollments, you should contact BabeliUM (see [contacts](#)), in a timely manner, in order to address the situation.

### **Can I cancel my application?**

It is possible to cancel your application, but there will be no refund of the fees you have already paid. You may, however, request for your application to be frozen (only the value of the tuition fee will be frozen) within the first month and a half after the beginning of the course (contact BabeliUM – Centro de Línguas for more information).

Bear in mind that after you receive a notification\* from BabeliUM to pay for the course in which you have enrolled, and even if you cancel it, you are due 40€ corresponding to the registration fee.

In case of courses that are exempt from the payment of the registration fee, if you cancel your application, you will be charged 40€ corresponding to the registration fee.

\* The notifications are done by e-mail. In case of failure to read the notifications or if you do not receive them by no fault of BabeliUM, you are due 40€ corresponding to the registration fee.

### **When should I pay for the course?**

You should pay only after you have received a notification, in the form of an email, from BabeliUM.

### **Can I pay for the course in installments?**

Normally, payments are made in full prior to the first day of class. However, for semester long courses, it is possible to pay in installments.

[Contact BabeliUM for more information](#)

### **I have enrolled in a course, but I have not received a notification. What should I do?**

You will receive a notification after the end of the enrolment period. You should, therefore, await for an e-mail from BabeliUM between that date and the beginning of the course.

**The information contained in this document does not relieve a careful reading of the information regarding registration, fees and [general rules](#).**