



Project Raizes Brasileiras addresses the need for a heritage language program for the Brazilian community in Brisbane. The project delivers community-based activities for promoting bilingualism and Brazilian culture among children, families, educators, and the wide community.

The target group for this project is the Brazilian/Portuguese speaking community and the wider Brisbane community including but not limited to:

1. Brazilian immigrant children/families;
2. Non-Portuguese speakers wanting to learn/experience Brazilian language/culture
3. Immigrant parents raising bilingual children

Terms and conditions

Course

- Each term of Universo do Brincar and Escrever is composed by 5 meetings of 1.5 hour; Universo do Descobrir is composed by 5 meeting of 1 hour each; and Universo do Adquirir is composed by 10 meetings of 1 hour each;
- The classes stop for school holidays, and resume in the first week of school (see calendar online);
- Public holidays (such as ANZAC Day) the centre will be closed, and there will be no classes. Nevertheless, this will be technically counted as day of class. Extra homework might be sent to students this week.

Make up classes

- We do not have make up classes, but we are happy to send you the content studied in class and the homework for the day.
- If the teacher needs to be absent, Raizes Brasileiras will arrange a substitute teacher. In case it is not possible, the class will be refunded as a proportional discount of the next fee.
- If you need private classes, or make up classes, they will be delivered by Raizes Brasileiras teachers and venues. The cost for occasional private classes is AU\$ 50 per hour for presential meetings, and AU\$ 35 per hour for online meetings. Prices are subject to change, consult Raizes Brasileiras before taking any decision.
- If the student wants to switch group classes for private classes, s/he must request it through Raizes Brasileiras' email, and accept the increased change of fees from group classes.

Payment and fees

- You must pay the term fee in a direct debit to the bank account described in you invoice.
- An invoice will be issued every end of term, and must be paid before the following term starts.
- Payments made after the due date imply in a fee increase of 10%.

Reimbursement

- The paid fee will only be reimbursed in total if requested in writing at the first week the course starts.
- If you need to cancel when the course has already started, you need to give 2 weeks' notice to get the reimburse of the classes not attended after these 2 weeks.



- Annual fees are not refundable.

Facilities

- Raizes Brasileiras operates at two facilities: Brisbane Indoor Sports Centre, our sponsor, at 117 Mina Parade, Alderley; and Paddington Hall from Community, a non-profit association, at 10 Moreton st., Paddington. Any use of this space has to be issued to Lilian Fleuri or the staff of BISC reception.
- At Brisbane Indoor Sports Centre, sport courts cannot be used without previous and explicit permission of the BISC receptionist. Extra charges on users might be applied by BISC.
- The classroom is kindly sponsored by BISC. Students, teachers and the school directors are responsible for returning the original furniture to its place, cleaning up the classroom, and turning out the lights and air conditioning before exiting.

Use of images

- We might take photographs or videos for use in our promotional marketing purposes or research. You must inform us in writing at the first two weeks the course starts if you do not allow us to use such images.
- We might record classes and/or meetings for use in research or organizational purposes. In any case, the content will be kept safely and anonymously.

Meetings

- Parents and students must keep up informed about school decisions through newsletter, teachers' reports, whatsapp announcements, Raizes community meetings, informative videos on our social media (Youtube channel, Instagram and Facebook group).
- As a community language school, decisions are made in group during Raizes' community meetings. These decisions must be approved by the director board of Raizes Brasileiras, and in some cases, also by the executive committee of ABRASSO and.
- The decisions made on the Raizes' community meetings might be posted on our newsletter every end of term (whenever we have a volunteer in charge of this newsletter).

Communication

- If you want to contribute giving your opinion, suggestion, critics, make comments or requests, you need to do it in writing to the email of Raizes Brasileiras.
- Your teacher is responsible to respond to any issue concerned to course material, content explanation, assessments, homework, and any other thing related to classes. If you need to talk about any one of this matter, please reported directly to your teacher;
- The school board director is responsible for any issue concerned the classes' schedule, teaching facilities, make up classes, fees and payment, students (and teacher) conflicts, enrolments, reimbursement, school material and facilities, pedagogical material and any other administrative matter. If you have issues of this matter, you must report directly to your school board director through Raizes' email;



- Whatsapp are not to be used to take administrative decisions, teacher or school complaints, photo or video sharing, or school material sent – these must be done through Raizes Brasileiras’ email.
- Whatapp communication is to be used to give last minute announcements, send reminders and to make questions that concern the whole group. Any person acting inappropriately is subjected to be removed with no prior notice.
- Any suggestion or request for changes in this Terms and Conditions must be done in the teachers and parents’ meetings of Raizes Brasileiras. See calendar for the date of these meetings.

Student and teachers’ interaction

- Teachers, students, parents, and board directors must treat each other respectfully: any kind of abuse will NOT be tolerated.
- Only communications done through Raizes Brasileiras’ email and through Whatsapp groups will be considered. Please do not approach teachers through their personal email, privately through Whatsapp or phone calls – responding to message might be time consuming and invasive, teachers are asked to forward to Raizes Brasileiras any private message concerning classes and issues related to the Brazilian community language school. Teachers are not obligate to reply any private message.
- It will not be acceptable that teachers and students make arrangements privately. If classes arrangements are made privately between teachers and students, Raizes Brasileiras cannot respond to it.
- It is not acceptable that teachers and students reached through Raizes Brasileiras arrange private classes by their own without Raizes Brasileiras acknowledgement. If this is done, Raizes Brasileiras might terminate students and teachers’ contract without prior notice.

Sign: _____ Date _____

Print name:: _____