

GENERAL TERMS & CONDITIONS COURSES / EXAMINATIONS

THE GOETHE-ZENTRUM TRIVANDRUM CONDUCTS THE GOETHE CERTIFICATE COURSE AND EXAMINATIONS IN KERALA UNDER THE AUSPICES OF THE GOETHE-INSTITUT/MAX MUELLER BHAVAN AND HAS ITS OWN TERMS AND CONDITIONS WITH REGARD TO THE CONDUCT OF THE GOETHE CERTIFICATE COURSES AND EXAMINATIONS IN KERALA.

TERMS AND CONDITIONS FOR OFFLINE GERMAN COURSES

- 1. All Candidates applying for the A1 courses must pay INR 5000 + taxes while registering for the said course, which will be adjusted against the total course fee.
 - 2. Course fees must be paid in full before the commencement of the course. No instalments allowed.
 - 3. Registration fee once paid for the A1 course is not refundable. However, the candidate may be permitted to shift the admission to the next immediate batch within a financial year, if this is caused by any unforeseen event.
 - 4. Course fee will not be reimbursed after three days of starting a particular course. Should the candidate decide to discontinue within three days of starting the course, the course fees will be returned after deducting from it the taxes paid to the tax authorities.
 - 5. Please note that classes will be held at either our Kowdiar or Palayam locations in Trivandrum, which are approximately 4 kilometers apart. Students will be assigned to one of these locations depending on availability of the classrooms. Unfortunately, students cannot choose the location of their classes.
 - 6. The registered candidates will get the confirmation email about the assigned centre one week before the commencement of the classes.
 - 7. Those who have paid the registration fee and registered their names for the courses, MUST report at the centres of Goethe-Zentrum Trivandrum/Kochi, at the latest on the second day after starting the class. Registration of those who fail to do so without valid, written information will be cancelled without any further notice after three days of commencement of the classes. Medical certificate from a registered, modern medical practitioner has to be produced in the case of medical emergencies.
 - 8. The course fees include the text books for the respective course.
 - 9. For all online & offline courses, the student must have attended at least 70% of the lesson units, in order to be promoted to the next level after the internal test or after passing the international exam.
 - 10. Candidates who need a course participation certificate can apply through our website after successfully completing the course. The candidate must have attended at least 70% of the classroom sessions in order to obtain a participation certificate.
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TERMS AND CONDITIONS FOR ONLINE LIVE GERMAN COURSES

- 1. All conditions related to the payment for Offline German Courses will also be applicable for the Online German Courses.
 - 2. The camera must be turned on for the entire duration of the online course.
 - 3. If the camera is not turned on even after three repeated requests from the teacher, the concerned student will be marked absent for the entire duration of that class.
 - 4. If the student continues to keep the camera turned-off consecutively on three days, he/she will be removed from the online course.
 - 5. The students are expected to respond to the questions of the teachers in class. Those who do not respond will be marked absent.
 - 6. Such students will be informed that they will no longer be allowed to continue with the online course.
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TERMS AND CONDITIONS FOR REGISTRATION FOR GOETHE CERTIFICATE EXAMINATIONS

- 1. The Exam registrations for A1, A2 and B1 Level is completely online through our website.
- 2. Dates for sending the email for B2 examination slot will be published on the official website 45 days before the actual examination dates
- To apply for the Goethe-Zertifikat B2 examinations, an email with the required personal details MUST be sent within the stipulated time to exams.registration@goethe-zentrum.org. For this, the exact date and time window to send the email will be published at least one month in advance on the official website of the Goethe-Zentrum Trivandrum/Kochi.
- 3. No email received after the given date and time slot will be entertained.
- 4. Candidates will be selected on the basis of the seats available for the examinations and on a first-come-first-served basis, without any discrimination of any kind. The Goethe-Zentrum has not assigned any external agent or agency to act on its behalf to collect fees from the candidates! All candidates are requested to send the emails individually from their own registered email addresses!
- 5. Such candidates will receive a confirmation mail from the Goethe-Zentrum, requesting them to come to the office IN PERSON to complete the registration process and make the payment.
- 6. Fees can be paid by online transaction or by cash.
- 7. The exam fees must be paid in full at the time of exam registration.

- 8. PLEASE NOTE THAT A REFUND OF THE EXAM FEES PAID IS NOT POSSIBLE. If a candidate fails to appear for the examination for any reason other than personal illness, the examination fee will not be refunded, and the candidate must register again and pay the full examination fee to obtain a new slot.
- If personal illness is the reason for absence, the candidate may reappear for the examination by paying 25% of the total examination fee, subject to submission of a valid medical certificate on or before the examination date.
- Once the examination registration is completed, candidates are not permitted to change the selected modules as per their convenience.
- Please ensure that you carry your passport as a valid ID for the Goethe examinations. This is mandatory. If your passport has been submitted at VFS for visa purposes, please inform us at least one week in advance to the exam date, along with all relevant proof/documents, so that we can allot you a seat for the next examination, subject to a 25% administrative fee.
- Please keep this in mind while applying for the exam to avoid any confusion. On the day of the examination, if you arrive without your passport and only with supporting documents, we will not be able to assist you.
- 9. Please note that the results will be published approximately 5 weeks after the exam date and the certificates will be provided after 7 weeks.
- 10. For any suggestions, complaints or remarks, please use the email address feedback@goethe-zentrum.org. Such emails will be answered ONLY, if the sender has mentioned his/her name, address and contact number in the email. Anonymous emails without name and address will not be entertained.
- 11. All candidates are required to contact the Goethe-Zentrum on their own for any matter related to the examinations. They cannot assign a proxy to represent them to enquire about any matter related to the examinations. No external person or institute can represent the candidate as this might violate the data protection laws.

REQUESTS FOR PERSONAL INSPECTION OF THE ANSWER SHEETS

- 1. The examination candidates may request to view their answer sheets of the Goethe Certificate Examination they have written either at Goethe-Zentrum Trivandrum or Kochi.
- 2. For such inspection of the answer sheets, the examination candidates MUST send an E-mail within 14 days from the date of publication of the examination result to viewing-kerala-delhi@goethe.de. Any request received after the above stated period WILL NOT be considered.
- 3. The personal inspection of the examination papers is conducted at the Goethe-Institut Delhi. The concerned candidate will have to be present in person at the Goethe-Institut Delhi on the given date. Minor candidates must be accompanied with a parent or guardian.

- 4. The personal inspection of the examination paper of any such candidate will take place only in the presence of an examination official of the Goethe-Institut. Only the applicable answer sheet and the evaluation sheet will be shown to the concerned candidate, and it is absolutely prohibited to take photographs or make copies of such answer sheets during this process. No question papers will be presented to the candidates and neither will they be given any individual counselling.
 - 5. In case the candidate cannot come for paper viewing in person, a final report is sent via E-Mail after the paper viewing is done.
 - 6. There is no facility of re-evaluation or rechecking of the answer sheets.
 - 7. Personal inspection of the answer sheet is intended as an opportunity for such candidates to get an orientation in their performance.
 - 8. No further correspondence will be entertained after completion of the personal inspection and a report has been sent by mail to the concerned candidate.
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EMAIL ID'S FOR ENQUIRY AND FEEDBACK

- General enquiry: office@goethe-zentrum.org
- Courses: courses@goethe-zentrum.org
- Exams: exams@goethe-zentrum.org
- Exam registration: exams.registration@goethe-zentrum.org
- For any complaints, suggestion, remarks, feedback: feedback@goethe-zentrum.org
Should a satisfactory solution not be reached, then the complaint should be addressed in writing to Ms. Sheena Syed, Head - Courses & Examinations at: sheena@goethe-zentrum.org