



## Language Learning Advising Multilingual Centre Bolzano – Multimedia Language Centre Meran

### Service aims and regulations

1. This service consists of a series of meetings to support users in their autonomous language learning process. **These meetings are not to be considered private lessons!** The advisor's task is to help users identify their own needs, set concrete, realistic language targets and work on how to achieve these, using the resources and technologies available at the Centre, where appropriate.
2. Centre users are entitled to **four individual, 30 minute meetings per year, which are free of charge.** Only one meeting can be booked at a time.
3. Meetings are **booked in person at the Centre's front office** (registered users may do this by telephone if preferred).
4. **Users who cannot attend at the appointed time** must **notify** the Centre (this can also be done by telephone or by leaving a message on the answering machine) **at least 24 hours before the meeting.** If no notice is given, then the half hour will be lost.

Arriving more than ten minutes late for an appointment (without giving notice beforehand) forfeits your right to the service.

**An unexplained absence leads to users forfeiting their right to the tutoring service offered by the Multilingual Centre in Bolzano and the Multimedia Language Centre in Merano for a period of two months.**