



## 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 task of the advisor is to help the users identify their own needs, to help them set concrete, realistic language targets and to work on how to achieve these, using, if necessary, the resources and technologies available at the Centre.
2. Every year, each user of the Centre is entitled to **4 individual, 30 minute meetings, which are free of charge.** Only one meeting can be booked at a time.
3. Meetings need to be **booked in person at the Centre's front office** (registered users may do this also by email or telephone).
4. **Users who cannot arrive at the appointed time must notify** the Centre (This can also be done by telephone or 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) will forfeit the right to access the service.

**After an unexplained absence, users lose the right to use the tutoring and loans services offered by the Multilingual Centre in Bolzano and by the Multimedia Language Centre in Merano for a period of two months.**

