



CALLAN METHOD ORGANISATION LIMITED

STANDARD TERMS AND CONDITIONS FOR A CALLAN REGISTERED TEACHER

CALLAN METHOD ORGANISATION LIMITED

STANDARD TERMS AND CONDITIONS FOR A REGISTERED CALLAN METHOD TEACHER

1 Definitions and interpretations

1.1 The following words and expressions shall, wherever used in these Standard Terms and Conditions for a Registered Callan Method Teacher, have the following meanings:-

“Business Day” means any week day other than a bank holiday or public holiday in England.

“Callan Approved Customer” means a school or Registered Callan Method Teacher that has been allocated a unique customer number by Callan Method Organisation Limited.

“Callan Companies” means Callan Method Organisation Limited, Callan Publishing Limited, Callan Works Limited, Callan School London Limited, Callan Online Limited, Callan Method International Limited, Callan Education Group Limited or any subsidiary company of the aforementioned.

“Callan Materials” means “the Callan Method Student’s Books”, “the Callan Method Teacher’s Books”, the “Callan Method Teacher’s Guide”, , Callan eBooks, Demonstration Charts, Wall Charts, Training DVDs, and MP3 downloads and all other books, guides, manuals and materials together with other associated language teaching and study materials written or created by, or on behalf of, Mr. Callan or CMO or CWL in all revisions, editions, updates and replacements thereof and in all languages whether in written, printed, manuscript, tape, compact disc, digital or electronic form and howsoever delivered, for use when teaching or learning languages using the Callan Method all of which are protected by international copyright.

“Callan Method” means the rigorously structured and highly scripted programme of instruction, originally created and developed by Mr. Callan as a fast and effective system for the teaching of the English language to students who do not have English as their mother tongue (first language) and updated and extended by CMO from time to time.

“Callan Method Card for a Registered Callan Method Teacher” means the identity card issued by CMO to each Registered Callan Method Teacher as set out in Clause 4 and which includes a photograph of the Registered Callan Method Teacher concerned.

“Callan Method Organisation Limited” a company incorporated in the United Kingdom with company number 07247355 with its registered office at Ivy Dene, 43 Mill Way, Grantchester, Cambridge, CB3 9ND, United Kingdom.

“Callan Education Group Limited” a company incorporated in the United Kingdom with company number 8072199 with its registered office at Ivy Dene, 43 Mill Way, Grantchester, Cambridge, CB3 9ND, United Kingdom.

“Callan Logo”



“Callan Materials” means the “Callan Method Student's Books”, the “Callan Method Teacher's Books” the “Callan for Business Student’s Books”, the “Callan for Business Teacher’s Books”, the “Callan Method Teacher’s Guide”, the “Teacher’s Handbook”, Callan eBooks, Demonstration Charts, Wall Charts, Training DVDs, and MP3 downloads and all other books, guides, manuals and materials together with other associated language teaching and study materials written or created by, or on behalf of, Mr. Callan or CMO or CWL in all revisions, editions, updates and replacements thereof and in all languages whether in written, printed, manuscript, tape, compact disc, digital or electronic form and howsoever delivered, for use when teaching or learning languages using the Callan Method all of which are protected by international copyright.

“Callan Method” means the rigorously structured and highly scripted programme of instruction, originally created and developed by Mr. Callan as a fast and effective system for the teaching of the English language to students who do not have English as their mother tongue (first language) and updated and extended by Callan Method Organisation Limited from time to time.

“Callan Method Organisation Limited” a company incorporated in the United Kingdom with company number 7247355 with its registered office at Ivy Dene, 43 Mill Way, Grantchester, Cambridge, CB3 9ND, United Kingdom.

“Callan Method Teaching Standards” means the minimum standards for teaching English using the Callan Method as set out in Appendix 1

“Callan Name” means the word Callan or Callana or any similar local language derivation.

“Callan Online Limited” a company incorporated in the United Kingdom with company number 7886867 with its registered office at Ivy Dene, 43 Mill Way, Grantchester, Cambridge, CB3 9ND, United Kingdom.

“Callan Published Price List” means the list of the prices, fees and minimum quantities published by Callan Method Organisation Limited from time to time of which any changes thereto will have been notified as least thirty (30) Business Days in advance of any changes taking effect.

“Callan School London Limited” a company incorporated in the United Kingdom with company number 8063771 and with its registered office at Ivy Dene, 43 Mill Way, Grantchester, Cambridge, CB3 9ND, United Kingdom, occasionally trading under the name Callan School of English.

“Callan Shop” means www.callan.co.uk/book-shop

“Callan Student Practice Area” means the restricted area of the CMO website which offers interactive learning materials to a Registered Student.

“Callan Trade Marks” means the following trade marks:

		
		
		CALLAN
		

and all other trade marks, historic, current and future, owned by CWL and exclusively licensed to CMO and all applications for or registrations of any of such trade marks anywhere in the world in the name of or on behalf of CMO and CWL, including without limitation International Registration 786236 CALLAN.

“Callan Websites” means the websites, whether they are archived, in development, current and future, that appear on the world wide web and which

are owned by, in whole or part, the Callan Companies.

“Callan Works Limited”	a company incorporated in the United Kingdom with company number 07310498 whose registered office is at Ivy Dene 43 Mill Way, Grantchester, Cambridge, CB3 9ND, United Kingdom (CWL)
“CMO”	means Callan Method Organisation Limited
“Commencement Date”	means the date on which the Parties enter into the Registered Callan Method Teacher Agreement.
“CWL”	means Callan Works Limited.
“Effective Date”	means the date on which the Parties enter into the Registered Callan Method Teacher Agreement.
“Force Majeure Event”	means an event, or a series of related events, that is outside the reasonable control of the party affected (including but not limited to power failures, industrial disputes affecting any third party, non-performance by suppliers or contractors, changes to the law (to include the imposition of an export or import restriction, disasters, explosions, fires, floods, riots, terrorist attacks and wars).
“Intellectual Property Rights”	means all intellectual property rights wherever in the world, whether registerable or unregistrable, registered or unregistered, including (but not limited to): any application or right of application for such rights, copyright and related rights, moral rights, database rights, algorithms, software programmes, software source documents, formulae, business and software processes, confidential information, trade secrets, know-how, business names, trade names, trade marks, service marks, passing off rights, unfair competition rights, patents, petty patents, utility models, semi-conductor topography rights and rights in designs, which belong to the Callan Companies.
“Mr. Callan”	means the late Robin Keith Terence Callan formerly of Orchard House, 45-47 Mill Way, Grantchester, Cambridge CB3 9ND, United Kingdom
“the Parties”	means the Parties as defined in the Registered Callan Method Teacher Agreement.
“RCMT”	means a Registered Callan Method Teacher.
“Registered Callan Method Teacher”	means an independent, private teacher of English using the Callan Method and trained to teach with the Callan Method by an approved Callan Method teaching trainer.

“Registered Callan Method Teacher Agreement”	means the Agreement entered into between Callan Method Organisation Limited and the Teacher of which these Standard Terms and Conditions for a Registered Callan Method Teacher are a part and which may be amended from time to time. Each renewal of a Registered Callan Method Teacher Agreement will incorporate the latest version of the Standard Terms and Conditions.
“Registered Callan Method Teacher Area”	means the restricted area of the CMO website for Registered Callan Method Teachers.
“Registered Callan Method Teacher Fees”	means the fixed fees payable by the Teacher to Callan Method Organisation Limited for the Services herein as set out in Clause 7.
“Registered Student”	means a student who has paid, or who is enrolled with a Registered Callan Method Teacher to attend a Callan Method language course.
“Registered Callan Method Student Fees”	means the optional, fixed fees payable by the Teacher to Callan Method Organisation Limited for the Services herein as set out in Clause 7.
“Renewal Date”	means each and every anniversary of the Effective Date upon which the Registered Callan Method Teacher Agreement is renewed.
“Review”	means the inspection of the Teacher as set out in Clause 6 to ensure that the Callan Method is being properly taught and to no less a standard than those set out in the Callan Method Teaching Standards.
“Services”	means language teaching services using the Callan Method.
“Standard Terms and Conditions for a Registered Callan Method Teacher “	means these Standard Terms and Conditions for a Registered Callan Method Teacher as amended from time to time by Callan Method Organisation Limited and available at www.callan.co.uk .
“the Teacher”	means the Second Party to the Registered Callan Method Teacher Agreement with their name and address as set out therein.
“Teaching Location”	means each of the premises used by the Teacher for the teaching of a general English language course using the Callan Method including within private facilities, non-educational business premises or in a Callan Accredited school or, where lessons are provided online, then each domain name used for marketing or booking such lessons.

“Teaching Quality Review”	means the assessment of the teaching standards of the Teacher carried out by CMO in accordance with the provisions of Clauses 6 and 8 to ensure that the Callan Method is being properly taught and to no less a standard than those set out in the Callan Method Teaching Standards and to ensure that the Teacher is complying with the terms of the Callan Method Registered Teachers Agreement.
“Termination Date”	means the date the Registered Callan Method Teacher Agreement ends in accordance with the provisions of Clauses 10 and 11.
“Year”	means a period of 365 days (or 366 days if there is a 29 th February during the relevant period).

2 Application

- 2.1 These Standard Terms and Conditions for a Registered Callan Method Teacher apply to the Registered Callan Method Teacher Agreement entered into between CMO and the Teacher. They are without prejudice to any specific undertaking or other written agreement which CMO may have entered into with the Teacher in connection with any other particular transaction or service or series of transactions or services.
- 2.2 These Standard Terms and Conditions for a Registered Callan Method Teacher together with the Registered Callan Method Teacher Agreement form the legal agreement between the Parties.
- 2.3 In the event of any conflict between these Standard Terms and Conditions for a Registered Callan Method Teacher and the Registered Callan Method Teacher Agreement and any other document which forms part of the Agreement, the Registered Callan Method Teacher Agreement will take precedence. In the event, and only to the extent, of any conflict arising between the Registered Callan Method Teacher Agreement and any referenced or attached document other than these Standard Terms and Conditions for a Callan Registered Teacher, the Registered Callan Method Teacher Agreement will again take precedence.

3 Rights Granted

- 3.1 During the term of the Registered Callan Method Teacher Agreement, and conditional upon the Teacher performing all of its obligations under the Registered Callan Method Teacher Agreement, CMO grants the Teacher a non-exclusive licence to advertise themselves as being ‘a Registered Callan Method Teacher’.
- 3.2 For the avoidance of doubt nothing within this Agreement or other documentation at any time confers the rights to the use of the Callan Name or the Callan Trade Marks.
- 3.3 No photograph or facsimile of Mr. Callan shall be included in any website or marketing materials without the written consent of CMO.

4 Obligations of CMO

4.1 CMO will:-

4.1.1 Provide a Callan Method Card for a Registered Callan Method Teacher stating:

4.1.1.1 The name of the Teacher; and

4.1.1.2 The start and end dates of the Registered Callan Method Teacher Agreement period

4.1.2 Provide a further Callan Method Card for a Registered Callan Method Teacher conditional upon the Registered Callan Method Teacher Agreement having been renewed and the Registered Callan Method Teacher Fee having been paid before each Renewal Date.

4.1.3 Permit the Teacher to display the Callan Method Card for a Registered Callan Method Teacher during the term of the Registered Callan Method Teacher Agreement only as specified on the Callan Method Card for a Callan Registered Teacher.

4.1.4 Provide the Teacher with access to the Registered Callan Method Teacher Area.

4.1.5 If, and only if, the Teacher has selected to offer access to the Callan Student Practice Area to Registered Students and have paid the Registered Student Fee as identified in Clause 7, provide each Registered Student with access to the Callan Student Practice Area for a period of twelve (12) months from the date they are registered with CMO as a student by the teacher. Access to the Callan Student Practice Area after the first twelve (12) months will require the Teacher to register the student again as a Registered Student.

4.1.6 Include the name of the Teacher on the "Find a School" section on the CMO website together with a web link, as appropriate, to the website of the Teacher.

4.1.7 Provide access to formal training programmes in the Callan Method to the Teacher upon the payment of the appropriate fees.

5 Obligations of the Teacher

5.1 The Teacher undertakes to CMO that they will:-

5.1.1 Teach the Callan Method in accordance with the methodology devised and created by Mr. Callan as set out in the Callan Materials at no less a standard than that which is set out in the Callan Method Teaching Standards included here as Appendix 1.

5.1.2 Teach from suitable Teaching Locations.

- 5.1.3 Purchase genuine Callan Materials only from CMO or one of its authorised distributors.
- 5.1.4 Not use any Callan Materials supplied other than on the agreed terms including terms specified in (i) the CMO Terms and Conditions under which they are supplied, (ii) the CMO Website Terms of Use and (iii) these Standard Terms and Conditions of Callan Accreditation. This means inter alia that the Teacher will:
 - 5.1.4.1 Keep any Callan Materials in the form in which it was supplied.
 - 5.1.4.2 Not copy, photocopy, reproduce, transmit, make available, lend, rent, hire, adapt, modify, frame (by whatever means), link to, forward, create derivative works based upon, distribute, disseminate, publish or sub-licence the Callan Materials or in any way commingle the contents of the Callan Materials with any other third party content, and will not do any other act of copyright infringement, or otherwise use any of the Callan Materials or other material on the Callan Websites without first obtaining the written permission of CMO or unless specifically permitted by the Copyright Act 1968 or similar copyright legislation.
 - 5.1.4.3 Not trade in the Callan Materials, except for reselling the Callan Materials to Registered Students.
- 5.1.5 Purchase and use a full set of current Callan Method Teacher's Books, a Demonstration Chart and the Teacher's Guide
- 5.1.6 Ensure that each Registered Student purchases not less than one new, bona fide copy of the Callan Materials appropriate to the stage at which they start learning English using the Callan Method and for each subsequent stage they reach whether this be in a physical hard copy book or an eBook in electronic downloaded format
- 5.1.7 Pay the Registered Callan Method Teacher Fees on the due date.
- 5.1.8 If the Teacher has selected to offer access to their Registered Students to the Callan Student Practice Area, pay the Registered Student Fees on the due date.
- 5.1.9 Not use the Callan Name in their business name, unless specifically authorised in writing by CMO so to do.
- 5.1.10 Not use the Callan Trade Marks or Callan Logo, unless specifically authorised in writing by CMO so to do.
- 5.1.11 Not apply for, or obtain, registration of the Callan Name or Callan Trade Marks in any country which consists of or comprises or is confusingly similar to the Callan Name or any of the Callan Trade Marks or Callan Logo.
- 5.1.12 Not teach, use or sell any plagiarised, derivative or alternative versions of the Callan Materials or any part of them as CMO shall in their sole opinion determine. For the avoidance of doubt Callan Registered Teachers will only teach, use or sell books and materials that are genuine Callan Materials.

- 5.1.13 Not teach, use or sell books any materials published by Wydawnictwo DEEP Sp. z o.o. sp.k, (otherwise known as Direct Method for English) or by Language Labs except where CMO does not offer an equivalent product.
- 5.1.14 Not do anything, or omit to do, or permit to be done, any act which will or may weaken, damage or be detrimental to the Callan Method, Callan Name or Callan Trade Marks or the reputation or goodwill associated with the Callan Name or Callan Trade Marks, or which may invalidate or jeopardise any registration of any of the Callan Trade Marks and Callan Logo.
- 5.1.15 Keep CMO updated and informed as to their details including address, telephone numbers, fax numbers, web addresses and email address.

6 Teacher Review

- 6.1 The Teacher agrees that representatives from CMO may, at any time during normal Teacher hours and on giving not less than seven (7) Business Days' notice, be entitled to visit the Teacher and to attend classes being taught to:
 - 6.1.1 Review teaching standards, provide feedback and assist the Teacher in delivering a high quality teaching product.
 - 6.1.2 Examine records dealing with student registrations.
- 6.2 CMO agrees that a Teacher Review will not take place more than once a year unless CMO, in its sole discretion, decides that issues have arisen during the Teacher Review which requires a follow-up Teacher Review. The Teacher understands it is unlikely that a Teacher Review will take place less than once in every three (3) years.

7 Fees

- 7.1 The Teacher will pay the Registered Callan Method Teacher Fees to CMO which is payable immediately on the Effective Date and no later than 15 (fifteen) Business Days before the Renewal Date.
- 7.2 The Registered Callan Method Teacher Fees will be published on the CMO website www.callan.co.uk as amended from time to time.
- 7.3 If the Teacher has selected to offer access to the Callan Student Practice Area to their Registered Students the Teacher will pay the Registered Student Fees to CMO which is payable immediately on the Effective Date and no later than 15 (fifteen) Business Days before the Renewal Date.
- 7.4 The Registered Student Fees for students of a Registered Callan Method Teacher will be published on the CMO website www.callan.co.uk as amended from time to time.

8 The Term and Renewal

- 8.1 The Registered Callan Method Teacher Agreement will come into force on the Effective Date and will continue for a period of 12 (twelve) months.
- 8.2 Each year, and no later than one month before each anniversary of the Renewal Date:
- 8.2.1 the Teacher will provide to CMO a video recording of a representative sample of their teaching with the Callan Method for CMO to complete the Teaching Quality Review.
 - 8.2.2 If the video shows that the teacher is not teaching to the Callan Method Teaching standards then CMO shall have the right not to renew the Registered Callan Method Teacher Agreement until such time as the Teacher has, at CMO's sole discretion, successfully addressed all issues identified.
 - 8.2.3 The Teacher is expected to have achieved a satisfactory Teaching Quality Review within 2 (two) months of the Renewal Date otherwise Clause 10.2 may apply.
- 8.3 The Registered Callan Method Teacher Agreement will automatically renew for a further period of 12 (twelve) months upon each anniversary of the Effective Date conditional upon:
- 8.3.1 The Teacher having paid the Registered Callan Method Teacher Fee and any Registered Student Fees that may be due for the forthcoming year not later than fifteen (15) days before the Renewal Date.
 - 8.3.2 The Teacher having satisfied CMO as to the quality of teaching in accordance with Clause 8.2.
 - 8.3.3 The Registered Callan Method Teacher Agreement not having been terminated by either Party before the Renewal Date.

9 Exclusivity

- 9.1 The Registered Callan Method Teacher Agreement is exclusive only to the Teacher. It is not extended to, and specifically excludes, any shareholders, partners, subsidiary companies, affiliates, associates, associated companies or related parties of the Teacher. Specifically the Teacher has no rights to grant, assign, sub- licence or sub-let any of the rights which CMO grants to the Teacher under this Registered Callan Method Teacher Agreement.

10 Termination

- 10.1 The Teacher may terminate the Registered Callan Method Teacher Agreement at any time upon giving 30 (thirty) notice in writing.
- 10.2 CMO may terminate the Registered Callan Method Teacher Agreement at any time upon giving 30 (thirty) Business Days' notice in writing but notice may not be given before the earlier of:

- 10.2.1 30 (thirty) Business Days before the Renewal Date; and
 - 10.2.2 A Teacher Review or teaching quality video assessment having been carried out by CMO on the Teacher.
- 10.3 Conditional upon Clause 10.2.2 having been met, CMO may terminate the Registered Callan Method Teacher Agreement by giving the Teacher 14 (fourteen) Business Days' notice in writing should the Teacher have failed a Teacher Review or video assessment and CMO having given the Teacher a written inspection report setting out in detail the reasons for the Teacher having failed the Teacher Review, and CMO having made a Second Teacher Review no later than 3 (three) months after the first Teacher Review and the Teacher, in the sole opinion of CMO, having failed the Second Teacher Review.
- 10.4 Notwithstanding the Conditions of Clause 10.2, CMO may terminate the Registered Callan Method Teacher Agreement immediately upon:
- 10.4.1 The Teacher having failed to comply with any of its obligations under Clause 3, Clause 5, Clause 7 or Clause 9.
 - 10.4.2 The Teacher going into liquidation, becoming bankrupt, or becoming insolvent or is unable to pay its debts as they fall due.

11 Consequences of Termination

- 11.1 Upon termination of the Registered Callan Method Teacher Agreement the Teacher will immediately:
- 11.1.1 Return all Callan Method Cards for a Registered Callan Method Teacher.
 - 11.1.2 Stop advertising or promoting themselves as a Registered Callan Method Teacher.
 - 11.1.3 Remove the words 'a Registered Callan Method Teacher' from all advertising and marketing materials, signage and websites.
 - 11.1.4 Stop claiming to be a Registered Callan Method Teacher.
- 11.2 There will be no obligation upon CMO to refund or repay to the Teacher any proportion of any Registered Callan Method Teacher Fee upon termination.

12 Governing Law

- 12.1 These Terms and Conditions are governed by English law and the Parties hereby submit to the exclusive jurisdiction of the Courts of England in respect of any claim dispute or difference arising out of or in connection with the Registered Callan Method Teacher Agreement.

Notices

12.2 Any notice to be given under the Registered Callan Method Teacher Agreement may be delivered in person or by first class letter post, or by receipted courier to the address last notified by the one party to the other. Facsimile Transmission and e-mail are not acceptable means of giving notice.

13 Partnership and Joint Venture

13.1 Nothing in this Engagement, and no action taken by either CMO or the Teacher, shall constitute, or be deemed to constitute, a partnership, joint venture, association or other co-operative activity between CMO and the Teacher.

14 Force Majeure

14.1 The Parties shall not be liable one to the other nor have any responsibility of any kind for any loss or damage incurred or suffered by either party or their respective officers, employees or agents as a result of any failure, interruption or delay in the performance of either Parties obligations under the Registered Callan Method Teacher Agreement resulting from acts, events or circumstances not reasonably in either Party's control.

15 Validity of Agreement Provisions

15.1 If any provision of the Registered Callan Method Teacher Agreement is held to be invalid in whole or in part, such provision shall be deemed not to form part of the Agreement. In any event the enforceability of the remainder of the Agreement will not be affected.

16 Entire Agreement

16.1 The Registered Callan Method Teacher Agreement forms the entire agreement between the Parties relating to the Registered Callan Method Teacher by CMO. It replaces and supersedes any previous proposals, correspondence, understandings or other communications whether written or oral.

17 Defined Terms

17.1 All terms referred to or defined in the Registered Callan Method Teacher Agreement shall have the same meaning as in these Standard Terms and Conditions for a Registered Callan Method Teacher and vice versa.

18 Survival

18.1 The provisions of these Standard Terms and Conditions for a Registered Callan Method Teacher which expressly or by implication are intended to survive its termination or expiry will survive and continue to bind both Parties.

Appendix 1

Callan Method Teaching Standards

1. Teachers

- 1.1 Teachers must be able to show that systems are in place for the provision of training for teachers in the correct use of the Callan Method. All teachers conducting lessons must have received training in the correct use of the Callan Method.
- 1.2 Teachers must be able to demonstrate their ability to plan Callan Method lessons effectively, and must maintain all necessary paperwork/systems for the effective administration of the classes they teach.
- 1.3 There must be clear procedures for monitoring all teaching staff, and for addressing unsatisfactory performance.
- 1.4 All teachers must have access to Callan Method teaching materials so that they can conduct Callan Method lessons in accordance with section 3 of this document.
- 1.5 All teachers must monitor the progress of the individual students that they teach and take available measures to ensure that the learning of all students is appropriately managed.
- 1.6 All teachers must have an adequate command of English such that they are able to conduct effective lessons with the Callan Method at all levels that they teach. Teachers must be able to hear and effectively correct all types of student error.

2. Students

- 2.1 No student must be placed in the position of having to pay for any Callan Method lesson or product without first having had the Callan Method and its underlying methodology thoroughly explained to them.
- 2.2 There must be accurate records kept of all students' attendance.
- 2.3 Before joining a Callan Method course, all students must be given in writing an explanation of a procedure they can follow for providing feedback to the Teacher regarding their Callan Method course. All feedback and any consequent action taken must be recorded, and CMO staff must be allowed access to these records.

3. The Callan Method Lesson

During all Callan Method lessons, teachers must:

- 3.1 stand up at all times – The only time a teacher should sit is when involved in the reading or dictation parts of the lesson.
- 3.2 ask all questions twice at speed – All questions should be asked both times at high speed. There should be no pause between the two questions.
- 3.3 start the answer immediately for the student – An adequate prompt must be added to the end of the question the 2nd time to ensure that the student starts to speak immediately.
- 3.4 speak along with the student during the answer – The teacher must speak along with ("feed") the student during the answer so as to provide constant support to the student. Feeding should be fast and urgent, and teachers must strive to time their feeding (pushing faster students and pulling slower ones) in such a way that the student can speak as fluently as possible.
- 3.5 ensure that students give long answers – the student must speak as much as possible. Teachers should, wherever possible, obtain a negative and then positive part to the answer.
- 3.6 ensure continuous speech – Throughout the lesson, either the teacher or one of the students should be speaking. There should be no significant pauses or periods of silence.
- 3.7 correct the students' errors – The teacher should strive to correct as many errors as possible of all types (grammatical, pronunciation etc.) Correction should be, whenever possible, by imitation. The teacher should first say "not", then imitate the error, and then say the correct utterance (e.g. "not 'pin', 'pen'"). The teacher should ensure that the student immediately repeats the correct version of the utterance and then the teacher should immediately continue feeding the rest of the answer to the student, or start the next question.
- 3.8 ensure that questions are not changed – Each question must be delivered exactly as it is printed in the official Callan Method books, and must not be changed in any way, unless not doing so would be inappropriate to the situation.
- 3.9 ensure that there is no chatting – The teacher must not initiate conversations with students during a lesson, and should prevent exchanges developing between students.
- 3.10 distribute questions equally among students – Both in question and answer work, and during readings, the teacher should ensure that, as far as possible, all students participate equally.
- 3.11 do readings and/or dictations whenever appropriate – Teachers should follow the relevant prompts in their books to make sure that readings and dictations are done appropriately so as to maintain the proper amount of revision for a class.

4. Class management

- 4.1 The Teacher must have systems in place to ensure that the progress of each Callan Method class is well managed. The Teacher should adhere to the relevant guidelines in the Teacher's Handbook or the Teacher's Guide to ensure that adequate revision takes place and that the classes progress in a suitable manner through the different lessons and stages of the Callan Method.

5. Administration

- 5.1 There must be effective procedures in place for the appropriate timetabling of students, teachers, courses and classrooms.
- 5.2 All new students, prior to placement in a class, must be assessed adequately to determine the level of Callan Method class that will most benefit their learning of English. The Teacher must, wherever possible, place a student in the class that best meets the student's needs according to this assessment.
- 5.3 The Teacher must ensure that, as far as possible, all students are, at all times during their course, studying at the level that best suits their needs as learners.

6. Facilities to be made available to CMO staff

During any Teacher review, CMO staff involved in the Teacher review must be allowed:

- 6.1 to talk to current students in the Teacher regarding the Callan Method service they are receiving;
- 6.2 to choose the lessons that they wish to observe as part of the review;
- 6.3 to access Teacher records relating to student feedback on Callan Method courses and any consequent action taken.