

**STUDENT HANDBOOK**

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## **I. INTRODUCTION**

First of all, we want to thank you for choosing Alba al Español to learn Spanish. We hope we meet your expectations and that the experience of studying our language, learning about our culture, and living with our people will be enriching and unforgettable, in the best possible way.

While the entire staff at our academy will be happy to help you with whatever you need, we have prepared this guide with information that we consider useful and helpful, both for studying at our academy and for getting around and enjoying your stay in Murcia.

### **1. Who we are.**

Located in the center of Murcia, Alba al Español is a teaching center with a long history and has other academies in Granada (Puerta Real al Español), Córdoba (Academia Cruz Conde), and Málaga (Alba al Español).

Our teaching staff has excellent qualifications, experience, proven results, and something we consider very important: empathy. We always strive to provide you with a close and familiar environment to enrich your experience and enhance your knowledge.

We use the latest technology at the service of our teaching and provide you with access to our own platform, whose main philosophy is to provide you with all the educational tools necessary to maximize your academic performance.

Alba al Español is certified by AENOR with the ISO 9001:2015 standard in recognition of its quality management system, in terms of processes, development, implementation, and effectiveness, in order to meet the expectations of the most demanding students..

## 2. Student services staff.

To guide you in the best possible way, our administrative team has the knowledge and experience to address any questions you may have in the most detailed and transparent manner possible. Count on us for whatever you need!

The International Student Department, specifically created to serve students in Spanish, English, French, and Arabic, is here to help.

Email: [ele@academiaalba.es](mailto:ele@academiaalba.es)

International Student Support Phone: +34 968 71 56 09 / 651 06 44 28

## 3. Facilities.

We are located in the center of Murcia, and it's very important to us that our teaching staff have the latest technological equipment so they can offer you the best of traditional teaching combined with the most advanced digital techniques and tools. Therefore, in addition to having bright, air-conditioned classrooms, all are well-equipped with interactive screens, where teachers teach both individually and in small groups.

## 4. Included in your tuition at Alba al Español.

- The weekly class hours booked for the course.
- A textbook and any additional teaching materials needed.
- Continuous assessment.
- Certificate of completion upon completion of the course.
- Access to the platform with recorded classes, additional teaching materials, and exercises.
- Alba Spanish **Library**: free book lending service.
- Excursions and extracurricular activities, including museum admission for long-term courses.
- For all other courses, this fee must be paid separately.
- For other activities, such as the "traditional churros breakfast" or "tapas day," personal consumption is not included.

## II. ACADEMIC ISSUES

### 5. Our methodology.

During classes, we practice the four language skills (oral expression and interaction, oral comprehension, written comprehension, and written expression and interaction). In addition to grammar, we also teach cultural and historical aspects of

Spanish culture to ensure students have a better linguistic immersion in the country. But classes aren't our only focus; we also organize activities outside of class, where students can practice their communication skills in real-life situations.

Our assessment is continuous, through various activities and tests. Furthermore, the teacher will personally monitor students' progress and record everything promptly on the online platform.

**6. Our teachers.**

To achieve your goals together and implement the school's methodology, it is essential that our teachers possess the necessary commitment, experience, empathy, and vocation, in addition to the necessary skills. Therefore, the teaching team at Alba al Español has been selected with these attitudes and aptitudes in mind.

The teaching staff is directed and coordinated by Rebeca Ferreiro González, our ELE academic coordinator, while the student body is managed by Pedro Solano García, our head of ELE studies. For any questions related to your learning, their contact email is: [ele@academiaalba.es](mailto:ele@academiaalba.es)

**7. Our courses and levels.**

We offer courses at levels A1, A2, B1, B2, and C1, designed in accordance with the Common European Framework of Reference for Languages (CEFR), which allow you to achieve the specific competencies required by various academic and/or professional institutions.

To achieve these levels, these courses are organized into two or more modules, with specific objectives, communication resources, grammatical content, and detailed vocabulary, all aimed at developing your linguistic, cultural, and communicative proficiency in Spanish.

Each module consists of 40 teaching hours..

Our courses in the CEFR	
CEFR	Levels of study
A1	Module 1 (A1.1)
	Module 2 (A1.2)
A2	Module 3 (A2.1)
	Module 4 (A2.2)
FUNDAMENTALS A1-A2 (one module)	
B1	Module 5 (B1.1)
	Module 6 (B1.2)
	Module 7 (B1.3)
B2	Module 8 (B2.1)

	Module 9 (B2.2)
	Module 10 (B2.3)
	Module 11 (B2.4)
C1	Module 12 (C1.1)
	Module 13 (C1.2)
	Module 14 (C1.3)

## 8. Timetables and modalities.

Our offer is quite flexible, allowing us to adapt to your level and schedule:

Intensive courses:

4 hours per day.

Monday to Friday, 9:00 to 11:00 a.m. and 11:30 a.m. to 1:30 p.m.

Semi-intensive courses:

Monday to Friday, 5:00 to 7:00 p.m.

Customized courses:

2 hours per day.

## 9. Annual academic calendar.

Our academic calendar includes the course periods, as well as holidays and non-school days in the province of Murcia. You can consult it on our website [www.ele.academia-murcia.es](http://www.ele.academia-murcia.es)

## 10. Our online platform.

We have our own platform, whose priority is to provide you with all the necessary educational tools to maximize your academic performance. You can also follow your classes online as if you were at our center, if necessary (see the online attendance conditions in section 11). The main philosophy of our platform is "in class, but from home."

In addition, you will find:

- Access to online classes.
- All classes recorded.
- Additional teaching materials.
- Activities and exercises.
- A constantly evolving library to reserve any of the 200 titles currently available.

- Checking absences.
- Access to a continuous assessment report and downloading a Certificate of Achievement.
- Academic calendar for the corresponding course.
- The ability to contact the academy for questions and suggestions by email, phone, and WhatsApp.
- All students will receive a short tutorial on how to use the online platform.

### 11. Course attendance and certificate of achievement.

Your learning is our commitment, so it's important that you understand the established rules regarding class attendance:

To obtain a certificate of achievement at the end of the course, it is essential to a) obtain a **passing grade** in the modules comprising the courses and b) punctually attend at least 80 percent of all classes. Alba al Español cannot issue a certificate if these two conditions are not met.

For an intensive course (4 hours of class per day), **the grace period** for entering the classroom is 10 minutes for the first segment of the class (the first two hours of class) and 5 minutes for the second segment of the class (the following two hours). For a semi-intensive course (2 hours of class per day), the grace period for entering the classroom is 10 minutes.

If you are in Spain with a student visa or residence permit, you must attend class **in person**. The online option is reserved for those who do not live in Spain, those who have not yet entered the country for legal reasons, or those who do not have a visa or residence permit. For other exceptional cases of Spanish residents who cannot attend an in-person class for a fully justified medical or legal reason, online attendance must be assessed and decided by the Head of Studies or the school's Administration.

The only way to request a justification for an absence or to request admission to an online class is with a **legally-funded** (an appointment with the immigration office to continue visa or residency procedures) or **medical certificate**. This request must be made directly to the Head of ELE Studies.

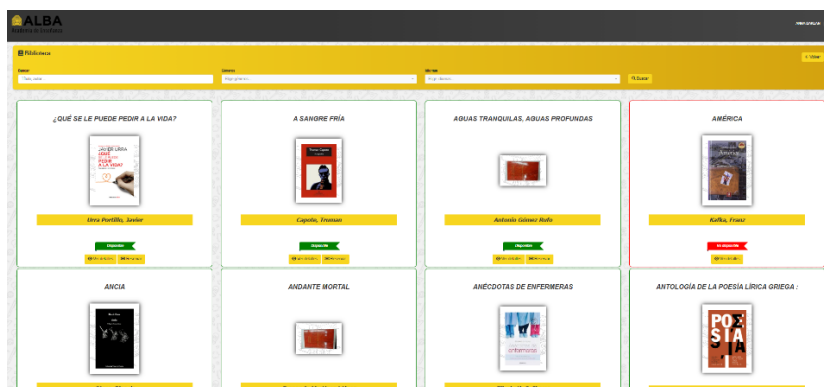
The medical certificate must meet the following requirements: a) be issued by a doctor or hospital in Spain (not in any other country); b) be signed by the doctor and stamped by the hospital; c) indicate the day and time of the doctor's visit; d) if sick leave is required, these must be indicated in writing on the certificate; e) provide the contact telephone number of the doctor and/or hospital. Furthermore, it must be submitted within one week of the visit (in person or with a photograph to [ele@academiaalba.es](mailto:ele@academiaalba.es)).

**III. ADDITIONAL ACADEMIC SERVICES**

**12. Library**

Constantly evolving, we currently have more than 200 titles available for loan. You can search for the desired book by title, author, or category, reserve it for pickup when you come to the academy within 4 days and have it available for a period of 20 days.

If you're missing a book, please let us know, and we'll do our best to acquire it.



**13. Wifi**

To avoid inappropriate use or disruptions to the learning process, such as distractions to other students and the teacher, and to promote interaction between students and faculty, we do not recommend the use of mobile devices except when used for educational purposes or for fully justified reasons.

For these cases, we have a powerful Wi-Fi network, and you can request the access code from the school's secretary's office (or reception) on the first day of classes.

**14. Extracurricular activities**

At Alba al Español, we understand that learning a language goes beyond simply studying grammar. Our philosophy focuses on enriching language learning and promoting complete cultural immersion through extracurricular experiences typically offered throughout the year.

We firmly believe that language acquisition goes hand in hand with understanding and appreciating the surrounding culture. To this end, we organize activities such as field trips, cultural exchanges, and language-related events so students can experience the language authentically. In short, our goal is to provide a comprehensive education that combines language and culture in an enriching way. To achieve this, these are some of the activities we offer:

- Competitions to explore the city and improve your Spanish.

- Enjoy a traditional breakfast with churros.
- Experience our cuisine on a tapas day. Like the previous activity, this activity is free; you only pay for what you consume.
- Movie Day: Watch films and documentaries in Spanish on our interactive screens to learn about Hispanic culture.
- Celebrate World Literature Day and enjoy language exchange opportunities.
- We will explore Murcia's most important neighborhoods.
- We will visit Monteagudo and its castle.

Our goal is to provide students with a complete experience, immersing themselves in Spanish culture and language while exploring the beautiful city of Murcia.

Depending on the course chosen, admission to museums and monuments may or may not be included.

### 15. Hel pus improve!

We value your opinion and are committed to constant improvement. Throughout the course, we will provide you with periodic surveys that you can complete on our online **platform**. We also offer a messaging service, allowing you to send us suggestions by email, WhatsApp, or phone call. We are here to listen to you and ensure you have a satisfactory educational experience. Your feedback is important to us.



## IV. INTERESTING INFORMATION

### 16. Living in Murcia

Living in Murcia as a Spanish language student for foreigners offers a unique experience:

- **Spanish Culture:** Murcia is a city rich in Spanish history and culture. From its impressive architectural heritage to its delicious cuisine, students can fully immerse themselves in Spanish life.

- **Language:** As an authentic Spanish city, students have the opportunity to practice and improve their Spanish in everyday situations and in an immersive environment.
- **University:** Murcia has renowned universities, making it easy to access high-quality courses.
- **Student Life:** The city is vibrant and student-friendly. It offers a lively nightlife, cultural events, and numerous youth hangouts.
- **Heritage:** The Cathedral and the Royal Casino (declared a national historic-artistic monument) are iconic monuments of Murcia.
- **Nature:** With diverse natural attractions, the Murcia region boasts regional parks, a nature reserve, protected landscapes, and beaches. Hiking, cycling, and ecotourism are some of the options for enjoying the province's natural beauty. Living in Murcia as a Spanish student for foreigners means immersing yourself in a fascinating culture, learning the language in an authentic environment and enjoying an exciting student life in a city with a rich historical and natural heritage.

*“Grateful Murcia of comforting light,  
Sweet climate that soothes the weary  
Hours that existence devours us”  
- Francisco Sánchez Bautista.*

## 17. Essential places and activities in our province

In Murcia, a city with a rich history and culture, there are several must-see places and activities that we strongly recommend you do during your stay, whether or not they are included in your course:

- **Route through the historic center:** visit Murcia Cathedral, the Episcopal Palace, and Cardenal Belluga Square.
- **Explore the Royal Casino of Murcia:** one of the main tourist attractions in the heart of the city.
- **Visit the Museum of Fine Arts:** with galleries ranging from the Renaissance and Baroque to Romanticism. It houses works by artists such as Pedro Orrente, Joaquín Campos, and Julio Romero de Torres.
- **Walk along the seafront:** includes a visit to the Salzillo Museum and a boat ride on the river.
- **Excursion to Monteagudo and its castle:** history of King Lobo and the Moorish influence in Murcia.

- **Visit to La Fuensanta and walk through the mountains:** route to the Sanctuary of the Virgin of La Fuensanta and panoramic views of Murcia.
- **Christmas market and Christmas traditions:** on Paseo Alfonso X and the Nativity scene at the Cathedral.
- **Enjoy the gastronomy:** Try typical local dishes.
- **Attend a flamenco show:** Enjoy an authentic cultural experience by attending a flamenco show at one of the city's tablaos.
- **Local festivals and celebrations:** Participate in traditional festivals and celebrations such as Holy Week and a visit to the Museo de la Sangre (Blood Museum). Learn about the tradition of Murcia's processions.
- **Hiking:** Murcia is a fantastic place for hiking due to its beautiful natural surroundings, as long as you are well prepared for your walks, bring plenty of water and food, and keep the weather forecast in mind. The Senda Bonita (Beautiful Path) is a great way to enjoy the nature of our province.

These activities will allow you to experience Murcia's rich history, culture, nature, and beauty. The city offers a wide range of experiences for all tastes, from exploring historical monuments to relaxing in thermal baths and tasting delicious local cuisine.

### **18. Useful and emergency phone numbers in Murcia.**

If you're a Spanish for Foreigners student in Murcia, in addition to our support for whatever you need, we believe it's important for you to know some useful and emergency phone numbers to ensure your safety and well-being in the city.

Here's a list of important numbers:

#### **National Emergency Services:**

General Emergencies: 112

Police Emergencies: 091

Civil Guard Emergencies: 062

Help for Victims of Gender-Based Violence: 016

Civil Protection: 915 373 100

#### **Local Emergency Services:**

Local Police: 092 and 968 12 88 77

Murcia Fire Department: 968 76 24 00

Health Emergencies: 061

**Immigration Office in Murcia:** 968 98 96 00

**Transportation:**

RENFE. Customer Service Office in Murcia: 912 320 320

Murcia Bus Station: 968 29 22 11

Muria Taxi: 696 99 32 34

Murcia City Taxi: 968 29 77 00

**Others:**

Murcia Tourism: 968 358 600

City Council: 968 35 86 00

Citizen Information: 012 or 968 3 20 00

Murcia Regional Meteorological Service: 968 83 44 04

**Problems at the University:**

If you are an exchange student or attending a local university, make sure you have the contact numbers for your university or faculty for academic or emergency issues.

University of Murcia: 868 88 3000 (Switchboard) / 868 88 8888 (Information)

Polytechnic University of Cartagena: 968 32 54 00

Catholic University of San Antonio: 968 27 88 00

Remember that these numbers are important for your safety and well-being while in Murcia. It's always good to have them handy and know how to use them in case of need.

**19. Important:**

If you lose your **ID, passport, or other important documents**, you must inform the National Police.

We hope this information is useful and has given you a complete overview of what you can expect as a student of Spanish for foreigners in Murcia. If you have any additional questions or need more information about any aspect of your experience in Murcia, please don't hesitate to ask.

Enjoy your time in this beautiful city and your Spanish learning!