

Online Public Class Important Policies

General Online Class Policy:

1. All sessions throughout the term will be delivered **ONLINE** via Zoom platform.
2. Students will be given one soft copy textbook and handouts via email, as well as access to our full range of online learning supporting resources: YouTube Audio & Video Materials, Quizlet Flashcards & Test Sets, Classroom Handouts etc.
3. Should students require a hard copy textbook and handouts, they may request from our course manager. The textbook, handouts & handling fee is chargeable.

Make-up Class Policy:

1. There will be **NO** separate make-up class arrangement for online public classes. However, if student is unable to attend a particular session, **prior notice** must be given to the school. Course manager will assist to do a lesson recording of that particular lesson upon notice and share the **recorded lesson** with student as a form of make-up.
2. However, if the student feels the recorded session is not sufficient and would like to have longer private make-up lesson time, it will be chargeable at a highly discounted rate of \$35/Hour (Regular price for 1-to-1 lesson is S\$70/Hr), but subjected to trainer's availability (students need to alert the school's management if they need to arrange private make-up lessons).
3. For students who have made payment for a course term but miss many classes due to change of schedule, he or she is allowed to seek management's approval and Re-attend an available upcoming new term for free (a valid reason for the high frequency of absence is needed & the school can't advise the exact date of the next available class before the arrangement).

Refund Policy:

1. If the proposed class is unable to start due to any faults from the school, full refund will be given to students who have made payment.
2. After 2 weeks into the course term, should students change their mind or unable to attend further classes due to any personal reason, 50% refund of the balanced course fee will be given to student, or student can transfer the balanced lesson hours to another person.
3. After 3 weeks into the course term, should student change their mind or unable to attend further classes due to any personal reason, **NO** refund will be given. However, student can put the unutilized lesson hours on hold and attend again in future, or they can also transfer to another person.