

FREQUENTLY ASKED QUESTIONS & TERMS AND CONDITIONS

COURSE SCHEDULE

1. What are the course schedules?

Please go to www.myviplearning.com to view the course schedules. The Centre reserves the rights to amend the course schedule, however the Centre will inform the students prior to the change.

2. What is the duration of each class?

For regular classes, the duration is 1.5 hour for preschoolers and P1 to P4 students and 2 hours for P5, P6, lower secondary school students.

3. What is the maximum class size?

Preschoolers 6 students
 P1-P6 and S1-S2 10 students

4. Will there be lessons during public holidays and the school holidays?

The Centre's classes follow the MOE primary school term schedule. Regular lessons follow that of the school terms. No regular lessons on public and school holidays. There will be holiday enrichment programmes scheduled during the school holidays.

COURSE FEES

5. What are the course fees?

Kindly contact us at 6852-9910 or 6235 1770 for information the course fees. Alternatively you can enquire through myviplearning@live.com. The course fees for weekly lessons are on a 10-session per term basis and the twice weekly Math Coaching lessons are monthly basis.

6. How much must I pay upon registration?

A one-time registration fee of \$30 (non-refundable) plus the course fee and material fee as communicated.

7. What are the modes of payment?

Payment can be made in cash or by cheques. All cheques are to be crossed and made payable to "Scharff Activity-Based Learning Centre". A receipt will be issued for both cash and cheque payment. Please retain the receipt for verification purposes.

8. When is the due date for the course fees?

Term	Term Period	Payment Dates
1	3 Jan - 11 Mar	Week of 13 - 18 Dec 2011 (as VIP breaks from 19 - 31 Dec)
2	19 Mar - 27 May	Week of 11 - 18 Mar 2012
3	25 Jun - 2 Sep	Week of 17 - 24 Jun 2012
4	10 Sep - 18 Nov	Week of 2 - 9 Sep 2012

Course fee(s) are payable as per the above dates. The fee(s) must be paid in full before the commencement of the lessons.

9. What if my child joins in the middle of the month or term?

Class Type	Payment Basis	Course Fee	Material Fee
Weekly	Per Term	Pro-rated	Collected upfront for 4 terms
Twice Weekly	Per Month	Pro-rated	Pro-rated

10. What if the class falls on a Public Holiday?

The course fees will not apply on Public Holidays.

11. Is there discount if I enroll for more than 1 course?

Yes, a 5% discount is applicable on the more courses you enroll with us.

12. Is there discount if I have more than 1 child attending lessons at the centre?

Yes, you will be entitled a 5% and 10% discount on the 1st sibling and 2nd sibling respectively who are attending the classes at our centre in the same year.

13. Can I get a refund of course fee for missed lessons?

There will be no refund made for missed lessons as replacement classes are available upon request.

ABSENTISM ARRANGEMENT

14. What are the arrangements for my child who have to be absent for classes?

Notification of absence by email, phone call or text messages (sms) is required, followed by request for replacement class to be discussed and arranged. In the absence of notification of absence, requests for replacement class will not be entertained.

15. What is the withdrawal procedure?

For student who wishes to withdraw before the term ends, kindly provide 1-month notice to the Centre. There will be no refund made for the remaining lessons.

PARENTS' EXPECTATIONS

16. How much homework will the Centre assign?

The students will be given homework and short quizzes most of the time. The objective of homework and quizzes is to monitor the students' progress and they are not meant to be taxing provided the child had paid attention in class.

17. Who are the teachers?

We are selective in the quality of our tutors. They are very experienced and dedicated tutors.

OUR CENTRES' EXPECTATIONS

• STUDENT'S RESPONSIBILITIES

Students are required to complete their given assignments before lessons. All assignments will be written on the communication sheet, together with information on fees and lesson dates/times. Students may be asked to stay back if assignments are not completed or not done to satisfaction. Parents will be informed via SMS if student needs to stay back.

Being Responsible for his/her own work is one of the key values to success. Laziness is a habit that is not acceptable.

• PARENTS' SUPPORT

The centre will work closely with the parents to help the child achieve good improvements with the goal to excel in his/her work. Parent-Teacher meeting will be arranged once a term. We will update the parents of any abnormal behaviour observed to give attention to probable problems.