

## FREQUENTLY ASKED QUESTIONS & TERMS AND CONDITIONS

### COURSE SCHEDULE

#### **1. What are the course schedules?**

Please go to [www.myviplearning.com](http://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 hour, 1.5 hour and 2 hours for the preschoolers, lower and upper (P5-6) Primary classes respectively.

#### **3. What is the maximum class size?**

Preschoolers	6
P1-P6	10
VIP Study Skills	6

#### **4. Will there be lessons during the school holidays?**

The Centre runs an on-going curriculum during the June and December school holidays. Students are required to attend the scheduled lessons as per normal during the school holidays unless notified.

#### **5. Is the Centre closed on Public Holidays?**

The Centre will be closed on Public Holidays. The course fees will not apply on Public Holiday.

### COURSE FEES

#### **6. 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](mailto:myviplearning@live.com). The course fees are on a 10-session per term basis.

#### **7. How much must I pay upon registration?**

A one-time registration fee of \$20 (non-refundable) plus the course fees as communicated.

#### **8. 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.

#### **9. When is the due date for the course fees?**

Course fee(s) are payable before or at the start of every 10 lessons. The fee(s) must be paid must be made in full before the commencement of the lessons.

#### **10. What if my child joins in the middle of the month?**

Since the course fees are computed on a 10-session basis, pro-rating arrangement is not necessary.

#### **11. What if the class falls on a Public Holiday?**

The course fees will not apply on Public Holiday.

*Terms and Conditions subject to changes.*

*Updated 18 March 2010*

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

Yes, a 10% discount is applicable on the more courses you enroll with us.

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

There will be no refund made for missed lessons.

ABSENTISM ARRANGEMENT

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

Absent due to medical reasons :

Worksheets will be emailed to the students for the lessons that they missed. Make up lessons in the form of extra half hour will be provided at the end of the following week's lesson

Absent due to family or school trips or hospitalization or medical :

Pro-rated absentism is allowed for up to 2 per year, subject to proof of travel or hospitalization documents, fees will apply for subsequent absentisms.

**15. What is the withdrawal procedure?**

For student who wishes to withdraw before the 10-session term ends, kindly provide 1-month notice in writing 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.