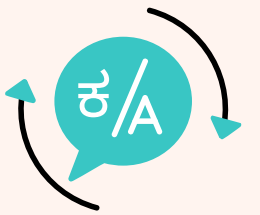


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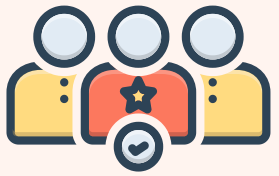
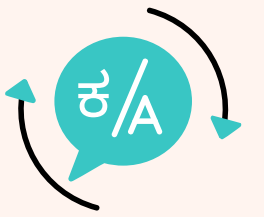


Schedule and Duration

For the Regular and Exclusive batches

1. The batch will **commence earlier** than the scheduled date if the available slots are filled in advance.
2. All students are required to **begin with** the Level 1 course. Progression to Level 2 and Level 3 must follow the prescribed sequence; students are **not permitted** to start directly with Level 2 or Level 3, except in exceptional circumstances where this might be allowed.
3. For the regular batch, **only the Level 1 course** is confirmed. The Level 2 course will be offered based on student interest, with a minimum of 6 students required to form a Level 2 batch. Should the required number of participants not be met, there may be **an extended break** of 1 to 2 months after Level 1.
4. For the exclusive batch, **both the Level 1 and Level 2** courses are confirmed. Following the completion of the Level 1 course, there will be a **10-day break**, after which Level 2 will commence immediately.
5. For both the regular and exclusive batches: Upon completion of the Level 1 course, there will be a **10-day break for revision and self-practice**. During this period, students are encouraged to complete practice tests, which will be made available via the App.
6. The course duration may be extended by up to one week in the event that **public holidays or festivals** occur during the course schedule.
7. Each session is scheduled for **1 hour and 15 minutes**. If students require additional support or find the pace challenging, the session may be extended up to **1 hour and 25 minutes** to accommodate their needs.

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What Is expected from the Students?

1. Trainees are expected to **put in equal effort** by studying the course material and engaging in self-practice to achieve the **desired outcomes** from the course.
2. A minimum of **15 minutes of self-practice per day** is recommended to keep pace with the course.
3. As this is a spoken language course, self-practice is a **critical component**. Failure to do so may result in the student struggling to comprehend the course content and, as a consequence, may hinder their ability to achieve optimal results.



Session recordings

1. In the event that a student is **unable to attend a live session** due to personal commitments, recordings may be made available. The **maximum number of recordings** provided is as follows:

5 recordings for Level 1 (out of 10 sessions)

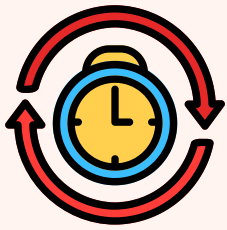
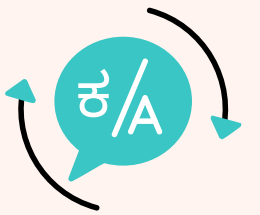
8 recordings for Level 2 (out of 20 sessions)

10 recordings for Level 3 (out of 24 sessions)

These recordings will be shared with the student via their registered **Email address**.

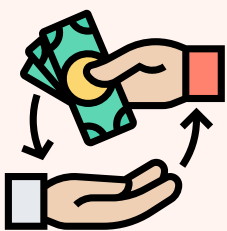
2. In exceptional circumstances, a **greater number of recordings** may be provided. However, it is important to note that, in such cases, the desired outcomes of the course may not be fully achieved.

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Rescheduling a session during the Course

1. If more than **70% of the participants** are unable to attend a particular session during the course, the session will be rescheduled to a later date, after confirming the students' availability for the new date.
2. If the trainer is **unable to conduct a session** due to personal commitments or other emergencies, the session will be rescheduled accordingly. **Students' preferences** will be considered while determining the new date.



Refund of the Course fee & Moving to a different Batch

1. If a student **purchases the wrong course** through the App, a refund may be provided, but it will be subject to a deduction for internet charges and app handling fees, which typically range from **15% to 20%** of the total course fee.
2. Except as outlined above, the course fee is **Non-refundable** under all other circumstances.
3. If a student is unable to **continue in their current batch** due to changes in their workplace or personal commitments, they may be permitted to switch to a different batch.
4. A student may only switch to a different batch **once**. To request a batch change, the student must inform the trainer **before the commencement** of **Session 3** of the current batch. After this, batch changes will not be allowed.
5. In exceptional cases, if **prior communication** has been made with the trainer, a batch change may be permitted at a later time during the course.