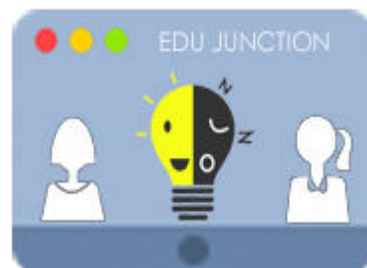


MY TUTORIAL ACADEMY - STANDARD OPERATING PROCEDURES



Dear Parent,

We are pleased to offer our online teaching services to your kids. However, to ensure qualitative teaching with flawless online learning, **we request you to have a look at our standard operating procedures and reply with an acknowledgement to the welcome e-mail.**

S No.	SOP-Standard Operating Procedures for Parents
1	Any sudden cancellation about the session should be informed at least 2 hours in advance by the student. If the teacher waits for more than 15min without any prior cancellation or information from the student; the respective session will be counted as attended by the student and is therefore applicable for billing.
2	Cancelled sessions will not be billed and adjusted to next month invoice, if not rescheduled.
3	Teaching 1 subject takes a minimum of 2 days a week, 2 subjects-4 days and 3 subjects- 5 to 6 days a week. Weekly tests are conducted as part of the regular session only.
4	Sunday is a non-working day, unless the teacher is willing to take a session there should be no assumption of the session on this day..
5	If there is any technical issue at student or at teacher's end-it can be rescheduled between Monday to Saturday.
6	Parents must share the academic score their child attains at school with our teachers via e-mail or Skype, so that we know where the child needs more efforts-this should be informed to the teacher verbally by the student or parent during the session.
7	Each child will maintain a vocabulary word file for English subject to improve the word power.
8	If any parent is interested in taking ICT/computer classes; kindly drop a Wats App message or e-mail to mytutorialacademy@gmail.com

9	The monthly payment invoice will be sent to parent's email by 15th of every month for the current month via Paypal and payment should be made within 5 working days of receipt of the invoice.
10	Session sheet or MIS for the previous month will be shared by 15th day of each month.
11	Parents should use Wats app. the number of sessions cancelled/not rescheduled on last working day of each month to customer care number.
12	Student should not behave rudely or aggressively with any teacher
13	Parents are requested to ensure the timely completion of assignments by the students.
14	If the student receives a PDF file instead of word file as assignment; a request should be raised at mytutorialacademy@gmail.com or through Wats App by the student or parent.
15	Session amount for each subject per hour is \$8 to \$12 for year 1 to year12 and may be revised time to time as per the requirement. Billing cycle is 10 th of every month with advance payment from the parent for the current month.
16	My Tutorial Academy follows the national Australian curriculum standards; in case student requires specific teaching then the list of topics of the required subject must be shared with the online teacher.
17	NAPLAN, OC, Selective school test, Scholarship tests are taught as a separate programme and can't be compensated with regular curriculum based sessions for the kids.
18	If the session is extended for more than 75 minutes and up to 90 minutes; it will be billed for 90 minutes and if it is extended for more than 90 minutes it will be billed as per the extra minutes of teaching service provided by the teacher.
19	Timely joining of the session is appreciated and extra minutes will be compensated in case of delay by teacher.
20	Frequent breaks during the session are not appreciated by the students.
21	The session amount per hour may be revised time to time and the same will be informed to the parents through e-mail, a verbal conversation and a written acknowledgment to it will be required via e-mail communication

In case of any discrepancy to our terms and conditions of working together; kindly e-mail us at

mytutorialacademy@gmail.com

Or contact/Wats App us at **+91-9811903231**