

Adept Dubai
Student Service Obligation 2015
Updated October 21, 2015

Frequently Asked Questions (FAQs)

Q: What happens if I register for a certain session, but I cannot make it?

A: We request that you let us know at least 3 days in advance if you are unable to join for a session that you registered for, so we can prepare in advance. There would be no fee to switch to a later session, and we will provide you the available dates to choose the next class that suits your schedule

Q: How are online sessions conducted?

A: Online sessions can be held as live webinar-based training, or as recorded sessions. You will be given both options, dependent on the course availability, and can choose which option suits you.

Q: What time does class start and finish?

A: Typically, class starts at 10am with a reporting time of 9:45am. Class usually finishes around 5:30pm. However, when exams are given, class time may take longer. It is also dependent on the interactions and discussions between students and instructors.

Q: What happens if I miss a day?

A: That's okay with us! Just inform the counsellor and we will do our best to help you with the material. You will be given alternate dates during the next course to attend, as well as the material from the day you missed. We can also try to arrange a catch-up session with our trainer.

Q: How can I pay?

A: You can pay via bank transfer, which is the preferred method. Our account accepts AED & USD. You can also pay in our office via cash or credit card. Credit card payments are also available.

Q: Do you offer an instalment plan?

A: Yes, in most cases, you can pay a portion of your course fee to register and book your seat. This option may not be available for special promotions. However, all courses must be paid in full by the first day of training, without exception.

Q: Do you offer an Exam Pass Guarantee?

A: Yes, on all our courses! Please check the pass guarantee terms & conditions in the below document.

The boring legal stuff...

Prelude: This Document gives a description of the services that Adept would Offer to the Student who registers for an Online Course / Certification. This Document also underlines the General Rules and that the Student is expected to follow.

Registration: Student will be provided with a Computerized Receipt and all the Deliverables would be stated on the Receipt. (Deliverables: Books / CD's etc).The Program Coordinator would respond and resolve all Emails of Student Queries within 24 Hours on any Working day. In the Event of Holidays, The Program Coordinator would respond within the next Working Day. In the Event of non Response from the Program Coordinator, All grievances can be written directly to contact@adep techno.com.

Deliverables would be handed over to the Student by The First Day of the Class. In the Event of any Delays, the Student would be communicated about the Status well ahead of the Class.

Certification: All Adept Participation Certificates would be delivered within 5 Workings days after the Class Completion.

Vendor Certifications: Adept does not have any Control over the Certification process of the Vendors. Adept is a mere Facilitator and would not guarantee the Dates of the Certification Delivery. Whereas Adept would initiate follow up process with the Vendor in the event of Delay beyond a period and only on student request.

Attendance: Students would be provided clear dates and timings for the Classes. Program Coordinators would communicate the Class Dates and timings over Email only. Students should make themselves available and in the event of any unforeseen incidents, student should communicate the Program Coordinator for a Batch transfer. Absenteeism for more than 40% of the Class will automatically amount for Cancellation of the participation certificate. Students may decide to take the exams, without a guarantee, even if they cannot make it for class. A student will not be refunded for any portion of the class in the event of a no-show.

Booking and Late Fee: When a Student pays any amount towards the Course for blocking a seat, full or partial, it is called Booking. The balance due date will be stated by the counsellor and must be paid by then to avoid any late fee charges. In the event that a due date is not stated, the full course amount must be received by Adept by 5pm exactly 2 full days before the start of the training. In the event of non-payment or late-payment of the balance after the due date, there will be a late fee Fine charged . The Late Fee charges are : AED 500/- for Payment after the Due date and AED 1000/- for Payment made 10 Days Beyond Due Date. Course certificates and exams will not be given if there are any outstanding charges to the students' account.

Batch Transfer: Batch Transfer option is available for Student free of cost for one time only. This would allow for any unforeseen circumstances to allow the student to take a later course without a

fee. For a free batch transfer, the student needs to communicate the same at least 72 hours (3 days) before the Batch start. The fee for a second batch transfer or reschedule will incur a fee of 1,000/- for the Batch Transfer. All of these must be given with 72-hour (3 day notice) or will otherwise be subject to the Cancellations Outside of Notice Period. Approval Policy: All requests will be considered & will be submitted to the management committee for approval.

Refunds and Batch Swaps: We offer a strict no-refund policy. However, the student may decide to swap to an alternate course with a 72-hour (3 day) notice period of the session start date, without a fee. This may be done one time. In this Case, the student needs to rejoin the course and no carry forward of fee will be permissible.

Batch launch/Reschedules: Adept would strive to maintain the quality of the program Delivery and also Start Classes as per the schedule. However, in Case of unforeseen circumstances, if the batch is not launched on the date, the Students would be communicated at least 18 Hours before the Batch start. The students would also be given definite dates for the next Schedule within 48 Hours of the Batch Rescheduling. The student will be given a choice of alternate dates to take the course. Modes of Communication for Batch cancellation will be intimated to the registered students in different modes as mentioned: Phone call, per numbers listed on the registration form. In case the person is not reachable, an email or SMS may be sent to the student to notify them of this. After communicating the batch cancellation information to the student, the student will also be intimated about the rescheduled date within 48 hours as mentioned in the Student Obligation Document. (a) Candidates Interested for the Re-schedule - If the candidate is interested to join the batch on the rescheduled date, will be permitted & allotted a seat for the training in the respective schedule. (b) Candidates not interested for the Re-schedule - If a candidate is not interested to join the batch in the allotted scheduled, will be given a seat in the future schedule

Cancellations Outside of Notice Period: It is up to the student to communicate to Adept in the event of unavailability before the start of class. Adept will consider the student Registered after receipt of the registration form, and schedule batch per dates listed on that form. If a student cannot attend for the class they registered for, they must provide adept with 72-hour notice to reschedule without a fee. In the event of late notice (within 72 hours) before the start of the class, they will be subject to a fee of 50% of the course value. The fee must be paid before they can attend the reschedule date

Confidentiality: Students should not discuss the fee details with the fellow students and are expected not to photo copy or distribute any digital materials provided by Adept. Students are not allowed to upload/ copy any files from the Adept premises. Collecting Student or any other Information including personal Information from the other students is strictly not allowed.

Code Of Conduct: Adept Encourages Freedom to Exchange Ideas and Opinions. However, it is allowed only in cases of Fair discussions and strictly related to the Subject. Unwarranted Display of aggression or any verbal Communication intended for disrupting classes or any activity inside Adept will not be tolerated. In such Situation, Adept will Reserve the Right for Termination of the registration.

Pass Guarantee Terms & Conditions:

- i. Enroll in any of our courses and we guarantee that you will pass the exam! Adept supports your learning process so you can be confident that taking our courses will prepare you in full to pass the examination on your first attempt!
- ii. **For courses where Adept is a registered examination institute and you have taken both the training and examination through us:** Adept will give you a second examination voucher – Free of Charge – if you do not pass on the first try. You are also welcome to re-enroll in the same course, subject to class availability, before your second examination attempt.
- iii. **For courses where Adept provides only the training but not the examination:** If you do not pass the exam on the 1st attempt, Adept will offer you to take the training course again, free of charge. Should you fail the exam on the 2nd attempt, you are eligible to take the training class a third time, free of charge.
- iv. Re-enrollment is subject to classroom availability. For examinations not taken through Adept, the student must provide proof that the exam was taken within 90 days of training, as well as verifiable exam results. The student must not have missed any training lectures and must have completed all class assignments.