

## **Student Service Obligation 2012**

### **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.

### **Booking and late fee:**

When a Student pays a Partial amount towards the Course for blocking a seat, it is called Booking. There would be a Date specified for Paying the Remaining Amount of the Pending fee to complete the Registration Formalities. The Fee needs to be paid on the specified Date without fail. In the event of nonpayment of the Fee , there will be a late fee Fine charged .

The Late Fee charges are : Rs. 500/- for Payment after the Due date . Rs. 1000/- for Payment made 10 Days Beyond Due Date.

### **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](mailto:contact@adep techno.com).

**Deliverables** would be handed over to the Student on 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 Participation Certificates would be delivered within 5 Workings days of 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.

### **Batch Transfer:**

Batch Transfer option is available for Student free of cost for one time only. The student needs to communicate the same at least 48 hours before the Batch start. In the event of Late communication, the Student would require to pay Rs.500/- for the Batch Transfer. For prolonged Absence beyond 4 weeks, the Students needs to apply for Break. The Break Option is Available for a period of 6 months only. While rejoining, the Student is required to pay Rs.1000 for accommodating in a Fresh batch.In the Event of Version Change in the Course or Course.

### **Termination:**

The Students should opt for the next version or Alternate Course by Paying the Differential fee. Absenteeism for more than 40% of the Class will automatically amount for Cancellation of the Enrolment. In this Case, the student needs to rejoin the course and no carry forward of fee will be permissible.

**Batch launch:**

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 24 Hours before the Batch start. The students would also be given definite dates for the next Schedule within 24 Hours of the Batch Rescheduling.

**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.

*Dear student,*

*This Document was implemented as an Ongoing Effort from our end to standardize our Operations and there by provide better Services to you. In Our Continuous Endeavour to make available World Class Certifications and Trainings to you, we believe that we exist only because of you.*

*We are happy that you have chosen us and we would strive to outperform.*

*Your ideas and Suggestions will contribute to our growth and will help us get better. Please share your thoughts with us over an email at [contact@adeptechno.com](mailto:contact@adeptechno.com).*

*Wish you a Happy Learning Experience. Best wishes!*

**Hyma,  
Founder & Director**

**Student Service Obligation-Annexure -1****1. Exam/batch cancellation policy**

Ref:- refund policy.

**2. Batch Transfer Policy****(a) The Policy Purpose**

The purpose of the policy is to ensure that all enrolled/registered students are treated fairly when they wish for a course transfer.

**(b) Policy Scope**

The policy is applicable to students who wish for a batch transfer to a different date.

The batch transfer option is available for students free of cost for one time (ref-student serviceobligation document).

**(c) Approval Policy**

All requests will be considered & will be submitted to the management committee for approval.

The management representative may contact the respective student by person/telecom as a part of the review process & then finalize/approve the batch transfer after consultation with the respective student.

### **3. Batch Cancellation**

#### **(a) Modes of Communication**

Batch cancellation will be intimated to the registered students in different modes as mentioned below

- Phone call in case the person is not reachable the below available communication mode will be used.
- E- mail communication to the student.
- via sms

### **4. Batch Reschedule Communication**

After communicating the batch cancellation information to the student, the student will also be intimated about the rescheduled date within 24 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.