WALTER EDUCATION CENTRE

Dear Parents,

Kindly read through this FAQ before registering for any classes. Thank you.

Customer FAQs

SECTION (A) WALTER EDUCATION CENTRE & TEACHERS

Q1. Is Walter Education Centre a MOE registered tuition centre?

Yes, it is a MOE registered tuition centre.

Q2. Are the teachers MOE registered?

Yes, they are MOE registered and/ or qualified, and experienced teachers.

SECTION (B) REGISTRATION AND FEES

Q1. How much must I pay upon registration?

Deposit	: 1 month fee per subject
Registered fee	: $20
Course fee	: first / current month

Q2. Is the registration fee / materials fee refundable?

The registered fee is non-refundable and non-transferable (in cash).

Q3. What is the due date for monthly course fees?

Payment must be made in full by the 7th of every month.

Q4. What happens if the course fees are not received by the 8th of the month?

If course fees are not received by the 8th of each month, we will call to remind the issue. If the course fees are still not received by the 15th of each month, the Centre reserves the right to withdraw the student.

Q5. What if my child joins in the middle of the month?

Course fees will be pro-rated (based on 4 lessons per month).

Q6. For student who is taking language courses:

CHINESE

- **Chinese Class: focus on Paper 2,** Higher Chinese topics will cover only including the Oral Exam. **Listening** will not be covered.
- **Creative Writing Class:** focus on **Paper 1** – Writing Skill. Primary 1 & 2 will be in one class. Primary 3 & 4 will be in another as well as Primary 5 & 6.

ENGLISH

- **Creative Writing Class: 3 levels – Beginner, Intermediate and Advance –** focus on **Paper 1 –** Writing Skill**.**
- **English Class:** focus on **Paper 2** – **Primary 1 to Primary 6.**
- **Listening and Oral (Primary School)** will not be covered.

****Q7. Are there classes on public holidays?**

The Centre will be closed on the following days. There will neither be replacement nor refunds.

- New Year's Day
- Chinese New Year (Note that we are closed for four days: Chinese New Year Eve, Day 1, Day 2 and Day 3)
- Hari Raya Puasa
- Hari Raya Haji
- Labour Day
- Deepavali
- Teacher's Day
- National Day
- Children's Day
- Good Friday
- Vesak Day
- Christmas Day

SECTION (C): WITHDRAWAL

Q1. How do I withdraw my children from any course?

Intent to withdraw must be made at least **2 weeks in advance**. Students will need to fill in the withdrawal questionnaire.

Q2. Will I get a refund once I withdraw?

Registration fees are non-refundable and non-transferable. Course Fees for that month will be pro-rated. This is only possible withdrawal is made known to the Centre **2 weeks' in advance**. However, we strongly encourage our students to complete the lessons for that month.

Please consider carefully as the returned student will be considered as a new applicant after the withdrawal of all the subjects.

SECTION (D): CLASSES

Q1. How are the semesters arranged?

Classes begin on December. There are still classes during the school holidays including **1 week Term 1 & Term 3 holidays** (except public holidays and the 1st two weeks of the June holidays)

****Q2. What if my child is absent for a lesson?**

- The student will have to arrange with the centre to attend the next available class **within the same week**.

Q3. What is the maximum class size?

We have 3 classrooms suitable for about 10 - 12 students to each class. Once a class is filled, new registrants will be put on a waiting list.

Q4. How many lessons do my children attend every month?

A student can attend all classes in the calendar month e.g. if there are 5 Fridays in a month, a student can attend all of them.

Q5. Is there any homework?

Homework will depend on individual subjects. In general, any homework should take about 45 minutes to complete.

家长常问的问题

第 一项：报名及收费

1。报名时，我必须支付多少？ 押金 + $ 20 + 本月学费

押金	:	1 个月学费（每科）
报名费	:	$20
学费	:	本月学费

2. 报名费/ 材料费可以退还吗？

报名费是不可退还，也不可转让他人。

3。每个月的学费何时缴清？

学费必须在每月 7 日之前全部缴清。

4。如果学费不能在每月 7 日底缴清，补习中会作何处理？

如果每月 8 日没有缴付学费，我们会打电话提醒的家长。如果学费在每月 15 日仍未收到，该中心将撤销该名学生在本中心就读。

5。如果我的孩子在本月中开始上课，学费如何计算？

学费会按课堂比例收费。

6. 报读华文的学生，请注意：

华文和华文创意写作班有什么区别？

华文

- **华文班将注重试卷 2，**(高级) 这一班老师会教导口试。复习的时候，老师也会给普通华文考卷让学生练习。
- **华文写作班**- 注重试卷 1/ 看图作文/命题与完成文章的写作技巧。 小学 1&2 将会在一班。/ 小学 3&4 将会在一班。/小学 5&6 将会在一班。

英文

- 口试与听力 (小学) -这些项目不会包括 .
- 英文写作班- 注重试卷 1/ 看图作文/命题与完成文章的写作技巧。 初级将会在一班。/中级将会在一班。
- 英文班将注重试卷 2。

**7. 公众假期有上课吗?

公众假期学校将会关闭。 学校没有补课，课堂费也一律不会退还。

**8。新加坡的公共假期

• 新年元旦	• 国庆日
• 农历新年（请注意，我们会关闭四天；包括农历新年，除夕夜，初一，初二，初三）	• 劳动节
• Hari Raya Haji	• 屠妖节
• Hari Raya Puasa	• 耶稣受
• 教师节 （补习中心放假）	• 儿童节（补习中心放假一天）

第二项：我的孩子毕业了或退出，学费如何退还呢？

1。我的孩子下个月毕业了或想退出所有的科目，我该怎样做呢？

我们强烈鼓励我们的学生完成该月份的课程。但是， 若有需要提前退学（**全部科目**），必须提前 2 **周前通知**接待处才能退还学费。

家长/学生也需要填好退学的问卷。该月的学费将被按比例课堂分配。否则，其余的学费一律恕不退还。

***注意：学生退学（全部科目）请仔细考虑清楚，返回的学生将作为新申请续支付所有的费用。*

第三项：班级人数

1。学期是怎样安排的？

新学年开始于 12 月开始。

小六的课程将会在 9 月底结束。其他班级将会在 10 月底结束。第一个学期和第三个学期（一星期假期），补习中心照常开课。

**2。 如果我的孩子当天不能上课， 学校将会有什么安排呢？

a）学生/ 家长必须提前通知柜台职员， 柜台会尽量安排该名学生参加**其他的班级**

b）如果课堂已满，学生可以向老师索取笔记和作业。

3. 每班学生人数大约多少人？

为了让学生能集中精神和老师能更好地照顾每位同学，一共三班每班最多 12 个学生， 最少 5 个学生。 如果该班满了，新报名的学生将被放在候补名单，等候柜台职员通知。

4。每个月我的孩子需要上几堂课？

学生需要参加本月里的每一节课。 例如：如果在一个月内有 5 个星期五，学生需要出席 5 节课。

5. 学校会给学生家庭作业吗?

家庭作业将取决于个别科目老师的安排。一般情况下，任何家庭作业大约需要 45 分钟就能完成。

****6。 学校放假期间学生需要上课吗?**

需要。我们将会在 6 月和 12 月期间开课，柜台职员也会通知家长和学生。