

# Frequently Ask Questions

Applicable Subjects:  
**F1 Geografi / F1 - F5 Sejarah**

Applicable Tutor:  
**Ms Jeannie**

**Q | How many lessons are there in a month?**

**A |** There are four lessons per month. If the month has a fifth week, it will be treated as a break week, unless there is a scheduled replacement or extra class.

**Q | What language is used during lessons?**

**A |** Ms Jeannie teaches in Mandarin with Bahasa Melayu materials to help students familiarise with exam language and terminology.

**Q | Are the classes online or physical (in-person)?**

**A |** Ms Jeannie: Online (Zoom)

**Q | Are playback recordings provided for each class?**

**A |** Yes, playback recordings are provided for every lesson, with no extra request or charges needed. (Google Drive)

**Q | What happens if the class falls on a public holiday?**

**A |** Make-up lessons will be arranged for public holidays and announced via the WhatsApp group.

**Q | Will cancelled lessons be replaced?**

**A |** Yes, if a class is cancelled, a replacement will be arranged. Details will be announced in the WhatsApp group.

**Q | If I can't attend live classes, can I just watch the playback?**

**A |** Yes. Students may catch up via playback at their convenience, but are expected to follow through with all lessons.

**Q | Do teachers mark homework?**

**A |** Ms Jeannie: Assignments will be given along with the skema, allowing students to self-mark and evaluate their learning progress.

**Q | How do I catch up if I join mid-year?**

**A |** Students can choose a monthly, half-year, or full-year package to catch up on missed lessons. Access to class recordings will be granted based on the selected package.

**Q | Can I request a trial class?**

**A |** Yes. We offer trial lessons through recorded class replays. Simply contact our customer service team and provide a valid Gmail address to receive viewing access via Google Drive.

**Q | How can parents support their child's academic progress?**

**A |** To support effective learning, we kindly ask parents to:

- Ensure punctual class attendance
- Encourage homework completion
- Respect the teacher's lesson planning
- Provide a quiet space (headphones or private room recommended)

**Q | Can student message the teacher privately?**

**A |** -For admin issues (e.g. leave, payment), contact the admin.  
-For academic questions, students may DM the teacher after class, following the Post-Class Inquiry Guide for faster response.- Students may only ask questions related to the tuition classes.

**Q | What if I'm late or absent from class?**

**A |** Inform the admin in advance and complete the class playback before the next lesson to stay on track.

**Q | Is it compulsory to turn on the camera?**

**A |**

- F1-F3: Camera is compulsory to foster self-discipline
- F4-F5: Optional but highly encouraged
- Suggested angle: upper body or writing area clearly visible

**Q | Will I receive a receipt after payment?**

**A |** Yes. If you require an official receipt, please request it from our customer service team.

**Q | Can I choose delivery or self-collection for materials?**

**A |** Delivery: 1-2 working days after registration (stock-dependent)  
Self-collection: Visit centre during admin hours (need make an appointment)

**Q | How long does delivery take?**

**A |** Peninsular Malaysia: 3-5 days  
East Malaysia: 7-14 days

**Q | What if the materials are damaged?**

**A |** If the defect severely use, return the item and we'll send a new one at our cost  
Minor cosmetic flaws that do not affect usability will not be replaced

**Q | Can I receive all the learning materials at once?**

**A |** The learning materials will be mailed to students every six months.

**Q | Can I choose my own courier service for the delivery of the learning materials?**

**A |** To ensure that the learning materials are delivered safely and on time, we have partnered with carefully selected courier companies and will arrange the delivery accordingly.

**Q | When will class playback be up uploaded?**

**A |** Uploaded within an hour after class. No request needed.  
  
To ensure video quality, the replay for classes ending at 10:00 PM will be uploaded on the following working day during office hours, within 24 hours.  
  
The center reserves the right of final interpretation regarding the replay upload timeline.

**Q | How long is playback available?**

**A |**

- Playback is provided as a supplementary benefit for active students and is not a standalone product.
- For all active students, playback access is valid until 31<sup>st</sup> December 2027 of the academic year.
- For all active Form 5 SPM students, playback access will remain available until the conclusion of the SPM examination, unless otherwise specified under special arrangements.
- If a student withdraws from the course or stops payment, playback access will be revoked immediately, regardless of the remaining validity period.

**Q | Why is playback provided unconditionally?**

**A |** We provide playback to support students in:

- Reinforcing class content
- Flexible revision anytime
- Learning at one's own pace
- Exam revision & final prep
- Building responsibility

**Q | Can I purchase playback-only packages?**

**A |** Yes. Please inform our assistant of the preferred months.

Note:  
Playback access only. No video files or permanent ownership. Access is valid only during the paid period (General courses: until 31 Dec; F5 courses: until SPM ends). Access will be terminated once payment stops or students withdraw. All playback videos are generated after each live class and are not pre-recorded.

**Q | Can I still access playback after withdrawing from the course?**

**A |** Playback is an additional benefit exclusively for active students.  
Once you withdraw or stop payment, all playback access will be revoked immediately, and related content will be removed.

Playback is strictly view-only. Downloading, recording, or redistribution is prohibited and may lead to legal action.

# 常见问题 FAQ

Applicable Subjects:  
**F1 Geografi / F1 - F5 Sejarah**

Applicable Tutor:  
**Ms Jeannie**

**Q | 一个月有多少堂课？**

**A |** 每个月共有4堂课。如果该月份出现第5周，则视为休息周，除非另有补课或加课安排。

**Q | 课堂使用什么语言教学？**

**A |** Ms Jeannie 以华语授课，并搭配马来文教材，让学生熟悉考试用语及专业术语。

**Q | 课程是线上还是实体课？**

**A |** Ms Jeannie 提供线上课程（Zoom）

**Q | 每堂课都有回放吗？**

**A |** 有。每堂课都会提供回放，无需额外申请，也不会额外收费。（Google Drive）

**Q | 如果遇到公共假期怎么办？**

**A |** 若遇公共假期，将安排补课，并于 WhatsApp 群组通知。

**Q | 如果老师请假或课程取消，会补课吗？**

**A |** 会。如课程取消，将安排补课，详细时间会在 WhatsApp 群组公布。

**Q | 如果无法出席直播课，可以只看回放吗？**

**A |** 可以。学生可按照自己的时间观看回放补课，但仍需跟上所有课堂进度。

**Q | 老师会批改作业吗？**

**A |** Ms Jeannie 蔡老师：课堂将安排适量的作业，并附上skema，让同学能够自行批改与检视学习成效。

**Q | 如果年中才加入，如何追课？**

**A |** 学生可选择双月、半年或全年配套来补回之前的课程。课堂回放权限将根据所选择的配套开放。

**Q | 可以申请试听课程吗？**

**A |** 可以。我们提供录播试听课程。只需联系客服并提供有效 Gmail，即可通过 Google Drive 获得观看权限。

**Q | 家长可以如何协助孩子学习？**

**A |** 为了让孩子获得更好的学习效果，我们建议家长：

- 确保孩子准时上课
- 鼓励完成作业
- 尊重老师的教学安排
- 提供安静的学习环境（建议使用耳机或独立空间）

**Q | 学生可以私讯老师吗？**

**A |**

- 行政问题（请假、缴费等）请联系行政人员。
- 学术问题可于课后私讯老师，并按照课后提问指南进行，以获得更快速的回复。
- 学生仅可询问与补习课程相关的内容。

**Q | 如果迟到或缺席怎么办？**

**A |** 请提前通知行政人员，并在下一堂课前完成回放，以确保学习进度不受影响。

**Q | 必须开镜头吗？**

**A |**

- F1-F3: 必须开镜头
- F4-F5: 非强制，但建议开启
- 建议镜头角度：上半身清楚可见，或能清楚看到书写区域

**Q | 会提供收据吗？**

**A |** 会。如需正式收据，请向客服申请。

**Q | 教材可以邮寄或自取吗？**

**A |**

- 邮寄：报名后 1-2 个工作日内寄出（视库存情况而定）
- 自取：可于办公时间到中心领取（需提前预约）

**Q | 邮寄需要多久？**

**A |**

- 西马：3-5 天
- 东马：7-14 天

**Q | 如果教材损坏怎么办？**

**A |**

- 若严重影响使用，可寄回，我们将免费补寄新教材。
- 若只是轻微外观瑕疵且不影响使用，则不予更换。

**Q | 可以一次拿完所有教材吗？**

**A |** 教材将每半年邮寄一次给学生。

**Q | 可以自己指定快递公司吗？**

**A |** 为了确保教材安全及准时送达，我们已与合作物流公司配合，并会统一安排寄送。

**Q | 什么时候会上载课堂回放？**

**A |**

- 一般会在下课后一小时内上传，无需另外申请。
- 若课程于晚上 10 点结束，为确保影片品质，将于下一个工作天办公时间内上传，并于 24 小时内完成。
- 中心保留回放上传时间的最终解释权。

**Q | 回放可以观看多久？**

**A |**

- 请注意：回放属于提供给正式学生的附加福利，并非独立产品。
- 所有在籍学生的回放权限将保留至该学年的 2027 年 12 月 31 日。
- 所有在籍 F5 SPM 学生的回放权限将保留至 SPM 考试结束（特别安排除外）。
- 若学生退课或停止缴费，回放权限将立即终止，无论剩余期限多久。

**Q | 为什么会无条件提供回放？**

**A |** 回放的目的包括：

- 复习课堂内容
- 随时随地温习
- 按自己的进度学习
- 考前冲刺与总复习
- 培养学生责任感

**Q | 可以纯购买回放吗？**

**A |** 可以，请提前通知助理想要观看的月份。  
注意：

- 仅提供观看权限，而非视频文件或永久拥有权。
- 学生仅可在付费期间使用。
- 普通课程至 12 月 31 日；F5 课程至 SPM 结束。（仅限在籍学生）
- 停止缴费或退课后权限将立即终止。
- 所有回放皆于直播课后生成，并非预先录制。

**Q | 退课后还能继续观看回放吗？**

**A |**

- 回放仅提供给在籍学生。
- 一旦退课或停止缴费，所有回放权限将立即取消。
- 禁止下载、录影、转载或分享，否则可能采取法律行动。