

Quranica Academy

Student Policy & Terms

1. Welcome & Introduction

Welcome to Quranica Academy. We are committed to providing a structured and high-quality learning experience in a supportive environment. This policy outlines our commitment to ensuring a smooth and fair experience for all.

By enrolling, you agree to these Terms and Conditions

2. Our Commitment to You

Quranica Academy is dedicated to providing the best learning experience by upholding the following standards:

- Providing qualified and experienced teachers
- Delivering a structured and effective learning curriculum.
- Monitoring student progress through regular assessments
- Offering continuous support and guidance.
- Maintaining a positive and encouraging learning environment

3. Learning Experience Guidelines

To ensure a productive and respectful educational environment, students are required to :

- Uphold the highest level of respect toward the teacher at all times
- Maintain polite and professional communication during all interactions.
- Arrive punctually for every session, ideally logging in 5 minutes early
- Establish a quiet, dedicated learning environment free from distractions
- Demonstrate active focus and participation throughout the lesson
- submit all assignments according to the provided deadlines
- Enable the camera when requested to foster a better learning connection
- Observe privacy by refraining from recording sessions without prior permission

Failure to adhere to these guidelines may result in a formal review of the student's enrollment.

4. Technical Requirements

To ensure an uninterrupted and high-quality learning experience, students must :

- maintain a stable and reliable internet connection for the duration of each session.
- Access sessions via a laptop, desktop, or large tablet; mobile phones are not recommended for effective learning. Access sessions via a laptop, desktop, or large tablet; mobile phones are not recommended for effective learning.
- "Test both microphone and camera functionality at least 5 minutes before the session starts, and utilize headphones to ensure crystal-clear audio while eliminating background echo."

5. Scheduling & Class Experience

The following terms govern the scheduling and accessibility of all sessions:

- All educational sessions are formally scheduled in advance via the Academy's integrated calendar system. These sessions are accessible exclusively through the designated student interface.
- Students can review their schedule at any time to stay updated on their sessions and links .
- Any requests for schedule modifications, pauses, or adjustments must be processed through the Academy's official administrative channels.

6. Flexibility & Rescheduling

To accommodate personal circumstances while ensuring educational consistency, we provide the following rescheduling policy:

- Students are entitled to a maximum of three (3) rescheduling requests per calendar month.
- To be eligible for rescheduling, a request must be submitted at least two (2) hours prior to the scheduled session start time

7. Make-up Policy

The Academy provides the following framework for the compensation of missed sessions to ensure educational continuity:

- Only sessions cancelled in accordance with the approved "Notification Period" shall be eligible for rescheduling as make-up sessions.
- In the event of an instructor's absence, the student is entitled to a full compensatory session
- The Academy reserves the right to convert eligible make-up sessions into a monetary credit

8. Make-up Expiry Policy

To maintain a clear and organized record of your progress, please note the following:

- All make-up sessions must be scheduled and completed within 60 days from the date the original lesson was missed.
- Any make-up session not utilized within the sixty-day window shall automatically expire and be removed from the student's account balance without further notice.
- In instances where scheduling a make-up session is not feasible, the Academy reserves the right, at its sole discretion, to convert the unused session into a monetary credit applied to the next billing cycle.

9. Cancellation Policy

To maintain the integrity of our scheduling system the following attendance regulations are strictly enforced:

- Only sessions that are cancelled at least **2 hours before the scheduled start time** are eligible for a make-up session.
- Any session cancelled less than 2 hours before the scheduled start time is considered a **late cancellation**.
- Any session missed without prior notice is considered an **absence**.
- Late cancellations and absences are **not eligible for make-up sessions or compensation**.

Core Rule:

- Valid Cancellation = Make-up Session
- Late Cancellation or Absence = No Make-up

10. Payment & Subscription Policy

The Academy operates on a pre-paid subscription basis to ensure the stability of teacher schedules and administrative consistency. The following financial terms apply:

- All subscription fees must be paid in full before the beginning of each billing cycle

Late Payment:

- If payment isn't received after the second session, the student's schedule will be paused and their time slots will no longer be reserved.
- classes are resumed as soon as the administration confirms the student's payment has been received.

11. Refund Policy:

The Academy maintains a structured refund framework to ensure fairness and service integrity. All financial claims are governed by the following provisions:

- Refund requests may be considered exclusively in instances where the Academy is unable to provide a suitable instructor or in the event of major service disruptions directly attributable to the Academy's internal systems
- Refunds shall not be granted for personal changes in preference ("change of mind"), schedule conflicts, repeated student absences, or account terminations resulting from violations of the Academy's code of conduct.

Note: Every request is reviewed individually (Case-by-Case) to ensure a fair outcome

12. Teacher Replacement

The Academy is committed to ensure a productive learning relationship and provides the following framework for teacher transitions:

- Students or guardians may formally request a change of instructor if the current assignment does not align with the student's learning objectives or preferences.
- The Academy shall provide a suitable alternative instructor

Acknowledge that a new teacher may have a different teaching style or a different available schedule.

13. Inactive Students & Schedule Suspension

The Academy implements the following protocols to ensure efficient scheduling and the optimal utilization of teaching resources:

- The Academy reserves the right to automatically pause a student's schedule if the student remains absent for two consecutive sessions and is unresponsive to administrative follow-ups.
- Suspended schedules shall only be resumed following direct confirmation from the student's parent or guardian.

14. Recording & Privacy

The Academy is committed to maintaining a secure and private learning environment. The following terms govern the recording and usage of all educational sessions:

- The Academy reserves the right to record sessions for internal quality control and teacher performance evaluation
- All session recordings and student data are classified as strictly confidential and shall be stored in a secure environment accessible only to authorized administrative personnel.
- Students and guardians are strictly prohibited from recording, capturing, or distributing any portion of the sessions without prior written authorization from the Academy administration.

15. Support & Complaints

The Academy is committed to resolving administrative and educational concerns efficiently. To ensure all inquiries are formally recorded and addressed, students must utilize the following framework:

- All support requests and formal complaints must be submitted exclusively through the Academy's official channels:
 - Student support group (if applicable)
 - Official WhatsApp
 - Official email
- The Academy endeavors to acknowledge and address all inquiries within standard administrative hours.

- Note: Communications sent to instructors' private accounts or through non-official platforms are not recognized as formal requests and will not be processed by the administration.
- Future: A unified and centralized support system will be introduced to serve as the singular point of contact for all student inquiries.

16. Disciplinary Action & Misconduct

The Academy maintains a strict code of conduct to protect the educational integrity of our sessions. The administration reserves the right to take formal action, including the suspension or termination of services, in instances involving:

- Any conduct deemed unprofessional or disrespectful
- Any failure to adhere to the academy's policy
- Any intentional or repeated actions that compromise the quality of the virtual classroom experience.

17. Official Correspondence

All administrative and educational inquiries must be directed strictly through the Academy's verified official channels to ensure formal recognition and processing.