



Academic Coaching Guidelines

Duration

Upon client's request

1. Purpose

The purpose of this policy is to outline the standards and procedures for the academic coaching service provided by Alearnia. This service aims to support students in achieving their academic goals through personalized coaching and guidance.

By adhering to this policy, we aim to provide a reliable, high-quality academic coaching service that supports our clients in achieving their educational aspirations.

2. Scope

This policy applies to all clients utilizing our academic coaching services, including students at various educational levels (high school, undergraduate, graduate) and professionals seeking academic advancement.

3. Service Description

Our academic coaching service includes:

- One-on-one coaching sessions with experienced academic coaches.
- Development of personalized study plans and strategies.
- Assistance with time management, goal setting, and organizational skills.
- Guidance on academic writing, research, and presentation skills.
- Support for test preparation and exam strategies.

4. Enrollment and Scheduling

- **Enrollment Process:** Clients must complete an enrollment form available through our customer service team.
- **Initial Consultation:** An initial consultation and a pre-enrollment assessment will be scheduled to assess the client's needs and goals, and to match them with an appropriate academic coach.
- **Scheduling Sessions:** Coaching sessions are scheduled based on the client's availability and coach's schedule. Clients are encouraged to book sessions at least one week in advance.

5. Session Policies

- **Session Duration:** Standard coaching sessions are 60 minutes. Extended sessions can be arranged based on client needs.
- **Attendance:** Clients are expected to attend all scheduled sessions. If a client needs to cancel or reschedule, they must provide at least 24 hours' notice. Any

session canceled or rescheduled with less than 24 hours' notice will be considered used, and full charges will apply.

- Lateness and Absences: If a client is late, the session will still end at the scheduled time. Frequent absences or tardiness may result in a review of the client's participation in the program.

6. Fees and Payment

- Pricing: Our academic coaching services are billed on a per-session basis or as part of a package. Clients will receive a detailed pricing guide upon enrollment.
- Payment Terms: Payment is required upfront for individual sessions or at the beginning of the coaching package. We accept payment via our secure online payment system.
- Refund Policy: Refunds for unused sessions are available within 30 days of purchase, subject to a processing fee. No refunds are provided for sessions already conducted.

7. Confidentiality and Privacy

- All information shared during coaching sessions is confidential.
- Coaches are bound by confidentiality agreements to ensure client privacy.
- Client information is securely stored and only accessible to authorized personnel.

8. Client Responsibilities

- Clients should actively participate in coaching sessions and complete any assigned tasks or homework.
- Clients must communicate openly with their coach about their progress, challenges, and any changes in their academic goals.
- Clients should adhere to the agreed-upon coaching schedule and provide feedback to help improve the service.

9. Coach Responsibilities

- Coaches will prepare for sessions and provide personalized guidance tailored to the client's needs.
- Coaches will maintain professionalism, confidentiality, and a supportive environment.
- Coaches will monitor the client's progress and adjust strategies as necessary to help clients achieve their goals.

10. Quality Assurance

- Our academic coaches are qualified professionals with expertise in various educational fields.
- Regular training and evaluation ensure coaches provide high-quality, effective guidance.
- Feedback from clients is collected and used to continually improve our coaching services.

11. Recording of Online Sessions

- All online meetings with individual students will be recorded to safeguard against potential disputes.
- Recorded sessions will be securely stored and only accessible to authorized personnel.
- Clients will be informed of the recording policy prior to the commencement of online sessions.

12. Contact Information

For inquiries or support, clients can contact our customer service team via:

- Email: enquiry@alernia.com
- Phone: +6010 295 1258
- Live chat: Available via WhatsApp during business hours

13. Policy Review

This policy is subject to periodic review and may be updated to reflect changes in our services or client needs. Clients will be notified of any significant changes to the policy.