

# FREQUENTLY ASKED QUESTIONS

*for clients*



*Nerdy Academy*

# WHAT ARE THE SERVICES *that Nerdy Academy offers?*

Nerdy Academy offers the following services :

- Home Tutions
- Online Tutions
- Digital Marketing Course
- Skill Development Program
- Business-to-business Digital Marketing Services



# WHICH ALL CLASSES DOES *Nerdy provide home tutions for?*

- Nerdy Academy provides Home Tuition services from classes Nursery-12th.
- Occasionally it also caters to the requirements of learning languages, computers and co-curriculars like dance and music.

# WHAT IS THE FEE STRUCTURE *for the home tuition services?*

Nerdy Academy charges for its services on a monthly basis. We have a variable fee structure that depends on three things :

- Number of hours you are opting to study in a week.
- The class your ward is in.
- The number of students in a batch.



# WHAT IS THE *mode of payment?*

The fees can be paid both online and offline. To specify:

- Online: Bank Transfer/ Google Pay/ Paytm/ Phone Pe/ Other UPIs
- Offline: Cash / Cheque

# WHAT IS THE PROCESS OF GETTING A *home tutor from Nerdy Academy?*

Once a client informs us about their requirements, we take care of it. The process is simple:

## 1. Meeting

Our administrators fix a meeting with the interested client at either the client's home or in our office (as per the convenience of the client).

## 2. Counseling and Analysis

- Our administrators try to analyze the student's level of academic brilliance.
- They try to understand the strengths and weaknesses of a student.
- They customize a plan for a student according to their needs.

## 3. Demonstration

- We arrange a free demonstration session with a capable tutor for the student.
- Our tutors for sure get selected because of their excellent teaching skills and knowledge.

# WHAT IS THE PROCESS OF GETTING A *home tutor from Nerdy Academy?*

## 4. Registration

- After a successful demonstration session we register the client with us.
- The registration fee charged per student is Rs. 500.
- The registration of a client at Nerdy remains valid for one entire year.

## 5. Fee Payment

- Once the registration is done, our administrators explain the fee structure according to a customized plan to the client.
- The client can pay the fees and get classes started from the next day onwards.

# IS IT POSSIBLE TO GET A REFUND *after joining Nerdy Academy?*

The fee once paid by any client is non-refundable in nature.

## HOW CAN A CLIENT CHECK *their ward's attendance?*

- A client is given access to our system.
- They can log in to their profile.
- They can check the lesson reports.



## HOW CAN A CLIENT *check their invoices?*

The client has to follow these steps :

- Log in to the system.
- Click on Billing.
- Go to Invoices.

The client will be able to see all the invoices there.



# HOW CAN A CLIENT MAP THE PROGRESS OF THEIR WARD, *taking tuitions from Nerdy?*

The growth of a student is mapped through the following process :

## 1. Test

- Our tutors take weekly tests of their students.
- They ensure that the student learns whatever is taught to them every week.

## 2. Monthly Analysis

- Our administrators analyze the student on a monthly basis.
- A monthly report is made of a student's performance.
- The report depicts the growth of a student.

## 3. Feedback

- The administrators take feedback from the students.
- They try to understand the scope of improvement in tutoring.
- They suggest the required changes.

Therefore, a client gets to know how the student is learning and performing.

# WHAT IF MY TUTOR LEAVES *the session midway?*

There are fewer chances of this happening. But, Nerdy Academy ensures that the student doesn't suffer. Therefore, if in case a tutor leaves the session midway, a new tutor is sent for the student after a demonstration session.



# WHAT HAPPENS AFTER A CLIENT *gets on board with us?*

- Nerdy Academy takes care of each and every client. We are very systematic about it.
- We have a Quality Management System in place.
- Every client has a Client Manager to take care of them throughout their association with us.
- The Client Manager keeps checking the quality of tutoring that is in place.
- Client feedback is taken periodically.
- Required changes are done on time to ensure that the student learns well.



# WHAT KIND OF TUTORS ARE RECRUITED *by Nerdy Academy for the Clients?*

Nerdy has a screening process for recruiting tutors to ensure that the best of them are selected. The process involves :

## 1. Test

Every tutor has to undergo a written test for these subjects :

- English
- General Awareness
- Mathematics
- Reasoning

## 2. Communication

- Their communication skills are tested in the personal interview.

## 3. Conceptual test

- Their concepts are tested for the subjects they are confident of teaching.

## 4. Verification

- Every tutor's verification is done and we keep all their authentic details with us on the system.
- We ensure that the tutors are reachable always.

We recruit young tutors who are already in their learning phase and who have a history of academic excellence. Therefore, only credible tutors become a part of Nerdy.

## WHAT IS THE PLAN EXPIRY DATE *for a client enrolling in Nerdy?*

- Let's suppose a client opted for a 6 months plan for their ward.
- Their plan begins when the classes commence, say, January 01, 2022.
- Their plan will expire after 6 months, i.e. June 01, 2022.
- The date of expiry is the plan expiry date.
- A client can either prepone or postpone the classes in case of emergencies.
- However, they are supposed to exhaust the plan before the plan expiry date.
- A client cannot claim to get classes after the plan expiry date.

## HOW CAN A CLIENT RESUME *classes after their plan expires?*

- A client is informed about the plan expiry date beforehand.
- If they wish to resume their classes, their plan has to be renewed.
- They can start the classes after paying a fee for the renewal.

# HOW DO I ENROLL *into Nerdy Academy?*

Nerdy Academy has its online presence, therefore one can find out the details to contact us through sources like Google. We are just a call away. Once you call us, we make sure to pay attention to your requirements and get you on board systematically.



## CONTACT *numbers*

Bhilai : 8225855200 | 782839992 | 7987748445

Bhopal : 7024238887 | 7024238884 | 8959923522

Indore : 8982196252 | 6267054556 | 7746005852

Raipur : 9993166463 | 7224811197

Mumbai : 8982196252 | 7879056776

# HIGHLIGHTS

## *about us*

- A client can find us on almost all the online platforms to contact.
- [Google, Facebook, Instagram, LinkedIn, Justdial, OLX etc.]
- We are highly professional with our work.
- Our system of operation is transparent and trustworthy.
- We give utmost importance to a student's academic progress.
- We have a robust team of administrators.

*Happy studying!*



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