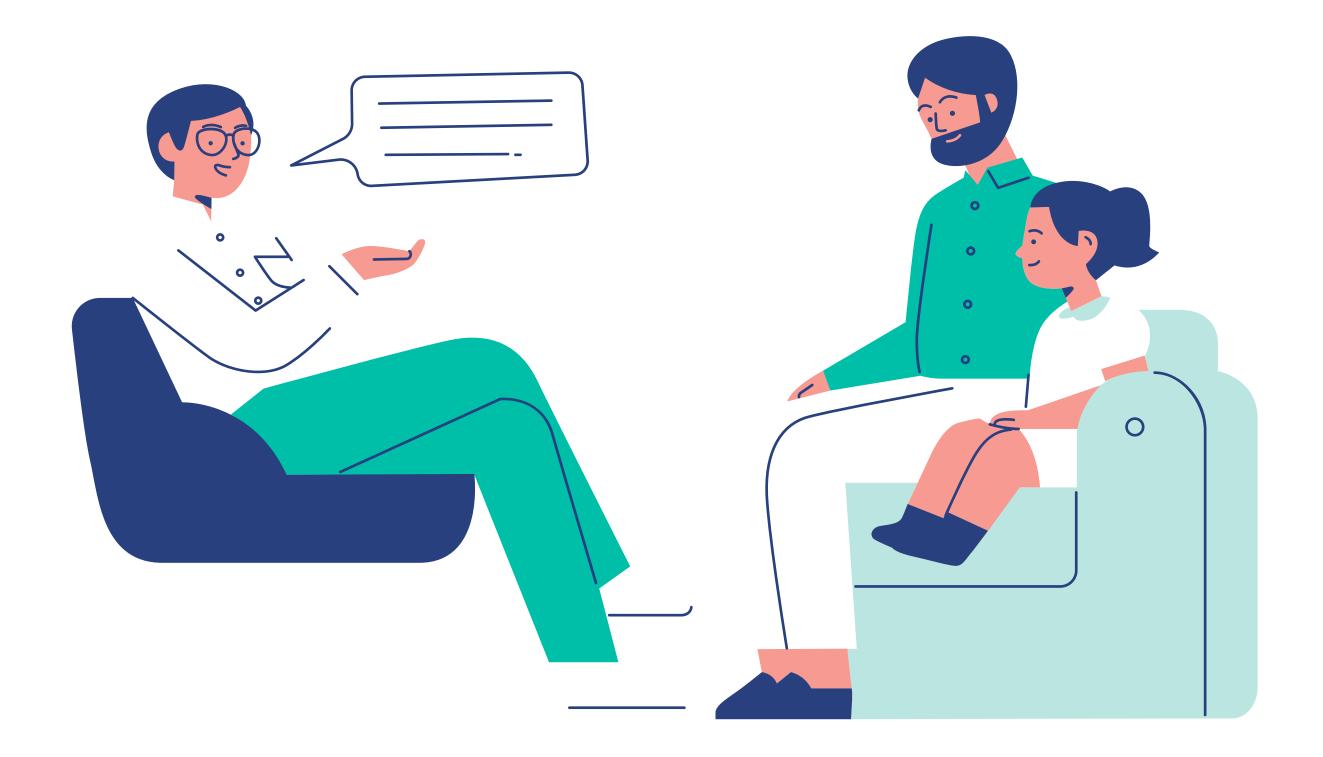
FREQUENTLY ASKED QUESTIONS

Hor Clients

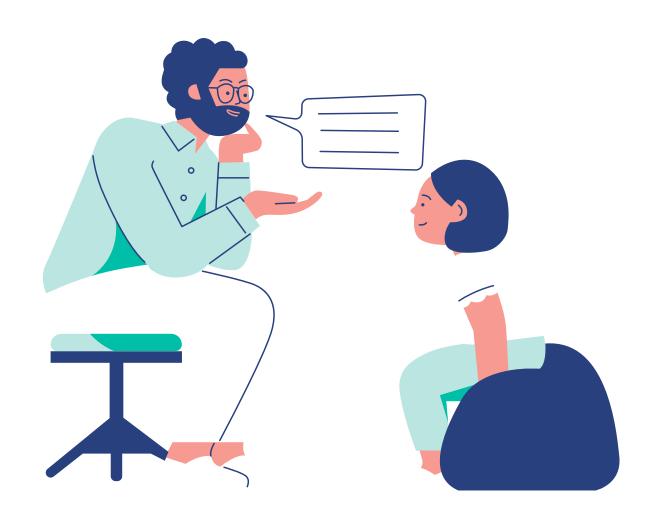


Nerdy Academy

WHAT ARE THE SERVICES that Nerdy academy offers?

Nerdy Academy offers the following services:

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



WHICH ALL CLASSES DOES

Nerdy provide home tuitions for?

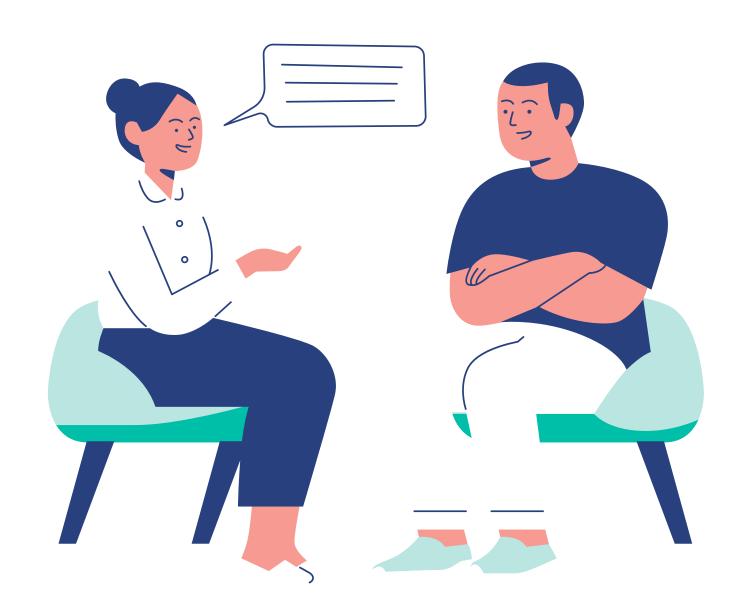
- Nerdy Academy provides Home Tuition services from classes Nursery-12th.
- Occasionally it also caters to the requirements of learning languages, computers and co-curriculars like dance and music.

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

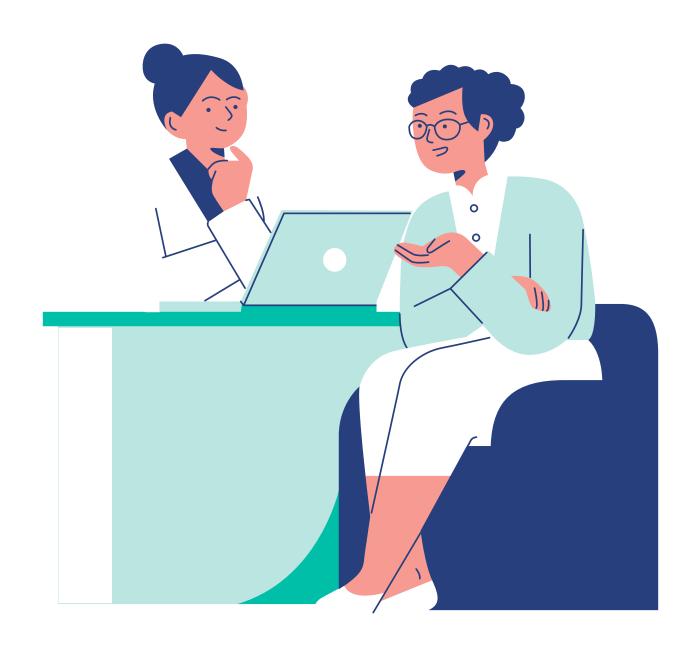
after joining Nerdy Academy?

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

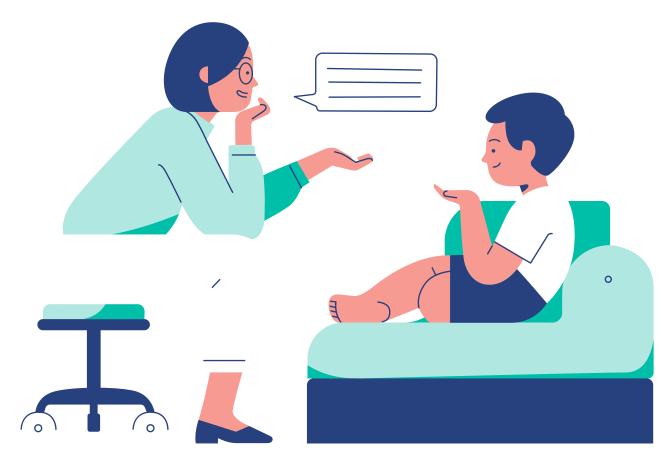
- The administrators take feedback from the students.
- They try to understand the scope of improvement in tutoring.
- They suggest the required changes.

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

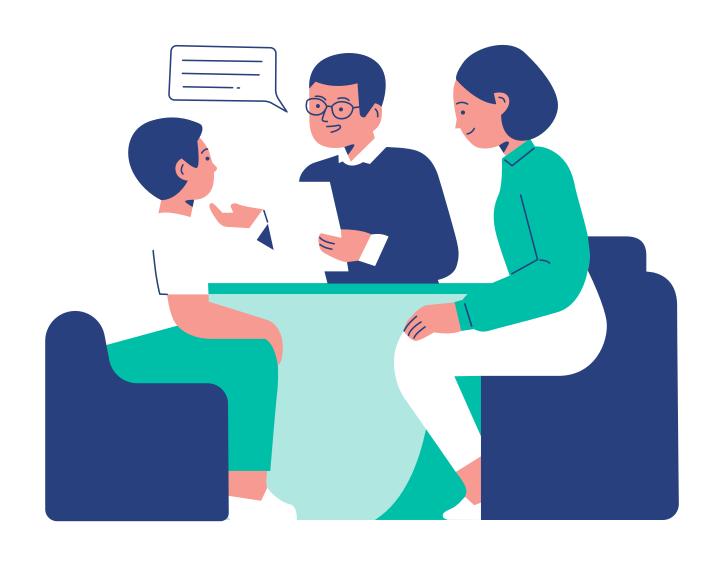
classes after their plan expires?

- 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!



GEETA ADATIYA

Content head - Nerdy Academy