

REGISTRATION AND CANCELLATION POLICIES

FocusOnline is an online enrichment program offered by Focus Learning (school) since November 2019. This policy is created to ensure successful teaching and learning, and to facilitate communication between parents and School.

Registrations, Cancellation & Refund

- Registration is completed only after full payment is received. Spots in class will not be held until registration is complete.
- Fees will not be refunded after the first class.
- If permission is granted to parents/guardians to withdraw their child from a course, the remaining fees minus \$20 processing fees can be saved in the student's account as credit for future classes.
- No refund nor credit will be applied to missed classes. Class recordings can be provided to the absent students.

Student/Parent Responsibilities:

- **Camera:** Interaction is the key to effective teaching and learning. To make sure students are fully engaged, we request every student to keep their cameras on and show their faces. Exceptions are made only if parents or guardians send us a written notice to exempt teachers of the obligation to request the students to keep their cameras on. Failure to turn on cameras may result in lack of attention and interaction from the teachers and the classmates.
- **Attendance:** It is the responsibility of the students to join class meetings on time. Teachers will notify all absent students from Teams meeting once the class starts. It is important to keep the calling notification on in Teams. We will do our best to notify you of your child's absence via email, WhatsApp or WeChat text messages.

Homework:

- Homework is strongly recommended for some courses but not compulsory. Please check the Material & Homework guide for each course.
- All homework is set up in Teams, except for Computer Programming classes.

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