i-Learner Education Centre
智愛學教育中心

Handbook for Parents

(Academic and Administrative Arrangements)



TST Centre:
2/F, Ritz Plaza, 122 Austin Road, Tsim Sha Tsui
(School Registration Number:585513)
9049 3014 3113 8815

Wan Chai Centre:
6/F, 303 Hennessy Road, Wan Chai
(School Registration Number:613541)
6468 8366 3611 8400

www.i-learner.edu.hk
i-Learner Education Centre
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i-Learner Education Centre
Academic and Administrative Arrangement Manual

September 2023

Dear Parents,

In order to offer students top-quality education, and to provide you with highly efficient customer services, we would like to draw your attention to this Academic and Administrative Arrangements Manual, and to ask for your signature on the Admission Form to show your agreement to the terms. All the information is available at www.i-learner.edu.hk. For enquiries, please contact our staff.

This Manual includes:

1. Notes on Admission, Tuition Fees and Courses
2. Rules for Absences and Replacement Classes
3. Bad Weather Arrangements
4. Refund Policy and Procedures
5. Terms Revision Policy

To ensure that parents are kept up-to-date, we will inform you of the latest notes or revision of terms through our App, WhatsApp, or email. Please write down your mobile number for receiving WhatsApp messages, as well as your email address on the reply slip, and return it to our Centre. If you wish not to receive any WhatsApp messages or emails from us, please inform us on the reply slip and suggest other suitable ways for us to contact you about important notices, for instance course schedules, centre holidays, and centre events.

Please read and keep this Manual carefully. Should you have any enquiries, please feel free to contact us via WhatsApp: 9049 3014 (Tsim Sha Tsui) or 6468 8366 (Wan Chai), or call our centres: 3113 8815 (Tsim Sha Tsui) or 3611 8400 (Wan Chai) for further information.

We wish you and your children a pleasant learning experience with us!

Yours faithfully,
i-Learner Education Centre

智愛學教育中心
學務及行政安排手冊

致:智愛學教育中心家長

本中心致力為學生提供優質的教育服務，也為家長提供周全的客戶服務。為保持中心的運作暢順，敬請家長細心閱讀此學務及行政安排手冊，並於入學註冊表格簽署以示理解及同意本手冊內的條款。本手冊內的所有資料都可透過中心網頁(www.i-learner.edu.hk)查閱及下載。如有查詢，請盡快與中心職員聯絡。

手冊內容包括:

1.「入學、學費及課程須知」
2.「缺席及補課守則」
3.「惡劣天氣下的課堂安排」
4.「退款政策及程序」
5.「條款更改政策」

此外，為方便家長及時掌握本中心的最新消息及條款更改，本中心將會透過WhatsApp或電郵向家長發放有關訊息。因此，家長請於確認書回條上填寫接收WhatsApp的流動電話號碼及電郵地址，並交回本中心。如家長不願意接收WhatsApp或電郵訊息，請於確認書回條上註明，以便職員安排另行通知。

請家長務必細閱及妥善保存此手冊，如有任何查詢，請Whatsapp至90493014(尖沙咀)或64688366(灣仔)，或致電31138815(尖沙咀中心)或36118400(灣仔中心)向職員查詢。

祝

生活愉快、孩子學業進步

i-Learner Education Centre
智愛學教育中心
二零二三年九月

1. Notes on Admission, Tuition Fees and Courses

1.1. Notes on Admission

1.1.1. Students will be assessed before admission in order to be arranged into the most suitable courses and groups.

1.1.2. Parents are required to fill in all information needed, sign the Admission Form, and attach a student personal photo for registration purposes.

1.1.3. Parents should read this Manual carefully before the admission and pay attention to new notices. After the submission of the Admission Form, all terms in this Manual will take effect immediately. Parents should keep the Manual properly and follow the rules in it.

1.1.4. The Centre will update parents with the latest course information and other academic and administrative notices via WhatsApp 9049 3014 (Tsim Sha Tsui Centre) or 6468 8366 (Wan Chai Centre. Please take the initiative to add our number to your contact list so as not to miss important notices.

1. 入學、學費及課程須知

1.1. 入學須知

1.1.1. 學生入學前須進行評估，以便安排合適課程。

1.1.2. 家長須於入學註冊表格上填妥所有資料及簽署作實，並貼上學生的個人相片作登記用途。

1.1.3. 家長應於入學前細閱此學務及行政安排手冊。入學註冊表格一經家長簽署，手冊內的所有條款將即時生效。家長應妥善保存手冊，及遵守手冊內的各項守則。

1.1.4. 本中心會透過Whatsapp號碼90493014（尖沙咀）或64688366（灣仔）向家長發報最新課程資訊及其他學務、行政等消息，請家長主動將號碼加入聯絡名單，以免錯過重要通知。

1.2. Notes on Tuition Fees

1.2.1. Course tuition fees are specified in the lesson notes. If extra textbooks or other books are required, parents should make additional purchases.

1.2.2. The Centre will charge the tuition fees according to the number of lessons in a month by using the Centre's academic calendar, and each tuition payment should be charged by month. Parents can choose to pay the tuition fee by cash, cheque, EPS or bank transfer on a monthly basis.

1.2.3. All courses in the Centre run continuously. Parents should pay next month's tuition fee at the reception desk of the Centre on or before the first lesson of each month or the seventh day of the month. The Centre will not issue a separate payment notice. If the tuition fee has still not been settled by the first lesson of each month, the Centre will not be able to reserve places for students in future courses. Furthermore, parents still need to pay full fees for all lessons in the month of and before the official notification of withdrawal. The Centre also reserves the right to charge interest of the late payment and administrative fees.

1.2.4. Payments by crossed cheque shall be made payable to "Knowledge and Love Education Company Limited" with the student's full name, course enrolled and contact number on the back of the cheque.

1.2.5. Payment by bank transfer shall be made through Knowledge and Love Education Company Limited's accounts shown below:

Bank of China: (012) 581-1-019693-8 or
HSBC: (004) 817-792 872-838
FPS轉數快：101452845
Wechat Pay 微信支付

Parents should write down the full name of the student, course enrolled and contact number on the transfer note or record of online transfer and send it via WhatsApp to 9049 3014 (Tsim Sha Tsui), 6468 8366 (Wan Chai), fax it to 2394 9363, or email it to student@i-learner.com.hk.

1.2.6. Once the Centre has received the fees, a receipt will then be issued as proof of payment (in printed version or e-version through the App). Please check immediately if the information on the receipt is correct and attend the courses according to the time and venue specified on the receipt. Please keep the receipt until the end of the course.

1.2.7. Parents may log in to V-Learner to view payment records and receipts.

1.2. 學費須知

1.2.1. 課程學費只包括課堂筆記費用。若課堂需要書本，家長須另外購買。

1.2.2. 本中心將按中心校曆每月課程堂數收取學費，家長可選擇以現金、支票、EPS或銀行轉帳按月繳交學費。

1.2.3. 本中心課程為連續性課程。家長須於每月第一堂或該月七號或之前，自行到本中心接待處繳交下月之學費，中心不會另發繳費通知書。如家長於每月第一堂上課時仍未繳交學費或未能出示有效收據，中心或未能替學生保留學位。因此，請家長按上述規定每月準時繳交學費。此外，家長仍需在正式通知退學當月及之前支付所有課程的全額費用。本中心保留收取逾期付款利息和行政費用的權利。

1.2.4. 若家長選擇以支票繳交學費，請於支票抬頭寫「Knowledge and Love Education Company Limited」或「愛學教育有限公司」。家長須於支票背後寫上學生姓名、就讀課程及聯絡電話。

1.2.5. 若家長選擇以轉帳繳交學費，請將款項存入以下「Knowledge and Love Education Company Limited」或「愛學教育有限公司」戶口：

中國銀行戶口：012-581-1-019693-8
匯豐銀行戶口：004-817-792 872-838
FPS轉數快：101452845
Wechat Pay 微信支付

家長須將存根或網上轉帳紀錄，連同學生姓名、就讀課程及聯絡電話，電郵至student@i-learner.edu.hk、WhatsApp至90493014、或傳真至2384 9363。

1.2.6. 本中心確認收到學費後，會向家長發出收據以茲証明。家長應即時核對收據上的資料，並安排學生按收據上的時間及地點上課。家長須保留收據至課程完結，以便必要時查核。

1.2.7. 家長可以通過登錄V-Learner查看付款記錄和電子收據。

1.3. Notes on Courses

1.3.1. Each academic year is divided into five terms by the Centre, namely Stevenson Term, Burns Term, Austen Term, Russell Term, and Summer Term.

1.3.2. All classes will be changed to online teaching if Tropical Cyclone Signal No. 8 or above or/and the BLACK Rainstorm Warning Signal is/are issued. For details, please refer to “3. Bad Weather Arrangement”.

1.3.3. After enrollment in courses, the tuition fee paid in the current month will not be refunded for any reason. For details, please refer to "4. Refund Policy and Procedures".

1.3.4. All tuition fees paid and places are not transferable.

1.3.5. The Centre has the right to include students' performance in lessons, photos and videos taken during lessons, and homework in internal training or external publicity. The Centre will undergo an internal review before the use of such materials to ensure that students will not be adversely affected under normal circumstances.

1.3.6. If the tutor asks for leave, the Centre will arrange another tutor to replace the tutor on leave. The Centre will ensure that the substitute tutor understands the course content and progress, and has sufficient ability to teach the course.

1.3.7. At the end of each academic term, parents may view students’ term reports by logging in to V-Learner.

1.3.8. The Centre will notify parents with the latest course information and other academic and administrative notices via WhatsApp 9049 3014 (Tsim Sha Tsui Centre), 6468 8366 (Wan Chai Centre), Facebook page (i-Learner Education Centre), or website (www.i-learner.edu.hk).

1.3. 課程須知

1.3.1. 本中心每個學年分為五個學期，包括：第一學期、第二學期、第三學期、考試及試後學期、暑期課程。

1.3.2. 如遇八號或以上烈風或暴風／黑色暴雨信號，所有面授課堂將會轉為網上授課。有關詳情，請參閱「3. 惡劣天氣下的課堂安排」。

1.3.3. 學生入讀課程後，如因任何原因申請退學，當月已繳交的學費將不予發還。有關詳情，請參閱「4. 退款政策及程序」。

1.3.4. 所有已繳交的學費及學生學籍不得轉讓他人。

1.3.5. 本中心有權將學生的上課情況、上課時所拍的照片和作品用作宣傳。職員在使用前會確保不對學生造成不利影響，有需要時亦會通知有關學生及家長。

1.3.6. 如導師因事請假，本中心將安排另一導師代課。本中心或未能及時通知家長，敬請見諒。中心會確保代課導師了解課程內容及進度，並有足夠能力教授該課程。

1.3.7. 每學期結束時，家長可以登錄V-Learner查看學生的學期報告。

1.3.8. 本中心會透過Whatsapp號碼90493014（尖沙咀）、64688366（灣仔）、Facebook專頁（i-Learner Education Centre）或網頁（www.i-learner.edu.hk）向家長發佈最新資訊。

2. Rules for Absences and Replacement Classes

2.1. Students shall attend lessons according to the time and venue specified on the receipt. Students arriving late to lessons will not receive any time added nor replacement lessons.

2.2. For absence due to attending academic examinations (examinations or tests shown on their school calendar or from Cambridge, Trinity or other public exam bodies), students or parents must notify the Centre at least two working days before the lesson via email or WhatsApp. Proof such as the school calendar or exam admission form should be provided within a week. In this case, there is no limit to the number of replacement lessons that students can receive in a term.

2.3. For sick leave, students or parents must notify the Centre at least two hours before the lesson via email or WhatsApp. If done through a phone call, please also send an email or WhatsApp message afterwards within one working day as record. Students or parents should also provide a medical certificate within one week. In this case, there is no limit to the number of replacement lessons that students can receive in a term.

2.4. For absence due to attending extracurricular activities, travelling or other reasons and without any medical certificate, students or parents must notify the Centre at least two working days before the lesson via email or WhatsApp; otherwise, no replacement lessons will be allowed. In this situation, students can only apply for replacement lessons twice in a term, with no refund for any other absences.

2.5. Application for Replacement Lessons

2.5.1. We allow students to attend a different session of the same course within the same teaching week (Sunday to Saturday) to cover the same material. If a class is missed beyond this teaching week, parents have the option to choose a makeup class in another regular course, within three months. Alternatively, students may attend special holiday courses or examination preparation class as replacement.

2. 缺席及補課守則

2.1. 學生須按學費收據上的時間及地點準時到達中心上課。如學生遲到，恕本中心將不作任何補時或補課安排。

2.2. 如學生因學術考試（校曆表上的測驗考試、Cambridge及Trinity等公開考試）而缺席，學生或家長須於課堂至少兩個工作天前致電或WhatsApp本中心申請請假及安排補課。學生或家長亦須於一星期內出示校曆表或準考證。如因上述原因缺席，每學期可獲補課的次數不限。

2.3. 如學生因身體不適（須附註冊醫生証明）而缺席，學生或家長須於課堂開始至少兩小時前致電或WhatsApp本中心申請請假及安排補課。學生或家長亦須於一星期內出示附學生姓名的註冊醫生証明。如因上述原因缺席，每學期可獲補課的次數不限。

2.4. 如學生因任何其他原因（包括課外活動、旅遊及其他原因）或未能出示註冊醫生証明而缺席，學生或家長須於課堂開始至少兩天WhatsApp或致電本中心申請請假，否則將不獲安排補課。如因上述原因缺席，每學期每課程最多只可申請補課兩次。

2.5. 補課安排

2.5.1. 本中心的補課政策是於同一教學週內（週日至週六），學生可以選擇同一課程的其他班次來補上相同的課程內容。若錯過了該教學週，家長可以在未來三個月內選擇其他常規課程進行補課，或是選擇參加假期特別課程和考試預備班作為補堂。

2.6. Arrangement of Replacement lessons

2.6.1. Parents or students should take the initiative to contact the Centre regarding their absence and application for replacement lessons. To ensure the smooth arrangement of replacement lessons, the Centre does not accept self-rearrangement of lessons by students and parents, or students attending other classes as replacement lessons without permission.

2.6.2. In order to reduce the impact on students' learning progress, all replacement lessons can only be arranged within three months of the day of absence.

2.6.3. Students can choose to attend sessions of Exam Practice, holiday workshops or other events offered by the Centre as replacement lessons. For details, please contact our staff.

2.6.4. The Centre will only make one replacement lesson arrangement for each absence. Parents or students cannot change the replacement date after confirmation.

2.6.5. If a student fails to attend the replacement lesson, or fails to select a time from the class schedule to attend the replacement lesson, it will be treated as giving up the chance to have a replacement lesson and no other replacement lesson will be given for that absence.

2.6.6. Regardless of the reasons for students' absence from the replacement lesson, and the willingness to accept the replacement lesson arrangement, the Centre will not accept any refund request. For details, please refer to "4. Refund Policy and Procedures".

2.6.7. The Centre reserves the rights to make the final decision on all applications for leave and replacement lesson arrangements.

2.6. 補課安排

2.6.1. 家長或學生應主動聯絡本中心申請請假及安排補課。為確保所有補課安排配合本中心的課堂編排，本中心不接受學生或家長自行調動課堂或未經中心批准而出席其他課堂作為補課。

2.6.2. 所有補課可於缺席後三個月內安排。

2.6.3. 本中心只會為每次缺席作一次補課安排，家長或學生確認補課日期後不可提出更改。

2.6.4. 如學生未能出席補課，或未能按中心的課堂編排選取補課時間，將被視為放棄補課。該缺席課堂將不獲補課，家長或學生亦不能再申請補課。

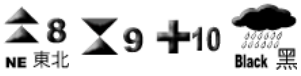
2.6.5. 無論學生因何原因缺席補課，及是否接受補課安排，本中心一律不會作出退款。有關詳情，請參閱「退款政策及程序」。

2.6.6. 學生可考慮出席本中心的操卷班、假期工作坊或小學者夏令營作為補課，詳情請向中心職員查詢。

2.6.7. 本中心保留所有有關請假申請及補課安排的最終決定權。

3. Bad Weather Arrangements

3.1. Class Arrangements when Tropical Cyclones and Rainstorm Warning Signal is/are issued:

	Issued before class	Issued during class
• Tropical Cyclone Warning Signal No. 1 • AMBER Rainstorm Warning Signal 	All classes operate as usual.	All classes operate as usual.
• Tropical Cyclone Warning Signal No. 3 • Red Rainstorm Warning Signal 	All kindergarten classes are suspended. Other classes shall operate as usual.	All kindergarten classes can operate as usual, but parents can also ask students to return home. Other classes shall operate as usual unless extra time is required during transition between No.8 and No 3 warning signals or Black Rainstorm and Red Rainstorm warning signals..
• Tropical Cyclone Warning Signal No. 8 or above • BLACK Rainstorm Warning Signal 	All classes are switched to online teaching. Please log in to V-Learner at https://vl.i-learner.com.hk/ to print the lesson materials and prepare for the class.	All classes are switched to online teaching wherever practically possible though not guaranteed. Please log in to V-Learner at https://vl.i-learner.com.hk/ to print the lesson materials and prepare for the class.

3.2. If the BLACK Rainstorm Warning Signal or the Tropical Cyclone Warning Signal No. 8 or above is/are cancelled by 7 a.m., all classes will operate as usual. If the above warnings or signals are cancelled after 7 a.m., all classes will resume in 2 hours.

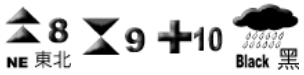
3.3. If an on-going lesson is cancelled due to bad weather, students can leave the Centre immediately under safe conditions or with the consent of their parents. Parents and students are responsible for potential risks.

3.4. When the Tropical Cyclone and/or Rainstorm Warning Signal is issued, our staff will keep the Centre open and look after those students waiting for their parents. Parents should pick students up and leave the Centre as soon as possible.

3.5. The Centre will not offer any replacement lessons or refund arrangements for lessons affected by bad weather. If we are able to arrange some of the lessons to be conducted online, we will inform parents. But it is not guaranteed and does not affect our general policy stated above.

3. 惡劣天氣下的課堂安排

3.1. 颱風及暴雨警告信號生效時的課堂安排：

	課堂前懸掛	課堂期間懸掛
• 一號戒備信號 • 黃色暴雨警告信號 	所有班級（包括幼稚園）照常上課。	所有班級（包括幼稚園）照常上課。
• 三號強風信號 • 紅色暴雨警告信號 	幼稚園班級停課。 其餘班級照常上課。	幼稚園班級停課，課堂會立即取消。 其餘班級照常上課。惟如屬於由八號風球轉為三號，或由黑雨轉為紅雨，部分課堂仍可能需要改為網上課，或者需要取消。
• 八號或以上烈風或暴風信號 • 黑色暴雨警告信號 	所有班級改上網課。請登入 https://vl.i-learner.com.hk/，並打印教材，準備上課。	所有班級在可行範圍內將改網上課，但部分課堂仍可能因老師無法有足夠條件上網而需要取消。請登入 https://vl.i-learner.com.hk/，並打印教材，準備上課。

3.2. 如香港天文台於上午七時或之前，取消八號或以上烈風或暴風信號或黑色暴雨警告信號，所有班級將會照常上課。如香港天文台於上午七時之後，取消上述警告訊號，所有班級將於兩小時後復課。

3.3. 如課堂於進行期間因惡劣天氣取消，學生可在安全的天氣情況或得到家長的同意下立即離開中心。一切安全風險由家長和學生自行承擔。

3.4. 颱風及暴雨警告信號生效時，本中心職員會保持中心開放，並派人看管待接送的學生。家長應盡快接送學生離開中心。

3.5. 本中心將不就受惡劣天氣影響的課堂作任何補課或退款安排。有關詳情，請參閱「退款政策及程序」。

4. Withdrawal and Refund Policy and Procedures

4.1. Withdrawal and Refund Policy

4.1.1. If parents or students propose to terminate the course before or during the course for any reason, they should inform the Centre at least one month in advance. The Centre will not return the paid course fees or stop charging the relevant course fees, as the student's place has already been taken.

4.1.2. The Centre reserves the right to cancel or terminate the course before or during the course, with proper advance notification. If the course cannot start as shown on the tuition receipt due to insufficient number of students or any other reasons, the Centre will refund the full course fee paid. If the course has already started and is terminated due to insufficient number of students or any other reasons, the Centre will give advance notice and refund the fee for the remaining lessons.

4.1.3. If the Centre closes before the course starts, the paid course fee will be refunded in full. If the Centre closes in the middle of the course, the fee for the uncompleted lessons will be refunded according to the actual progress of the course.

4.2. Refund Procedures

4.2.1. The Centre will call or write to inform students or parents about the refund arrangements once the refund request has been confirmed and accepted. For students aged under 18, the refund procedure can be undertaken by their parents or guardians.

4.2.2. Students or parents/guardians have to sign a formal receipt to confirm the refund. The Centre will not collect the receipt of course fees when handling the refund, but parents should keep that for at least 12 months and show it to our staff if requested.

4.2.3. The Centre will process the refund by cheque.

4.2.4. The refund procedure takes around 2 - 4 weeks.

5. Terms Revision Policy

5.1. The Centre will change the terms in this Manual from time to time. For all revised terms, policies or rules, we will publish the latest version of the Manual on our webpage and i-Learner Studio App. All updates will take effect automatically and immediately. In case of disputes, the Centre reserves the right of final decision.

4. 退出及取消課程、退款政策及程序

4.1. 退出及取消課程

4.1.1. 如家長或學生因任何原因於課程開課前或課程中途提出終止課程，需提前至少一個月通知。本中心不會退還已繳付的課程費用，並將收取收到終止課程通知後一個月的課堂的費用。

4.1.2. 本中心保留權利於課程開課前或課程中途取消或終止課程。如課程於開課前，因學生人數不足、時間未能配合或任何其他原因而未能按照學費收據上的安排開辦，本中心會提前通知並全數退回已繳付的課程費用。

4.1.3. 如課程於開課後，因學生人數不足、時間未能配合或任何其他原因停辦，本中心會按課程進度退回餘下的課程費用。

4.1.4. 如本中心於課程開課前結業，會全數退回已繳付的課程費用。如本中心於課程中途結業，會按課程進度退回餘下的課程費用。

4.2. 退款政策及程序

4.2.1. 本中心核實退出課程通知，或通知家長或學生終止或取消課程後，會致電或以書面通知家長或學生有關的退款安排。十八歲以下的學生可由家長或監護人代辦退款手續。

4.2.2. 處理退款時，家長或學生無須交回學費收據的正本。家長或學生收到退款後，須簽署回條確認完成退款程序。

4.2.3. 本中心會以支票形式支付一切退款。

4.2.4. 退款程序需時約4 - 6個星期。

5. 條款更改政策

5.1. 本中心保留權利修改此手冊內的任何條款、政策及守則，並以合理方式通知家長。如有任何爭議，本中心保留最終決定權。

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愛上學習

Enjoy learning Enjoy discovering

Registration 報名

網上報名：	到 www.i-learner.edu.hk 按 Registration 進行網上報名。
電郵/傳真：	到 www.i-learner.edu.hk 下載表格填妥後電郵至studio@i-learner.edu.hk，或 WhatsApp 至 9049 3014 (尖沙咀中心)或 6468 8366 (灣仔中心)
電話報名：	致電 3113 8815 (尖沙咀中心) 或 3611 8400 (灣仔中心) 向任何一位教育顧問報名。
獎學金計劃：	i-Learner Education Centre 和香港社區組織協會(SoCO)合作，為有需要的學生提供獎學金，以減免或豁免學費。詳情請致電 3113 8815。
Online：	Go to www.i-learner.edu.hk. Click on Registration.
Email/Fax：	Visit www.i-learner.edu.hk to download our registration form. Fill in the form email it to studio@i-learner.edu.hk, fax it to 2384 9363 or WhatsApp to 9049 3014 (TST Centre) or 6468 8366 (Wan Chai Centre).
Telephone ：	Call 3113 8815 (TST Centre) or 3611 8400(Wan Chai Centre).
Scholarship programme ：	i-Learner Education Centre works with the Society for Community Organisation (SoCO) to provide a scholarship programme for students in need of financial support. For details please call us at 3113 8815.



地址: 香港灣仔軒尼詩道303號協成行灣仔中心6樓
Address: 6/F, OfficePlus, 303 Hennessy Road, Wanchai, Hong Kong

6468 8366 3611 8400



地址: 香港九龍尖沙咀柯士甸道122號麗斯中心2樓
Address: 2/F, Ritz Plaza, 122 Austin Road, Tsim Sha Tsui, Kowloon

9049 3014 3113 8815

www.i-learner.edu.hk

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