



# Zumrat Al-Quran Academy

## Student Policy & Terms

### 1. Welcome & Introduction

Welcome to Zumrat Al-Quran Academy. We are committed to providing a structured, high-quality learning experience in a supportive and respectful environment. This document outlines our policies and expectations to ensure a smooth, fair, and productive journey for every student.

By enrolling, you (and your guardian) agree to abide by these Terms and Conditions.

### 2. Our Commitment to You

Zumrat Al-Quran Academy upholds the highest standards to deliver an exceptional Quranic education:

- Providing qualified, experienced, and dedicated teachers
- Delivering a well-structured and progressive curriculum
- Monitoring student progress through regular assessments
- Offering continuous support and personalized guidance
- Maintaining a positive, encouraging, and spiritually uplifting learning environment

### 3. Learning Experience Guidelines

To foster a productive and respectful educational atmosphere, all students are expected to:

- Show the highest level of respect toward the teacher at all times
- Maintain polite, professional, and courteous communication
- Arrive punctually – ideally logging in 5 minutes early
- Prepare a quiet, dedicated learning space free from distractions
- Demonstrate active focus and full participation during lessons
- Submit all assignments by the given deadlines
- Enable the camera when requested to enhance engagement
- Refrain from recording sessions without prior written permission

**Failure to follow these guidelines may result in a formal review of the student's enrollment.**





# Zumrat Al-Quran Academy

## Student Policy & Terms

### 4. Technical Requirements

For the best possible learning experience, students must:

- Maintain a stable, high-speed internet connection throughout each session
- Use a laptop, desktop computer, or large tablet (mobile phones are not recommended)
- Test the microphone and camera at least 5 minutes before class
- Use headphones to ensure clear audio and eliminate echo

### 5. Scheduling & Class Experience

- All sessions are scheduled in advance through the Academy's official calendar system.
- Students may view their schedule and class links at any time via the student portal.
- Any requests for changes, pauses, or adjustments must be submitted through official administrative channels.

### 6. Flexibility & Rescheduling

- Students are allowed a maximum of 3 rescheduling requests per calendar month.
- Requests must be submitted at least 2 hours before the scheduled session.

### 7. Make-up Policy

- Only sessions cancelled within the approved notification period qualify for make-up.
- Instructor absences entitle the student to a full compensatory session.
- The Academy reserves the right to convert eligible make-up sessions into monetary credit.





# Zumrat Al-Quran Academy

## Student Policy & Terms

### 8. Make-up Expiry Policy

- All make-up sessions must be scheduled and completed within 60 days of the original missed lesson.
- Unused make-up sessions will automatically expire after 60 days.
- In certain cases, the Academy may convert unused sessions into credit for the next billing cycle.

### 9. Cancellation Policy

- Valid Cancellation (2+ hours notice) → Eligible for make-up session
- Late Cancellation (less than 2 hours) or No-Show → No make-up or compensation

**Core Rule: Valid Cancellation = Make-up | Late Cancellation or Absence = No Make-up**

### 10. Payment & Subscription Policy

The Academy operates on a pre-paid subscription model.

- Full payment is required before the start of each billing cycle.
- Late payments: After the second session without payment, the schedule will be paused until payment is confirmed.

### 11. Refund Policy

Refunds are considered only in the following cases:

- The Academy is unable to provide a suitable instructor
- Major service disruptions caused by the Academy

**We're unable to issue refunds for change of mind, schedule conflicts, repeated absences, or policy violations. All requests are reviewed on a case-by-case basis.**





# Zumrat Al-Quran Academy

## Student Policy & Terms

### 12. Teacher Replacement

Students or guardians may request a teacher change if the current instructor is not a good fit. The Academy will provide a suitable alternative, noting that teaching styles and availability may differ.

### 13. Inactive Students & Schedule Suspension

The Academy may automatically pause a student's schedule after two consecutive absences with no response to administrative outreach. Reactivation requires confirmation from the parent/guardian.

### 14. Recording & Privacy

- The Academy may record sessions for quality control and teacher evaluation.
- All recordings and student data are kept strictly confidential.
- Students and guardians may not record, screenshot, or distribute any part of the sessions without explicit written permission.





# Zumrat Al-Quran Academy

## Student Policy & Terms

### 15. Support & Complaints

All inquiries and complaints must be submitted through official channels only:

- Student support group (if available)
- Official WhatsApp
- Official email

**Communications sent to teachers' personal accounts will not be processed as formal requests. A centralized support system is coming soon.**

### 16. Disciplinary Action & Misconduct

The Academy reserves the right to suspend or terminate services for:

- Unprofessional or disrespectful behavior
- Repeated violation of Academy policies
- Actions that disrupt the learning environment

### 17. Official Correspondence

All official communications must go through the Academy's verified channels to be recognized and processed.

Thank you for being part of the **Zumrat Al-Quran** Academy family. We look forward to supporting your (or your child's) Quranic journey with excellence and care.

**Zumrat Al-Quran Academy: Empowering hearts through the Quran**

