

Education Center — Frequently Asked Questions

General Information

1. Q: What courses do you offer?

A: We offer courses in languages, programming, design, business, marketing, data analytics, and artificial intelligence.

2. Q: Who can enroll in your courses?

A: We welcome children, teenagers, and adults. Course availability depends on the student's age and the selected program.

3. Q: Do I need previous experience?

A: Not necessarily. Many of our courses are suitable for complete beginners, while others are designed for intermediate or advanced learners.

4. Q: Do you offer online classes?

A: Yes. We offer in-person, online, and hybrid learning options depending on the course.

5. Q: Where is your academy located?

A: Our academy is located at 221B Baker Street, London, UK.

6. Q: What are your working hours?

A: We are open Monday to Friday from 9:00 AM to 8:00 PM and Saturday from 10:00 AM to 5:00 PM. We are closed on Sundays.

7. Q: How can I contact the academy?

A: You can contact us by phone, email, or through our website.

8. Q: Do you offer free consultations?

A: Yes. Our admissions team can help you choose the most suitable course based on your goals.

Courses

9. Q: Which course is right for me?

A: Tell us what you'd like to learn or achieve, and we'll recommend the most suitable course for your goals and current experience.

10. Q: Can I study as a beginner?

A: Yes. We offer beginner-friendly courses in several subjects.

11. Q: Do you have advanced courses?

A: Yes. Advanced courses are available for students who already have previous knowledge or experience.

12. Q: Can I change my course later?

A: Please contact our admissions team to discuss available options.

13. Q: How long do your courses last?

A: Course duration depends on the selected program. Please ask about the specific course you're interested in.

14. Q: How often are classes held?

A: Class schedules vary depending on the course and study format.

15. Q: Do you offer weekend classes?

A: Some courses may include weekend schedules depending on availability.

16. Q: Do you have evening classes?

A: Yes. Selected courses offer evening classes for working professionals and students.

Registration

17. Q: How do I register for a course?

A: Simply tell us which course you're interested in, and we'll guide you through the registration process.

18. Q: Can I book a trial lesson?

A: Yes. Trial lessons are available for selected courses.

19. Q: What information do I need to register?

A: We'll ask for only the information required to complete your registration.

20. Q: Can I register online?

A: Yes. You can register online with assistance from our AI Agent or admissions team.

21. Q: Can someone register on my behalf?

A: Yes. Another person may submit a registration request for you if they provide the required information.

22. Q: Can I register before deciding?

A: If you're unsure, we recommend booking a consultation or trial lesson before enrolling.

Teachers

23. Q: Can I choose a specific teacher?

A: Yes. You may request a specific teacher when registering, subject to availability.

24. Q: Can you recommend the right teacher?

A: Yes. Based on your learning goals and selected course, we'll recommend the most suitable teacher.

25. Q: Can I change my teacher later?

A: Depending on availability, changing teachers may be possible. Please contact our admissions team for assistance.

26. Q: Can I meet the teacher before enrolling?

A: For selected courses, consultation or trial lessons may be available before enrollment.

27. Q: Are your teachers experienced?

A: Yes. Our instructors are experienced professionals in their respective fields.

Tuition & Payments

28. Q: How much does a course cost?

A: Tuition fees vary depending on the course. Please ask about the specific course you're interested in.

29. Q: Do you offer installment payments?

A: Payment options depend on the selected course. Please contact our admissions team for details.

30. Q: Which payment methods do you accept?

A: We accept cash, Visa, Mastercard, Apple Pay, and Google Pay.

31. Q: Are there any discounts available?

A: Promotional offers and discounts may be available during certain periods. Please contact us for current offers.

32. Q: Will I receive a receipt or invoice?

A: Yes. A receipt or invoice is provided after payment.

Certificates

33. Q: Do I receive a certificate after completing a course?

A: Certificate availability depends on the selected course. Please ask about the specific course you're interested in.

34. Q: Is the certificate internationally recognized?

A: Recognition depends on the course and certificate. Please contact our admissions team for details.

35. Q: Do I need to pass an exam to receive a certificate?

A: Certification requirements vary depending on the course.

Learning Formats

36. Q: Do you offer online courses?

A: Yes. Many of our courses are available online.

37. Q: Do you offer in-person classes?

A: Yes. Classroom-based learning is available for many courses.

38. Q: Can I switch between online and in-person learning?

A: Depending on the course, switching learning formats may be possible.

39. Q: Do I need my own computer?

A: Requirements depend on the selected course. We'll let you know if any equipment is needed.

40. Q: Will I receive study materials?

A: Yes. Study materials are provided for many courses, depending on the program.

Student Support

41. Q: Can I ask questions during the course?

A: Yes. Students are encouraged to ask questions and receive support throughout their learning journey.

42. Q: What if I miss a class?

A: Please contact your instructor or our admissions team to discuss available options.

43. Q: Can I pause my course?

A: Depending on the course, pausing your studies may be possible. Please contact us for assistance.

44. Q: Can I transfer to another course?

A: In some cases, transferring to another course may be possible. Our admissions team will be happy to help.

45. Q: Can I contact the academy after enrollment?

A: Absolutely. Our team is available to support students before, during, and after enrollment.

Admissions

46. Q: Is there an entrance exam?

A: Admission requirements depend on the selected course. Please ask about the course you're interested in.

47. Q: How do I know which level is right for me?

A: For some courses, we may recommend a short assessment or consultation to help determine the most suitable level.

48. Q: Can I start immediately?

A: Course start dates depend on availability. Please ask about your preferred course.

49. Q: Can I join after a course has already started?

A: This depends on the course. Our admissions team will advise you on available options.

50. Q: Is there a registration deadline?

A: Registration deadlines vary depending on the course and available places.

Attendance

51. Q: Do I need to attend every class?

A: Regular attendance is recommended to achieve the best learning results.

52. Q: What happens if I miss several classes?

A: Please contact your instructor or our admissions team. We'll help you explore available options.

53. Q: Can I make up a missed lesson?

A: Depending on the course, make-up lessons or alternative arrangements may be available.

Facilities

54. Q: Is Wi-Fi available?

A: Yes. Free Wi-Fi is available for students at our academy.

55. Q: Is parking available?

A: Yes. Free parking is available for students and visitors.

56. Q: Are classrooms fully equipped?

A: Yes. Our classrooms are equipped with the necessary learning resources and technology.

Career & Learning

57. Q: Will this course help me get a job?

A: Our courses are designed to help students develop valuable knowledge and practical skills. However, we cannot guarantee employment.

58. Q: Will I receive homework?

A: Homework depends on the course and instructor.

59. Q: Can I practice outside of class?

A: Yes. Many courses include exercises and study materials for independent practice.

60. Q: Do you offer one-to-one lessons?

A: Private lessons may be available for selected courses. Please contact us for more information.

61. Q: Can companies enroll their employees?

A: Yes. We offer training opportunities for both individuals and corporate clients.

AI Assistant

62. Q: Can your AI Assistant help me choose a course?

A: Yes. Simply tell us what you'd like to learn or achieve, and our AI Assistant will recommend the most suitable course.

63. Q: Can the AI Assistant register me for a course?

A: Yes. The AI Assistant can collect the required information and submit your registration request.

64. Q: Can the AI Assistant answer course questions?

A: Yes. It can answer questions about courses, teachers, schedules, tuition fees, certificates, and academy policies using our knowledge base.

65. Q: Can I talk to a real person?

A: Absolutely. If you need additional assistance, our admissions team will be happy to help.

66. Q: What if the AI doesn't know the answer?

A: If the requested information isn't available, the AI Assistant will recommend contacting our admissions team for further assistance.