

Frequently Asked Questions

Fees Related Questions

1. What are the fees that need to be paid at the point of registration?

Only course fees. No deposit, material and registration fee are needed since June 2006.

2. What are the modes of payment?

Payment can be made by cash or cheque. Cheque should be payable to Simply Smart Enrichment. Please write the name of the student on the reverse side of the cheque.

3. When should I pay the school fees?

Payment should be made by the first lesson of every four lessons or by the first lesson of every 10 lessons (term payment).

4. Does enrolling in more than one subject, entitle me to a discount?

Yes. Subject to terms and conditions. Call HOTLINE 81122068 for detail.

5. Are there any other ways to get more discounts?

Yes, you will be rewarded to a \$25 cheque if you introduce a friend to our centre. You may choose to collect cash by cheque or offset your fees.

Trainer-Related Questions

1. Who are our trainers?

All are minimum graduates. Most are Honours degree / Masters degree or scholarship holders. 40% of our trainers are NIE qualified school teachers with at least 3 years of teaching experience. All the trainers at Simply Smart use the same set of teaching material and system developed by our Master Trainers to ensure consistently high standards.

2. How old are the trainers?

All range from mid 20s to late 40s.

3. Which trainer is better?

As all the trainers use the same teaching method and materials, it does not matter which trainer teaches them. All our trainers are enthusiastic, dedicated and keen to help their students improve. In addition, weekly group consultations among trainers teaching the same subject and our Master Trainers ensures consistency and high standards.

Questions on Lessons / Teaching Methods

1. Are students given homework?

Students will be given class work to do during class, as well as given homework. Their homework will be marked by our teachers to assess their understanding, correct application and clear and logical presentation. As a guide, the homework should take them about 1 to 1.5 hours to complete.

2. How many students are there per class?

We keep to a max class size of 5 for P2 to S4. Once a class reached 5, no new student

registrations are accepted. However, under the following circumstances, class sizes may exceed 5 slightly:

- (a) Inter-class transfers: Students in 1 class have to switch to another class due to various reasons: e.g. changes in timetable causing timing clashes, school doing different topics or going at a different pace, etc. We generally will not turn away a student who has already joined us unless it will result in the class size exceeding 8.

- (b) The class consist mainly of old students of the trainer who has taught them for a few years and the parents insist on the same trainer and do not mind the larger class size.

The class limit for JC level is 8. JC students are more independent and do not hesitate to ask questions, resolve doubts and clarify concepts, even outside of the stipulated tuition time.

3. Are your lessons according to school syllabus?

Yes. Our lessons are developed based on school syllabus (as determined by MOE or Cambridge Exam Board). Some SAP schools go beyond the syllabus requirement to stretch their students. For instance, GEP, IP, IB, etc. As we have years of experience teaching students from these schools, we have included such additional material in our lessons and notes for our students' reference. Such materials are not included in their textbooks.

4. Will there be any lessons during the school holidays?

Yes, lessons as usual. We even encourage student to join extra lessons & holiday programmes. We have head start classes starting in December.

5. What should I do if I miss a lesson?

You may quickly arrange makeup lesson with your trainer either before or after the missed lesson.

6. Will I get a refund for lessons missed?

No, Refund is only applicable for hospitalization and overseas trip (One week or more) with proof of travel document or medical certificate.

7. What is Diagnostic Session, Motivation Session, Counseling Session ?

Diagnostic Session is to help to identify the student's strength and weaknesses so that lessons and materials can be tailored-made towards their needs. You need to bring the recent school exam papers and make an appointment with one of our Master Trainers. It lasts for 30 minutes and it is free.

Motivation and Counselling Session is to help to encourage and inspire the students if there arises such a need.

8. What is our teaching approach?

We provide latest exam materials to help our students perform well advanced study approach to prepare them for their next level of studies.