

Student: Policies & Procedures

Introduction

- A Tanzeel commends you on your quest to connect with the Qur'an. Students are reminded that the ultimate goal in taking Qur'an classes should be to worship Allah and seek His pleasure through improving their connection with His Book.
- B This document sets out the general policies and procedures that students are required to comply with whilst taking classes with the Institute.
- C In this document, the terms listed below have the following meaning.
- (i) **Institute** means Tanzeel, the organisation offering the Program.
 - (ii) **Learning Zone** means the online area that students are required to access in order to manage their enrolment/class scheduling, access resources and take classes.
 - (iii) **Program** means the online Qur'an classes offered by the Institute.
 - (iv) **Student Care** means the student relations department.

1. Communication

1.1 Mode & Action

The Institute will communicate with a student primarily by email and notifications on the Learning Zone. Students are required to check these two sources regularly and act on the communications in a timely manner. Failure to do may result in the student's place on the Program being subject to review and offered to other students that may be on a waiting list.

1.2 Point of Contact

A student's point of contact for matters relating to these policies and procedures and the Program in general is Student Care. They can be contacted either via email (care@tanzeel.org) or the Learning Zone.

1.3 Teacher Student Interaction

Students should only speak to teachers about matters relating to the material they are studying. All other queries, including those relating to the administration of classes, IT issues and concerns with the learning experience should be directed to Student Care.

2. Study Experience

2.1 Curriculum

- (a) **(Study Material)** The Program has a designated curriculum that is divided into a set of 6 levels starting from beginner to advanced. Students are expected to study according to the curriculum.
- (b) **(Starting Level)** A student's starting level on the Program will be determined by an entry assessment conducted as part of the first class.

- (c) (**Teacher's Instructions**) Student's are advised that teachers have been instructed to teach according to the curriculum and not change what is taught under any circumstances unless instructed by the Institute's management to do so.
- (d) (**Raising Concerns**) If a student has specific learning needs that are not being met by the curriculum or have concerns about the curriculum or teaching in the general, the student must discuss these concerns with Student Care and NOT the teacher. Student Care will liaise with the student and Institute's management to try and facilitate the optimal learning experience for the student.

2.2 Parental Involvement

- (a) (**Encouraged**) Active parental involvement in child's learning is encouraged as this leads to be best learning outcomes for the child. Parental involvement includes but should not be limited to, monitoring the child's revision and practice on non-class days and actively engaging with Student Care about their child's progress.
- (b) (**Mandatory Supervision**) If a child's attentiveness in class is found to be an issue and Student Care advises that parental supervision of a child during class is required, such supervision becomes mandatory.
- (c) (**Consequences**) Failure to adequately supervise the child where supervision is deemed mandatory will result in the child's position in the Program being subject to review and open to being allocated to other students that may be on a waiting list.

2.3 Internet

Students must have high speed internet connection and ensure that computer settings are appropriate for online Qur'an classes.

2.4 Mobile Phones

Students are to put mobile phones on silent and in a place that will not distract the student during class. Students are not to answer mobile phones during class.

2.5 Recording Classes / 3rd Party Review

- (a) (**Institute Recording**) Students are advised that the Institute may, from time to time, record classes &/or have a 3rd party listen in on a class for the purposes of training and quality control. The Institute will not publish any class publically without the consent of the student.
- (b) (**Gender Sensitivity**) In the case of female students only females will listen to the recordings or act as 3rd party reviewers.
- (c) (**Student Recording**) Students may record their classes or access recordings made by the Institute (if made available) for the purpose of aiding their study and revision. Under no circumstances should these recordings be published publically unless express permission in writing is granted by the Institute.

3. Logistics

3.1 Scheduling

- (a) (**Class Selection**) Students will be required to choose their class times as part of the enrolment process.
- (b) (**Limits on Selection**) In scheduling classes, the student will be entitled to schedule a maximum of one class per day and five classes per week. All classes will be required to be scheduled with the same teacher.

- (c) (**Changing Class Times**) If a student wishes to change a scheduled class time, the student will be able to do so through the Learning Zone. Any alterations to a scheduled time shall be subject to availability. If a student's current teacher does not have a suitable time slot available, a student may select a time slot from another teacher - however in this circumstance all classes will need to be scheduled with the new teacher. Students should note that once they have unselected a class time on the Learning Zone, the student will not be able to reclaim that time if another student has selected the timeslot in the interim.
- (d) (**Day Light Savings**) Students are required to adjust their class times to accommodate changes resulting from the implementation of day light savings in their locality.

3.2 Allocation of Teachers

Allocation of teachers to a particular class is at the discretion of the Institute. The Institute reserves the right to change a student's teacher at any time.

3.3 Punctuality

- (a) (**Best Practice**) Students must be on time for classes. It is recommended that students are ready to log into the the Learning Zone at least 5 minutes before the start of their scheduled class time.
- (b) (**Teacher Instructions**) Students are advised that teachers have been instructed to strictly complete classes at the scheduled class end time. Accordingly if a student is late for class, this will result in the student having a reduced class.
- (c) (**Deemed Absence**) Where a student is more than 15 minutes late without advance notice, the student will be considered absent.

3.4 Teacher's Prayer

A teacher's prayer time will vary over the course of the year. If your class falls within the time for prayer, your teacher will discuss this with you and make appropriate arrangements. Generally this may involve starting a class, pausing for prayer and then reconvening. We have allocated 1 hour to each class, even though the prescribed class time is between 45 - 50 mins in order to accommodate for things such as prayer.

3.5 Absences

- (a) (**Excused Absences**) An absence is considered excused if it is approved. In general an absence will be excused in the event of illness, family emergency or Hajj/Umrah. As classes are delivered via an online interface - students are expected to make every effort to attend classes even when on holidays. It is important that we maintain a connection with the Qur'an at all times.
- (b) (**Application**) To apply for an excused absence, the student must, as soon as possible, notify Student Care of the reason of their absence.
- (c) (**Unexcused Absences**) Unexcused absences are absences that have not been notified by a student or have not been approved as an excused absence. Extended unexcused absences (attendance <60%) will result in a student's position in the Program being subject to review and open to being allocated to other students that may be on a waiting list.
- (d) (**Illness**) Please note that students will be required to continue to pay fees in order to reserve a class time and place on the Program during any period of absence. However, the Program recognises that illness is from Allah, and so students that miss classes due to illness are entitled to claim a refund of the fees paid for the classes they were not able to attend. To apply for a refund the student must send a scanned copy of medical certificate/relevant proofs to Student Care. The medical certificate should state that the

student's illness was of such a nature that prevented them from attending classes and note the period to which it applied.

3.6 Replacement Classes

In the event that a student is not able to attend class at their scheduled time due to: the teacher being absent or a technical issue that is the fault of the Institute, a replacement class will be offered to the student. The replacement classes are most likely to be at the student's scheduled class time on one of the otherwise designated non-teaching days (Friday or Saturday). However it may also be on a teaching day, subject to availability. Students will receive an email confirming the date and time of the replacement class.

3.7 Ramadan & Eids

- (a) **(No Classes)** There will be no classes during Ramadan and for the three days starting on the day of every Eid (ie, Eid-al-Fitr & Eid-al-Adha).
- (b) **(Sadaqaa or Refund)** Fees will be deducted by the PayPal subscription payment gateway for the period covering the month of Ramadan. The collected fees will be considered a sadaqa towards the spread of the Qur'an in the month of the Qur'an as it will be put towards covering the Program's ongoing monthly expenses and rewarding the teachers. However, students may apply for a refund for this period if they wish by contacting Student Care no later than one month after the Ramadan for which the refund is claimed.

4. Financial Matters

4.1 Payment

- (a) **(Paypal)** Payment for classes will be via PayPal's subscription payment gateway that students are required to set up as part of the class enrolment process.
- (b) **(Timing of Payments)** PayPal's subscription gateway will, at the beginning of every calendar month, automatically charge the student's nominated account.
- (c) **(Charged Amount)** The charge for the first month's classes will be on a pro-rata basis depending on the date of enrolment and thereafter the monthly subscription amount will be charged.
- (d) **(Modifying Classes)** Where a student modifies the number of classes they are taking on the Program following enrolment, if the modification is:
 - (i) an increase in the number of classes being taken every month, the student will be directed by the system to set up a new payment arrangement with PayPal and the old payment arrangement will be automatically cancelled; and
 - (ii) a decrease in the number of classes being taken every month, PayPal will automatically decrease the monthly subscription amount. The revised payment arrangement will come into effect from the following month.
- (e) **(Withdrawal)** In the event of a student withdrawing from the Program, PayPal will automatically stop all payments from the subsequent month.
- (f) **(Notification)** In all circumstances Students will receive emails confirming the payment arrangements applicable at any given point in time.
- (g) **(Unused Classes)** Except if stated elsewhere in this policy, refunds will not be made for any classes that are unused by a student.

4.2 Withdrawal

- (a) (**Process**) If a student wishes to withdraw from the Program, the student will need to do so through their account on the Learning Zone.
- (b) (**Payment Cancellation**) Students will be asked to confirm withdrawal and once confirmed, the system will automatically cancel the monthly class subscription from the **following** month. Note however, no refunds will be given for any remaining classes in the current month.
- (c) (**Schedule Impact**) As soon as a student withdraws, the class time slot will be released and made immediately available to other students.

5. Gifts

If a student wishes to give a gift to their teacher, they should notify Student Care of this intention. Under no circumstances should they discuss the gift with their teacher. The decision on whether to facilitate the passing on of the gift to the teacher will be completely at the discretion of the Institute. This decision will be made based on the ease of facilitating the transaction, the type of gift and the impact that the giving of the gift may have on the other teachers on the Program. Alternatively, students may contribute funds to the Program's Central Gift Pool which will be used to reward the teaching staff as appropriate in the future.

The Institute reserves the right to amend the Policies & Procedures at any time, however undertakes to give the Student reasonable notice of any changes prior to implementation of any new policies and/or procedures.