



LEARNING COACH RESPONSIBILITIES

The Learning Coach (LC) is the adult in the home who will assist the student with completing their daily tasks. The amount of assistance depends on the student's grade level and the student's ability to complete work independently.

Middle School (6-8)

The type of assistance provided by the Middle School Learning Coach varies, based on the student's independence. The Learning Coach will spend an average of 2-4 hours a day. During a typical week, the Learning Coach will:

- Assist with some lessons
- Encourage independent learning
- Log attendance
- Communicate with teachers

High School

The High School Learning Coach may spend less time assisting their student based on the student's ability to work independently. The average amount of time spent by the Learning Coach with a High School student is 12 hours a day. During a typical week, the Learning Coach will:

- Assist with some lessons, varies based on student's independence
- Verifies lesson completion to ensure student is on track
- Supports student independence
- Attends teacher conferences



Payment and Refund Terms

1. PAYMENT

Registration Fee: IS Berne Online requires payment of a non-refundable registration fee. This Registration Fee must be paid in full in order to progress the enrollment process.

Tuition: IS Berne Online requires payment of tuition in full. Tuition must be paid in full in order to receive a transcript or diploma.

Shipping Fee: Shipping Fee must be paid along with the tuition fee to proceed with the processing of material order.

2. PAYMENT RETURNS

Bounce Checks: All bounced checks will be subject to an administrative fee of AED 200

Online Access: If a payment has bounced, online course access will be cut within 7 working days unless a payment replacement has been made.

3. REFUND POLICY

Refund Policy: Refunds are ONLY available for tuition that has been paid in full. In order to be eligible for a refund, a parent or guardian must provide written notification, requesting to drop a course or withdraw the child from the school. It is also recommended that the student's teacher or academic coach is contacted to discuss the reason for the course drop or program withdrawal. Refunds are calculated based on the "Withdrawal Date" which is the postmark and/or electronic imprint date on the written notification. Specific information on percentages available for refund is outlined.

Online Tuition Fee:

Prior to start date = 75% refund of tuition fee

Day 1-30 of start date = 50% refund of tuition fee

After day 31 of start date = 0% refund

Learning Center Fees:

*If paid for the full year, refund will be based on unused semester

*Payment refund can take 15-30 business working days

**Registration fee are non-refundable

***Shipping fee are non-refundable after courses has been uploaded

****Other administrative charges are non-refundable (ie. Installment fee, processing fee, etc)

*Refunds will be done only thru wire transfer.