



INFRASONIC INC

Ranka Colony Rd, Munivenkatppa Layout,
Bilekahalli, Bengaluru, Karnataka 560076

At Infrasonic,

With an array of experienced Mentors, Teachers and Performing Artists, We strive to capacite students to brush up their skills in Music. A novel curriculum-based learning approach is followed in order to understand and excel in the choosen instrument and Vocals.

Please find our standardised processes for an effective learning journey with us:

Enrollment and Registration:

- Students are required to fill the enrollment form ([REGISTRATION | Infrasonic School of Music \(infrasonicinc.com\)](https://www.infrasonicinc.com)) which will be sent by a team prior to accessing any classes offered.
- Registration details must be accurate and up to date.
- Personal data provided during enrollment will be handled in accordance with our privacy policy. A complete privacy policy is available at our website.
- Failure to register may lead to our inability to reach you for coordination, wrong name or spelling in certifications, delays in starting classes, or wrong billing.

Things you should know when taking classes.

- Follow the practice instructions (minimum time of practice every day) given by your Mentor. There is a famous proverb, "Practice makes a man perfect".
- Be Punctual. Avoid cancellations. A fixed-interval schedule aids good memory.
 - Pre- preparation; completed assignments and practice is a must. Must-haves are Music Notebook, the instrument, and a pen / pencil.
 - Make yourself available 5 minutes prior to your class. This will save time.
- Ensure you have a good internet connection (preferably broadband) to have an uninterrupted learning experience. Also, check your Laptop / Desktop Audio and Microphone. Ensure that they are functional.

Instruments Classes:

Use two cameras: one on the student and one on the instrument along with the headphones.

Ensure both views clearly show the student and their Instrument.

Vocal Classes:

Position the camera to fully capture the student.

Connect audio to high-quality headphones for clarity.

Things to Know:-

- Always keep your Coordinator updated in case you need any assistance with regards to classes like, cancellations, rescheduling, change of slots, breaks and fees as she / he is your one point of contact.

- Kindly provide 2 hours prior notice to your Coordinator in case you are not able to attend your Music class. We will pass this information to your Music teacher and a compensation class for the same will be arranged as per your Monthly plan (No of Classes per month). Failing which, the class will be counted. However, the Teacher will wait between 5 minutes to 15 minutes in the class and in case if the student is not present, our Coordinator will get in touch with you and you could continue with the remaining available time as per your class schedule.

Class Continuity:

Please avoid frequent reschedules and cancellations as this hampers learning momentum and impacts commitment.

To ensure seamless learning and steady progress, we encourage avoiding carry-forward or additional compensation classes.

Beyond the allowed rescheduling, any further cancellations, including last-minute cancellations, will be marked as a No-Show and class will be counted towards billing.

For Students taking 50 minutes class

00-15 minutes late in joining, Regular class will be conducted (35-50 minutes class).

16-30 minutes late in joining, only 20-35 minutes class will be conducted / rescheduled only in special cases.,request all the student to stick with the time commitment.

For Students taking 25 minutes classes Classes will be counted as taken

This policy is designed to promote regular attendance and consistent advancement, ensuring students get the most out of their learning experience.

Cancellation/Reschedule Policy for Personalized Classes

- In case of cancellations or reschedules despite the effort, there is a maximum number of cancellations/reschedules per month limit as per below points. Cancellations/reschedules beyond the limit will not be allowed and the class will be billed.
- For classes with once weekly frequency, 1 cancellation/reschedule/make-up class per month is permissible.
- For classes with twice a week frequency, 2 cancellation/reschedule/make-up classes per month are permissible.
- For classes with thrice or more weekly frequency, 3 cancellation/reschedule/make-up classes per month are permissible.
- Cancellations/reschedules within the limit above will not be billed provided they are informed in advance as mentioned above.

Booking a Compensation Class

A student can coordinate with our Operations team to book a compensation class. Available slots will be shared with the student to pick and choose at their convenience.

Kindly, ensure that you confirm the slot or acknowledge the Compensation slot provided by the Operations team. Once the compensation slot is confirmed or acknowledged by the student, the slot is blocked and notified to the Mentor.

Please note: The Compensation slot details will be sent to the student via WhatsApp/ Infrasonic App and once acknowledged by the student, the slot will be blocked and counted as a class.

Please Note: Block the slot only if you are sure of taking the class. For any planned reschedule or cancellation, please inform at least 24 hours in advance and for medical emergencies, please **inform at least 2 hours in advance to the coordinator.**

Teacher Cancellation If a class is canceled by the Mentor, we will notify you over call. If unanswered, we will drop a message on WhatsApp or SMS based on your convenience. A

compensation class for the same will be scheduled within the same week/ month, ensuring that the student gets all the classes for that month.

Class Execution:

- **Students are expected to adhere to the class schedule communicated.**
- **Parent/Student can see attendance of students on our learning management system. If you join a session via direct zoom link rather than through platform, you may not be able to see your attendance of that session, but class participation is recorded.**

Class Recordings

- **All our classes happen over our integrated learning platform- so make sure **you're onboarded on LMS**. Watch this video to understand the features.**
- **like class execution, discussions, assignments etc) in detail: LMS& Features**



□ Onboarding Video

- **All the classes are recorded to ensure professionalism from participants and provide opportunity for revision for students.**
- **Recordings are stored in line with our privacy policy.**
- **Class recordings are not downloadable and will be accessed via our classroom or LMS only.**

Service Delivery of a Class

- A. Service Delivery for a Student takes 25 minutes in class**
- 05 minutes – Warm-up exercises & Revision of the last class**
 - 20 minutes - Class & Recap of the ‘Class**

- B Service Delivery for a Student taking 50 minutes class**
- 10 minutes - Warm-up exercises**
 - 05 minutes - Revision of the last class**
 - 30 minutes - Class &**
 - 05 minutes - Recap of the ‘Class’.**

Student Assessments A Student learning under Infrasonic Curriculum will have a Module Assessment conducted by the Class Teacher/ Teacher Manager HR or Another faculty in the absence of both teacher and HR Teacher Manager. A MODULE Assessment will be held on completion of a Module for which a certificate will be provided.

For students preparing for grade examinations, we provide comprehensive support throughout the entire process. Once you complete each grade, we will assist you with end-to-end registration, from scheduling the exam to receiving your certificate.

Student on a Break

The School allows the student to take a break not exceeding 30 days (one month).

Please Note: We do not have a break policy exceeding 30 days (one month)

During the Break To retain the student(s) interest in music, we will provide them learning materials and assignments during the break to ensure that they are glued to music.

Also, the Teacher would recommend 15 to 30 minutes of practice every day during the break.

Time Slots If you want to retain your existing time slot, you can block them by **paying 50% of your Monthly fee or Full month fees.**

Once you restart, the fees will be adjusted. OR We will release your fixed slots to the next student in the waiting list.

Once you decide to resume your classes, you can choose the open slots that are available.

Technology Requirements:

- Students are responsible for ensuring they have access to the necessary technology and internet connectivity required for participating in online classes and accessing course materials.

Feedback and Communication:

- Parents and students are kindly requested to attend the Parent-Teacher Meetings (PTMs) arranged with teachers to ensure the monitoring of student progress. **All PTMs will be scheduled in the last 10 mins of a class at a regular interval.**
- Know more on PTM guidelines here:-

☰ Parent-Teacher Meeting (PTM) Guidelines for Infrasonic School of Music

- Students are encouraged to provide feedback on their learning experience and to communicate any concerns or questions promptly to their instructors or the institute administration.

- Any concerns related to the teacher's behavior can be raised to the ops team directly.

Behavior and Conduct:

- Students are advised to take classes in a distraction free environment and keep the video on during the class to maintain the best interaction experience.
- Respectful, professional, and courteous behavior is expected from all students during interactions with instructors, fellow students, and staff members.
- Parents are requested **not to discuss fees and invoices with teachers directly**. Our Ops /Program Management team/Finance Team will handle all queries related to fees.
- Direct communication between parents and teachers for the purpose of arranging classes outside of our institute's framework will not be tolerated.
- Violations of any of the institute's policies or codes of conduct may result in disciplinary measures.
- Partnership among parent, teacher, and program team is useful for the most effective learning, though it is advised that parents allow teachers to choose the best pace and mode of instruction.

HOLIDAY POLICY

Infrasonic Inc observes the following **Holidays** as a mandatory off for all its employees & Students.

1. *Shakranthi- 14th Jan*
2. *Republic Day, 26th Jan*
3. *Easter Day 31st Mar*
4. *Eid-ul-fitr- 11th Apr*
5. *May Day, 01st May*
6. *Independence Day, 15th Aug*
7. *Gandhi Jayanti, 02 Oct*
8. *Diwali- 31st Oct*
9. *Christmas- 25th Dec*

Payments Policy:-

- Payments can be made using electronic payment such as Bank Account, UPI Money transfer OR through payment gateway.
 - A One Time Payment of Rs.1000.00 (Rupees One thousand only) is entitled towards Registration fee.
 - You have an option to choose between Monthly Payments or our Subscription Plans. However, the payments are collected in advance.
 - If the fee payable is overdue for a month, the Management has the right to release the reserved slot of the Student and give it to the Student in the waiting list.
 - The fees (Monthly Payments or Subscription) will be collected on or before 10th of every month.
 - Please note: No Fee Refunds are Encouraged, after Student's Registration.
 - If a student joins in the 2nd, 3rd or 4th week of a month, the fees will be collected on a prorated basis for that particular month, along with the full month fees for the next month for the monthly subscription.

Payment made outside the above channels may not be counted unless informed and agreed in advance and the institute is not liable for any loss to payee.

We support multiple modes of payment, from direct bank transfer to credit cards via multiple payment gateways which are available at

infrasonicinc.com/fee-payment

or

Bank Details Name -

Infrasonic Inc.

Bank - Bank of Baroda Ac No -30790200000432

IFSC Code - BARB0BANNER

UPI Details iinfrasonic-1@oksbi

(Mobile Number +91 88928 50194)

Referral Policy:

- A referral bonus is credited or adjusted for each successful referral made for our classes depending on the student taking 25 min and 50 min Online sessions or 40 min, 25 min or 60 min Offline monthly or long-term subscriptions for 3-6-& 12 Months, which can be adjusted in your next billing. accordingly.
- A referral is counted as successful if the referred student/ parents & family are completely new to the Institute, i.e. have never contacted or been contacted by the Institute and informed of your referral during their enrollment.
- Once the referred student/ parents & family make the payment for at least one class with us for a period of a minimum of 1 month, the referral bonus will be added to your next invoice.
- This offer remains active at the discretion of the institute and can be revoked at any time.

Terms & Conditions:

- Infrasonic Inc is committed to safeguarding the privacy and confidentiality of student information. A complete privacy policy is available at our website.
- Services from Infrasonic Inc are governed by Terms and Conditions at [T&Cs | Infrasonic School of Music \(infrasonicinc.com\)](https://www.infrasonicinc.com/terms-conditions) & [TEAM | Infrasonic School of Music \(infrasonicinc.com\)](https://www.infrasonicinc.com/team)
- Infrasonic Inc reserves the right to update or modify these student policies as necessary. Students will be notified of any changes, and it is their responsibility to review and comply with the updated policies.

By enrolling in courses and participating in the classes offered by Infrasonic Inc, parents and students acknowledge their understanding and acceptance of these policies. We strive to provide a supportive and enriching learning experience for all our students, and adherence to these policies contributes to maintaining a conducive learning environment.