

## Official Update: AGrader's Online Lessons in Response to Singapore's Latest Measures for the Covid-19 Situation

Date: 1<sup>st</sup> April 2020

Dear Parents,

We regret to inform you that multi-ministry task force has announced that all centre-based tuition and enrichment classes will be suspended to reduce the intermingling of students from different schools and enhance the safety of students.

**All AGrader Learning Centres will be closed from 25<sup>th</sup> March 2020, Wed (Week 17) onwards, and will resume operations and lessons from 2<sup>nd</sup> May 2020, Sat (Week 22) onwards, or as advised by the multi-ministry task force.**

Despite AGrader Learning Centre's physical centres closure, we strongly believe that we must continue to support our students in their learning through a safer and more convenient lessons delivery method.

In response to the situation, we have been making ample preparations and have created an **AGrader Online Learning Portal to host AGrader Online Courses** to ensure that our students have minimal disruption to their learning progress.



### AGrader Telegram Update Channel

To receive the latest updates on the AGrader Online Courses, kindly download the Telegram chat app and join the exclusive **AGrader LC Update Channel** through this link: [bit.ly/agraderchannel](https://bit.ly/agraderchannel)

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## 1. AGrader Online Learning Portal

- The AGrader Online Learning Portal is an **easy-to-use online learning portal** for our students to continue learning using the same high quality, meticulously created AGrader worksheets (Student's Copy and Teacher's Worked Solutions Copy). On top of the weekly worksheets, we also have pre-recorded teaching videos, which will help in explaining and guiding your child through every part of the worksheet.
- Parents and students can access the AGrader Online Learning Portal at <https://online.agrader.sg>.
- We have already **created accounts for all existing enrolled students**, with the username and password login details emailed to **Parent/Guardian #1's** email address given during registration. Kindly check your email for the login details.

## 2. AGrader Online Courses (April)

- For the upcoming 6 weeks, AGrader will be hosting the AGrader Online Course (April) on the AGrader Learning Portal for students to continue their learning journey at the convenience and comforts of their home.
- The AGrader Online Course (April) will consist of **6 sets of learning materials** for lessons spanning from 23<sup>rd</sup> March 2020 till 3<sup>rd</sup> May 2020 (Week 17, Week 18, Week 19, Week 20, Week 21, Week 22).

Each set of learning materials will consist of:

- "Student's Copy" and "Teacher's Worked Solutions Copy" of the subject's weekly worksheet
- Recorded Teaching Videos (*available in the following week*)
- The AGrader Online Course (April) is applicable to the selected levels and subjects (please refer to [www.agrader.sg/onlinecourse](http://www.agrader.sg/onlinecourse))



### Video Guide on AGrader Online Portal & AGrader Online Course

To view the tutorial video on how to navigate around the AGrader Online Portal and how to better benefit from the AGrader Online Courses, kindly click on this link:

[bit.ly/agraderonlineguide](http://bit.ly/agraderonlineguide)

### 3. Schedule for Learning Materials Upload

Estimated Upload Date for AGrader Online Course (April) Learning Materials						
Week	17	18	19	20	21	22
<b>Worksheets</b>	28 <sup>th</sup> March*	1 <sup>st</sup> April	4 <sup>th</sup> April	11 <sup>th</sup> April	18 <sup>th</sup> April	25 <sup>th</sup> April
<b>Pre-Recorded Teaching Videos</b>	31 <sup>st</sup> March	4 <sup>th</sup> April	8 <sup>th</sup> April	11 <sup>th</sup> April	18 <sup>th</sup> April	25 <sup>th</sup> April

\*Except for Secondary Mathematics' Week 17's worksheets, which will be uploaded by 31<sup>st</sup> March.

- Kindly refer to the schedule above for the estimated upload date for the worksheets and the pre-recorded teaching videos.
- There will be slight delays in the uploading of pre-recorded teaching videos for Week 17, Week 18 and Week 19 due to the short notice of closure. We hope to seek your kind understanding for the delay as we will need more time to produce quality learning materials for the benefit of your child.

### 4. [60% OFF] AGrader Online Courses (April) Fees

- AGrader will be applying a **60% OFF discount** on all the lessons brought online; the AGrader Online Course (April) which covers lessons conducted from Week 17 till Week 22 (6 lessons).
- Other types of vouchers, subject bundle discounts and promotions are **NOT applicable** to the online courses price.

*Example Scenario:*

*e.g. Mary is taking Primary 2 English at AGrader Learning Centre.*

*Primary 2 English physical 6-lessons course is priced at \$178.43 nett.*

*The AGrader Online Course (April) for Primary 2 English which consists of 6-lessons worth of online learning materials will be priced at \$71.37 nett\* (60% discount applied).*

## 5. Online Payment for AGrader Online Courses (April) Fees

- An invoice for the AGrader Online Courses (April) Fees will be sent to the given Parent/Guardian email by the end of first week of April.
- You will be able to make **online payment** for the AGrader Online Course (April) using payment methods indicated in your invoice.
- Subsequent weeks' learning materials will only be released to students who have **successfully completed the online payment**. Please allow 1 to 3 working days for this process.
- If your child has already attended a physical lesson on 23<sup>rd</sup> or 24<sup>th</sup> March 2020 during Week 17 before the closure, you will **only be charged at 60% of the original course fee for that lesson**, and will still have access to Week 17's learning materials in the AGrader Online Course (April).
- If you have an approved credit note in March, we will offset the fees accordingly in the upcoming invoice for April 2020 or May 2020.
- All monies paid for the online course and/or other related services **are non-refundable and non-transferrable** to another student or course.

## 6. Print-&Courier Worksheets Service

- AGrader will be providing a Print-&Courier Worksheets service for Parents who do not have easy access to printers.
- **Only Student's Copy** will be printed for this service, Teacher's Worked Solutions will **NOT** be printed.
- AGrader will engage a courier service with tracking number to courier the worksheets but will assume no responsibility for any courier service issues. All issues with regards to the courier shall be directed to the courier service provider.
- Parents who have opted in for this service will be charged **\$5 per week worth of learning materials couriered**, regardless of the number of subjects enrolled in.
- **Week 17's learning materials will be given for free to Parents who opt in Print-&Courier Worksheets Service for Week 18's learning materials.**

*Example Scenario:*

*Mdm Ong has 2 children enrolled in AGrader, each child takes 2 subjects.*

*To receive all 6 weeks' (Week 17 to Week 22) worth of learning materials for the AGrader Online Course (April), she will have to pay a total of \$25 (\$5 x 5 weeks) for both her children's learning materials.*

*If Mdm Ong only wants to receive 4 weeks' (Week 19 to Week 22) worth of learning materials, she will only pay a total of \$20 (\$5 x 4 weeks) for both her children's learning materials.*

- A separate invoice will be sent to you within 1-3 working days upon submission of the online opt-in form.
- Arrangement of courier will take place 1-3 working days after the successful payment of the sent invoice regarding the Print-&Courier Worksheets service. Duration of courier will depend on the courier service engaged.
- Please note that we will only send worksheets for the subjects that your child(ren) is/are enrolled in for the AGrader Online Course (April).



### **Print-&Courier Worksheets Service Opt-In Form**

To opt in for the Print-&Courier Worksheets Service, kindly click on the link below:

<http://bit.ly/printandcourierworksheets>

## 7. Additional 1-to-1 Tutorial Sessions via Zoom (30 minutes) **\*NEW\***

- If you feel that your child requires more personalised attention during this period, you may opt for this “dual-teaching” bundle called:

### **[AGrader Online Course + 1-to-1 Tutorial Session via Zoom] Bundle**

- Here’s what you would receive every week under the above-mentioned bundle:

#### i. **AGrader Online Course (6 weeks)**

You will receive the same pre-recorded videos and weekly worksheets (Student’s and Teacher’s copies). Students are to watch the pre-recorded teaching videos to complete the weekly worksheets.

#### ii. **1-to-1 Tutorial Session via Zoom (6 sessions)**

An experienced educator will be assigned to your child for a 30 minutes 1-to-1 tutorial session conducted via Zoom. Students can send PDF version of their completed worksheets for the teacher to check, get feedback and ask questions. You may request for your child’s class’ educator, but it is subjected to the educator’s availability.

- 6 tutorial sessions can be utilised anytime during the 6 weeks of the AGrader Online Course, arrangements will be done directly with the assigned educator.
- The [AGrader Online Course + 1-to-1 Tutorial Session via Zoom] Bundle is priced at **100% of the original physical lessons’ cost (undiscounted)**.

*Example Scenario:*

*Mdm Ong needs personalised help for her child in P2 English, and she opts in for the **[AGrader Online Course + 1-to-1 Tutorial Session via Zoom] Bundle**.*

*She will receive all 6 weeks (Week 17 to Week 22) worth of learning materials for the AGrader Online Course (April), along with 6 sessions of 1-to-1 Tutorial Session (30 minutes) via Zoom with an experienced educator.*

*If her course fees for P2 English is \$118.95 (4 physical lessons), she will pay \$178.42 (6 physical lessons) for the [AGrader Online Course + 1-to-1 Tutorial Session via Zoom] Bundle.*



#### **1-to-1 Tutorial Sessions via Zoom Service Opt-In Form**

To opt in for the 1-to-1 Tutorial Sessions via Zoom Service, kindly click on the link below:  
[bit.ly/1to1tutorial](https://bit.ly/1to1tutorial)

## 8. Point-of-Contact for AGrader Online Course (April)

If you have any questions or doubts about the above-mentioned measures, kindly contact the right Point-of-Contact as illustrated in the table below so that your query can be answered accurately and quickly:

Point-of-Contact for AGrader Online Course (April)	
<b>General Enquiries</b>	Call/WhatsApp: +65 9720 2533 Email: <a href="mailto:enquiry@agrader.sg">enquiry@agrader.sg</a>
<b>Technical Support (Online Learning Portal)</b>	Kindly contact your AGrader Learning Centre at their respective numbers/email here: <a href="https://agrader.sg/contact">https://agrader.sg/contact</a>
<b>Billing Enquiries</b>	
<b>Enrolment Enquiries</b>	

The AGrader Team would like to express our deepest gratitude to all parents and students who have placed their trust in AGrader, and we would continue to do our best to bring to you the same high quality education like we always have done in the past years.

We would also like to seek all Parents' kind understanding for any miscommunications, confusion or inconvenience caused during this period.

Thank you and stay safe, stay healthy.

Best regards,



**Kevan Soh**

Director of AGrader Learning Centre