



FAQ and TERMS & CONDITIONS

Why is ICSEGuru required at all ?

Unlike other educational Boards, ICSE examines application of knowledge. Many parents are concerned that their wards are unable to cope up with Physics and Mathematics subjects at school and are deeply stressed. There is a dearth of effective and consistently efficient tutors for these subjects, thus ICSEGuru.

Is the Tutor qualified and good enough?

Current tutor - RRP, with an engineering background and extensive corporate experience, is cut out for the job. He himself being parent of ICSE students, had coached them successfully and is well aware of the plight of parents and ICSE students.

Is the same tutor available for entire course?

Yes, usually! But ICSEGuru, to cater to faculty emergencies, reserves its right to make contingency changes without affecting students' and parents' interests.

Why courses are offered only in Physics and Mathematics subjects?

Not all teachers are good and neither majority of tutors effective and efficient in these subjects. This is fundamentally hampering the progress of many young students who are otherwise potentially talented. ICSEGuru endeavours to contribute its mite through humble beginning with these subjects.

Is there any prerequisite qualification to register for the courses ?

Students must have passed ICSE IX standard in respective subject(s) of enrollment. In addition, broadband internet connectivity with minimum 100 mbps & power back up, audio visual infrastructure (Laptop / Desktop/ PC / Smart phone etc.) with relevant generic software, account with zoom, google, youtube etc is necessary.

What is the course fees?

Course fees for upcoming academic year is published on ICSEGuru website, from time to time.

Is the course fees negotiable ?

No !

Are there any other charges hidden or otherwise imposed on students?

Registration fees of Rs100/- (Indian Students) or INR equivalent of \$5 (Overseas Students) at the time of enrollment.

Readmission fee of Rs500/- (Indian Students) or INR equivalent of \$25 (Overseas Students) for students seeking readmission.

A Nominal charge upto Rs500/-(Indian Students) or upto INR equivalent of \$25 (Overseas Students) at ICSEGuru's discretion, in order to discourage irregular students' seeking tutor's time, upon consistent absence.

Isn't the course fees costly ?

Unlike others, ICSEGuru doesn't broker but provides high quality tutor services and undertakes absolute commitment and dedication to students' academic success at board exam. Course fees is competitive and has been fixed fairly, so as to extend the benefit to larger number of students. All good things in life come at a price.



Is the course fees refundable upon student discontinuation or enrollment termination?

ICSEGuru guarantees pass in end board exam for each student with a minimum attendance of 75%, else the failed student is eligible to claim 100% refund of fees, that shall be refunded *within 7 days from the date of claim*. In all other circumstances, whatsoever, Fees once paid shall not be refunded under any circumstances.

Is the course fees transferable to another student or deferred to next academic year?

No!

Is there any deadline for registration?

May being summer vacation, Students ideally must register and enroll in **March** each year. Registrations shall be open till **Jun end** each year. Late registrations are possible until **Aug** subject to the student's willingness to put in extra effort to cover lost portions with active support from ICSEGuru.

How are classes conducted ?

ICSEGuru shall play/live stream chapterwise video lectures with a standby tutor. Students can interact with the tutor and seek clarifications during such sessions, which are clarified online on a whiteboard.

Student could not follow the lecture and has a doubt, how can he or she get it clarified?

During live classroom session, student may raise a flag to pause and seek immediate clarification online on a whiteboard. Othertimes, student can email, whatsapp or setup and discuss during Q&A sessions.

Does ICSEGuru provide any study material?

Chapterwise lecture videos, digital study material, solved excercises and other learning aids shall me made available to students that may be revisited anytime.

How good is virtual classroom method compared to personal one to one tuition ?

If not better, same quality tuition is imparted but with improved consistency and punctuality on the schedules, due to ellimination of travel contingencies. Copy righted video lectures, digital study material, solved excercises and learning aids enable students to **revisit and revise them anytime anywhere** multiple times.

What is course duration and schedule?

Course duration is spread over 10 calendar months from Mar 2025 to Jan 2026 (May2025 being summer vacation).

| Subject | Week Days | Each Session Duration | Weekly Duration | Monthly Duration | Total Duration excluding Sundays & Holidays |
|---------|---|-----------------------|-----------------|------------------|--|
| Combo | ≈1 hr session each day 6 days- Mon to Sat | ≈1 hr | ≈6 hrs | ≈36 hrs | ≈246 hrs |
| Physics | ≈1 hr session each day 3 days-Mon, Wed & Fri | ≈1 hr | ≈3 hrs | ≈18 hrs | ≈123 hrs |
| Maths | ≈1 hr session each day 3 days-Tue, Thu & Sat | ≈1 hr | ≈3 hrs | ≈18 hrs | ≈123 hrs |
| | | | | | |

* Duration is best approximation. Actuality might vary slightly. Additional sessions may be conducted as per need.
* Public holidays as declared below.
* Detailed schedule shall be published to enrolled students.

What are session timings?

ICSEGuru conducts 1 hr daily session in 7 different time slots to cater to different timezones. Student depending on his timezone and contingency may interchangeably tune in to any (and only one) slot among 7 slots conducted each day as stated below.

| Slot No. | Indian Standard Time |
|----------|----------------------|
| 1 | 5:30 AM to 6:30 AM |
| 2 | 7:00 AM to 8:00 AM |
| 3 | 11:00 AM to 12 Noon |
| 4 | 12:30 PM to 1:30 PM |
| 5 | 3:30 PM to 4:30 PM |
| 6 | 5:30 PM to 6:30 PM |
| 7 | 7:30 PM to 8:30 PM |

Any list of holidays observed by ICSEGuru?

Saturdays are working days, whereas all sundays and following dates are observed as holidays.

| S.No. | Date | Observation |
|-------|--------------------------|-----------------------------|
| 1 | Mon 31 st Mar | Ramzan |
| 2 | Thu 10 th Apr | Mahavir Jayanathi |
| 3 | Fri 18 th Apr | Good Friday |
| 4 | Sat 7 th Jun | Bakrid |
| 5 | Fri 15 th Aug | Independence Day |
| 6 | Sat 16 th Aug | Janmashtimi |
| 7 | Wed 27 th Aug | Ganesh Chaturthi |
| 8 | Thu 2 nd Oct | Gandhi Jayanathi / Dusheera |
| 9 | Mon 20 th Oct | Diwali |
| 10 | Wed 5 th Nov | Gurunanak Jayanathi |
| 11 | Thu 25 th Dec | Christmas |
| 12 | Thu 1 st Jan | New Year |
| 13 | Wed 14 th Jan | Sankranthi |
| 14 | Mon 26 th Jan | Republic Day |

Student was absent and thus missed few lectures, how can student make up the loss? Student can revisit and watch videos of missed lectures and seek clarifications if any. Special one to one Q&A session could be mutually appointed but subject to limitation of time.

Can student take a break in between and continue later ?

No. Nevertheless, student may continue later after seeking readmission at student's own loss that student alone shall mitigate. Nevertheless, ICSEGuru shall try to support the circumstances.

Can parent or student meet the tutor or ICSEGuru personnel in person ?

No, with an exception on matters required by Law, if any.



What is enrollment termination policy ?

No fees is refunded upon such termination. ICSEGuru reserves its right to end enrollment of student(s) while revoking access credentials, at its own discretion, without any notice, if

- a) Fees payment is pending beyond stated deadline.
- b) Student is unauthorizedly absent beyond 15 calendar days at a stretch.
- c) Student conducts badly and continues to be indisciplined despite due warning.
- d) Student violates copyrights by sharing ICSEGuru study material or access credentials with others or engages in plagiarization of study material.
- e) Student canvasses negatively against ICSEGuru.
- f) Student indulges in impersonation with access credentials or registers in Indian category but logs in overseas.

What should student do when struck with technical issues during registration or enrollment, login, fees payment, attending sessions, accessing study material access etc ?

Just drop an email to ICSEGuru99@gmail.com with issue description and screenshot(s) or contact through www.ICSEGuru.com website. ICSEGuru shall resolve the issue, if any, at our end, ASAP and intimate the student or parent.

Is the personally identifiable and financial data shared with ICSEGuru safe?

As a policy, ICSEGuru doesn't share any such data with any other third party except Government and Legal Authorities when required by Law.