



2023-24

Notice to Parents

A) General Matters

The After School Support Programme (ASSP) and Early Literacy Support Programme (ELSP) aim at providing a structured literacy intervention programme for students with dyslexia to bridge the learning gap, enhance their learning motivation and build self-confidence. Regular and ongoing support is provided through small group or individual classes.

1. Due to numerous students and limited availability of teachers and classrooms, we kindly request parents refrain from changing the class schedule once confirmed.
2. To maintain good communication, please notify us promptly should there be any change in your personal contact information such as mailing address and telephone number.
3. Unless otherwise notified, our centres are close on public holidays, but classes will continue as usual during school holidays.
4. If students need to withdraw before the end of the programme, parents must complete and submit the "Withdrawal Letter" at least four weeks prior to the official withdrawal date.
5. Parents are responsible for the safety of their children before and after class.

B) Diagnostic Reports of Dyslexia

Student applying for ASSP must submit a diagnostic report of dyslexia. If the report only indicates early signs of dyslexia, the support services will only be provided until the student reaches primary three. Thereafter, parents must submit a report with confirmed dyslexia before students could continue to enroll in classes.

C) Subject Assessment

After the applications for ASSP or ELSP have been approved, new students must undergo subject assessments to help us understand their needs. If the subject assessments reveal that the current curriculum or services may not meet the students' needs, intervention programme may not be offered.

D) Payments

1. Class fees should be paid before the due date specified on the invoices. If payment is not made by the deadline, the enrollment will be cancelled.
2. Class fees can be paid in cash, by cheque, FPS or bank transfer. Details will be specified on the invoice. We do not accept payment by credit card or Octopus.
3. An official electronic receipt will be issued to the parents once payments have been received. Please keep the e-receipt until the end of school term as proof of payment.
4. Families in financial need may apply for fee subsidy. Please check with Pathways for details.

E) Leave Application or Cancellation of Class

1. Student Leave
 - If a student needs to apply for leave due to school activities or other personal reasons, parents are requested to notify Pathways one week in advance by submitting the **Student Leave Application Form**. The form can be downloaded from Pathways' website or obtained from our staff. No make-up class will be arranged for leave taken.
 - To encourage continuous learning, students are allowed a maximum of **5 days** personal leave per subject within the same academic year. The fees paid for these 5 personal leaves will be refunded. Once the 5-day limit is reached, the fee paid for the additional personal leaves **will not be refunded**.
 - **Parents are requested to pay according to the amount shown on the invoice**. If the invoice includes fee on the leave taken, credit for the the leave will be reflected in the invoice in the following month.
 - If parents **fail to notify Pathways of their child's absence by 12:00 (noon) on the day before the class** or fail to provide a valid reason, it will be considered as an **unexcused absence** "no-show". **No make-up class will be arranged, and the fee paid for that class will not be refunded**. In case of emergency preventing timely notification, the situation will be assessed on a case-by-case basis.
2. Sick Leave
 - If a student is unable to attend class due to sickness, parents should notify Pathways as soon as possible, and submit the Student Leave Application Form and a **medical certificate**. If a medical certificate cannot be provided or does not cover the leave date, the absence will be considered as personal leave and it will be deducted from

the personal leave quota.

- No make-up class will be arranged for sick leave, fee for the missed class will be credited in next month's invoice.
3. Teacher's Leave / Cancellation of Classes due to Severe Weather
- If a class is cancelled due to teacher's leave or severe weather conditions (please refer to section (I) "Arrangement of Classes During Severe Weather"), the fee for that class will be credited in the following month's invoice and no make-up class will be arranged.

F) Extra Classes

1. If students wish to attend extra classes, the class fee will be charged as below:
 - If the regular class attended is in individual mode, individual class fee will be charged for the extra class.
 - If the regular class attended is in group mode:
 - If the extra class requested is conducted individually, individual class fee will be charged.
 - If the extra class requested is conducted in group, group class fee will be charged.
2. Once Pathways confirmed the extra class with the parents, schedule cannot be changed and refund would not be made.

G) Suspension of Face-to-face Classes

If, for special reasons, Pathways needs to suspend face-to-face classes (e.g., according to instructions from the Education Bureau), online classes will be provided in real-time. Such classes are considered as regular classes. If parents choose not to attend the online classes in real-time, it will be treated as a personal leave. Once the 5-day leave quota has been reached, parents will need to pay for the class fees to retain the place in the class. Otherwise, the place will be offered to other student in the waiting list.

H) Course Fee Refund Policies and Procedures

1. **Refund Policies:**
 - In case of centre closure prior to the commencement of a course, Pathways will refund in full the course fee collected to students immediately.
 - If a course cannot be operated according to 1) the arrangements specified in the fee receipts, or 2) on the date or at the time specified in the course leaflet, and students decline the revised arrangements offered by Pathways, Pathways will refund in full or on a pro-rata basis the course fee collected to students as soon as possible and in any event not later than one month after the students have requested for the refund.
 - In case of cessation of a course after its commencement, Pathways will refund to students the course fee collected on a pro-rata basis as soon as possible and in any event not later than one month after the cessation of the course.
2. **Refund Procedures:**
 - Pathways will inform students of the refund arrangement either over the telephone or in writing. For students aged below 18, their parents or guardians can proceed with the refund procedures on behalf of the students.
 - Pathways will refund students in accordance with the above policies.
 - When processing the refund, Pathways will not take away the original fee receipts. Upon receipt of the refund, students or parents should sign to acknowledge the receipt.
 - Pathways will pay the refund by cheque.

I) Arrangement of Classes During Severe Weather

		Typhoon Signal No. 8 or higher, or Black Rainstorm Warning	Typhoon Signal No. 1 or 3, or Amber / Red Rainstorm Warning
In effect		All scheduled classes will be suspended and the centre will be closed	Scheduled classes will continue as usual
HKO <u>cancels or lowers</u> the signal or warning	At or before 2:00 p.m.	Scheduled classes will resume 3 hours after the signal or warning has been cancelled	
	After 2:00 p.m.	All scheduled classes will be suspended and the centre will be closed	

(E.g.: If the Typhoon Signal No. 8 is cancelled or lowered at 10:20 a.m., scheduled classes after 1:20 p.m. will resume as usual.)

In case of any discrepancy between the Chinese version of the Notice to Parents and this English translation, the Chinese version shall prevail.
There may be updates for this Notice to Parents. Please refer to the latest version posted on Pathways' website.