

J Pro Online Learning Terms and conditions

1) Class recorded videos

- 1.1) Class video will be recorded while our course lecturer conducts the training.
- 1.2) Videos will be processed and shared with you using our E-learning platform within 2 days after the actual class that has been held physically.
- 1.3) Videos will comprise sound and visual (workings). A sample video can be viewed at <https://www.jprotraining.com/acca-online>.
- 1.4) It is your responsibility to check that the computer/device and internet service you plan to use to access our course is compatible with the minimum specification requirement.
 - Stable WiFi connection with at least 30 Mbps for Live and playback video (360p to 720p).
 - Latest updates for internet browsers used.

It is still viable to play through phone data connection, you may incur charges from your phone data depending on the plan you have opted for with your telco provider.

2) Timetable

- 2.1) Online students course timetable are available at these link :<https://www.jprotraining.com/accaonline-timetable> . Please refer to (1.2) on sharing method.
- 2.2) Some of our class timetable dates will be close to the exam dates, this is because of our technique of last minute revision to help make the students remember before they go for the exams. For the online students, we will try our very best to upload the last class dates within 1 day of actual class.

3) Validity / Expiry

- 3.1) Videos will be available for you to watch until your examinations for the current exam cycle that you have registered and undertaken the course with J Pro Business Training. Example: Student registered course at J Pro Business Training for ACCA December 2021 examination preparations, videos will be available until the ACCA December 2021 examinations sessions only. Videos will be unavailable to view after that period.
- 3.2) All online class videos are J Pro Business Training intellectual property. Distribution of the videos and materials are prohibited. We believe that you are bound by ACCA Code of Conduct and expect that you follow the code's requirement of integrity.
- 3.3) Online class videos can be viewed many times until your course expires with J Pro Business Training.
- 3.4) The current expiry that is imposed on either online or classroom students is because materials and methods of teaching may vary and be tailored only for the current exam sitting only. All study materials and online support will also expiry once the registered exam cycle expires.

4) Study Materials

- 4.1) Course materials will be couriered to you in a hard copy form (courier charges will apply). Currently, the courier is free within Malaysia. Soft copy for course materials are not provided. Loose handouts notes during classes might be given in soft copy in our learning management system.
- 4.2) Materials that need to be couriered to other countries than Malaysia, the courier charges may defer according to the weight of the parcel and the distance. Kindly let us know which country to courier so we can inquire and inform you of the fees. The courier fees need to be settled together with the course fees.
- 4.3) Any posted materials will be given a tracking code which we will provide you by either email or WhatsApp. Any posted materials that are not collected by you when we have already posted, will be returned to us. If you wish for us to courier back the materials, this will be charged regardless of Malaysia or other countries.

Any posted materials that are still not received by J Pro customers can still be tracked by the courier consignment note tracking code on the official courier service website. If the courier tracking results state the posted materials have been delivered to the customer but the customer is still yet to receive the materials, then a formal report will be issued to the relevant courier services.

5) Support for online

5.1) Students can post their queries into our e-learning system or various platforms which will be informed from time to time. Our course lecturer will attend the course queries.

5.2) Students can email jprotraining@gmail.com or whats App / Call 016 263 0649 for any technical queries.

6) Course Fees

6.1) This will follow each exam cycle fee structure where you can find it on our website www.jprotraining.com

6.2) Payment can be done via Cash or Bank transfer. Currently, for international online students, we have only the method for Bank Transfer which is provided to you above at the beginning of this email.

6.3) Any transfer or payment must be in the correct amount of the course fees and any other fees. This is solely your responsibility.

6.3.1) If the payment or transfer done is lower than the course fees, we will give a notification to you on the remaining payable fees.

6.3.2) If any extra payment is transferred above the course fees or total fees by the error of the student, there will be an admin fee and any re-transfer fees that will apply to our banks if you have requested a transfer back the extra payment. If the extra payment which was requested to be transferred will not cover the admin and re-transfer fees of our banks, J Pro Business Training has the right to reject the re-transfer request by the student.

7) Course refund or transfers

7.1) No course refund or transfers once the course registered for the exam cycle has commenced or the online course log in details have been emailed to the students' respective registered emails or WhatsApp or any other ways deemed necessary by J Pro Business Training to alert the students, this applies to whichever that comes the earliest. This applies to all types of courses such as Syllabus only, Revision Only or Syllabus and revision (Full Course).

7.2) If any special transfers are given to students by J Pro Business Training, the transfers are only available for the subsequent exam cycle only. Example: a transfer from ACCA December 2021 examinations can only be claimed for ACCA March 2022 examination preparation. Special transfers are for severe medical reasons which make students unable to sit for the ACCA December 2021 exams provided with sufficient proof and will be personally reviewed by J Pro Business Training Management for approval or rejection. J Pro Business Training has the right to reject any special transfers and does not guarantee any approvals.

7.3) Strictly no course refund or transfer request will be entertained for students who failed to register for their exams earlier for the current exam cycle registered with J Pro Business Training as we believe it is the sole responsibility of the students to secure seats and register for their exams directly with ACCA.

J Pro Business Training reserves the rights to amend the terms and conditions listed above without prior notice

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