

HIGHER-BIO.COM
Results Guarantee Programme
FAQ

Fortifying Students with the **scientific proficiencies**, together with **heightened sensitivity** and **resilient analytical discipline**, to **critically evaluate** complex assessment scenarios in **exam halls**, and issues of science and medicine in the **dynamic real life**

-- Since 2004 --

A. What are the results guaranteed?

We Guarantee the following Student's Results for the Nov 'A' or 'O' Level GCE Examinations:

- I) Either 'A' / 'B' Grade (GCE 'A' Level); 'A1'/'A2' (GCE 'O' Level) **or**
- II) Improvement of 2 grades and above compared to latest major school assessment¹, before being enrolled as our Permanent Student (Students not on trial lessons)

B. What refund do you provide if the student did not achieve the grade?

1. **With no questions asked**, we shall refund the following (less outstanding fees if any) in the event if the Student fails to attain either I) or II) of the abovementioned:
 - a. 100% refund for Students enrolled as Permanent Student by Jan in the year of GCE Examinations
 - a. 80% refund for Students enrolled as Permanent Student in Feb - Apr in the year of GCE Examinations
 - b. 50% refund for Students enrolled as Permanent Student in May in the year of GCE Examinations
2. Period for refund calculation commences from the date of submission of the signed Results Guarantee Programme Terms and Conditions form. If Student scores a better grade in a future major school assessment¹, Student has a choice to rebase the Results and Refund guaranteed.
3. Trial, Penalty, Discounts, Registration and Material fee (applicable for Group Lesson only) are not part of the refund
4. Student must present the original Results slip for verification, within 14 days from official date of release of the Nov 'A' / 'O' Level GCE Examinations results
5. Any refund claims submitted after 14 days will be deemed as void, with no exceptions allowed.

C. Why are we so confident in guaranteeing results?

The Results Guarantee Programme is an assurance to students and their parents/guardians of the outstanding exceptional quality of education services that we provide.

The Tutor employs recurrent evident-based learning, experience from training in Education Psychology and Pedagogy, & Gifted Education to comprehend students' learning needs and **(1) what makes students learn effectively**. This culminates into a careful and customized guidance known as the **Learning Model** and **selected learning material**, which co-evolves with the changing education landscape and assessment trends over the years. Recognized for his specialization in Biology

¹ Major school assessment: Midyear or End-of-year Exam equivalent to the Nov GCE Exam. Candidates without such assessment will sit for a set of evaluation papers from the Tutor

pedagogy, the Tutor topped his cohort in 2004 NIE teacher training and was bestowed as the Gold Medalist.

The Tutor draws from his expertise as a former 'A' Level Chief Exam Moderator, to develop effective methods for students, to answer **(2) what Cambridge examiners are really awarding marks** for. This is possible via continual analysis and cross-referencing of examiners' reports, past year assessment questions and mark schemes from Cambridge Assessment International Education (CAIE) Centre.

We wish to assure you that thus far, we have only just revealed a very small part of our exceptional services that contributed to our successful programme. For more conviction, see [OUR SERVICES](#), and [OUR STUDENTS' RESULTS & TESTIMONIALS](#) on [Higher-bio.com](#).

D. How do I get enrolled under the Results Guarantee Programme? Do I need to pay anything extra to enter into the Results Guarantee Programme?

No additional fees are required to enter into the Results Guarantee Programme.

All our Permanent Students are automatically considered for our Results Guarantee Programme, as long as they abide by our following Conditions:

1. Enrolled as Permanent Student by May in the year of the Nov GCE Examinations
2. Submit the signed Results Guarantee Programme Terms and Conditions form
3. Attend all scheduled weekly and recommended lessons, and timely submit duly completed assigned practices by the Tutor
4. Participate cooperatively towards learning during lessons

The Results Guarantee Programme will only be enacted, with the sum guaranteed based from the date of submission of the signed Results Guarantee Programme Terms and Conditions form.

E. I was under the Results Guarantee Programme initially, but I was not able to meet the Conditions at some point of time during the course (e.g. unable to consistently submit work on time / missing lessons due to poor health). What happens now?

Unfortunately, only students who abide by all the Conditions agreed upon, are covered under our Results Guarantee Programme. Grade improvement is only possible via (1) **guided learning with feedback** and (2) **consistent hardwork**, leading to critical thinking, the subject mastery, and excellent answering strategies.

Nevertheless, even if students are no longer covered under our Results Guarantee Programme, we still strongly encourage them to continue the lessons. [Our past students](#) have demonstrated that the probability of performing better in Biology, is still higher the closer a student works with us.

F. How big is the class size?

Depending on the student's preference, lessons can be 1-1 or in a class of up to a maximum of 10 students, to allow high level of interaction and cooperative learning.