

### **How do I sign up for Vumba tutoring sessions?**

- To sign up for Vumba tutoring sessions, you'll need to fill out the registration form on our website. In the form, share your learning challenges and the goals you aim to achieve with our help.

Once submitted, our team will review your information, clarify any details if needed, and send you an invoice. After payment, you'll receive our welcome pack, which includes all the necessary details to start your sessions.

### **Can I get help with multiple subjects?**

- Yes, you can sign up for multiple subjects. Each subject will have its own dedicated tutor, and your profile will reflect your progress in all subjects.

### **How are tutors matched with learners at Vumba?**

- We match tutors based on your specific needs, learning style, and subject requirements. Your profile and preferences are considered to ensure the best possible fit.

### **What if I'm not satisfied with my current tutor?**

- If you're not satisfied, you can request a change of tutor. We will reassign you to another tutor and address any concerns to improve your experience.

### **How do online tutoring sessions work?**

- Our online sessions are conducted through Google Classroom and Microsoft Teams. You'll receive a link to join the session at the scheduled time. Sessions are interactive and can be recorded for future review.

### **What equipment do I need for online tutoring with Vumba?**

- To attend Vumba tutoring sessions, you'll need a mobile device, computer, or tablet with internet access and a microphone. A quiet and comfortable space is recommended for the best learning experience.

### **How do I schedule or reschedule a session?**

- You can schedule or reschedule one-on-one sessions by simply texting your tutor on WhatsApp. We aim to be flexible to accommodate your needs. Group sessions are fixed, but you will receive recordings for any missed sessions.

### **How often are the sessions?**

- Sessions are typically held weekly, with each session lasting 70 minutes. For one-on-one tutoring, you can schedule sessions according to your needs, while group sessions have fixed schedules.

**What if I miss a session?**

- If you miss a one-on-one session, you can reschedule it—ideally, inform us at least 2 hours in advance. For group sessions, you can always catch up using the class recordings provided..

**How do I track my progress with Vumba Tutors?**

- Your progress is tracked through your learner profile. You will receive regular updates, feedback from your tutor, and performance reports.

**Are additional study materials provided?**

- Yes, we provide additional study materials, practice exercises, and resources through Google Classroom. Your tutor will also assign homework and recommend further study materials.

**Do you offer exam preparation help?**

- Absolutely! We offer specialized sessions for exam preparation, including practice exams, revision techniques, and time management strategies.

**How is my personal data protected?**

- We take your privacy seriously. All personal details and session recordings are securely stored and accessible only to authorized personnel. We are fully compliant with the POPI Act, ensuring that your data is handled with the utmost care and confidentiality.

**Can I join group tutoring sessions?**

- Yes, we offer both one-on-one and group tutoring sessions. Group sessions can be beneficial for collaborative learning and are often more cost-effective.

**Do you offer free trial sessions?**

- Yes, we offer a free trial session so you can experience our tutoring services before committing

**What does Vumba mean?**

- “Vumba” is a Tsonga word that means either wet clay or to mold. Both definitions reflect the company’s mission to mold learners into the best versions of themselves.

### **What differentiates us from other tutoring companies?**

1. **Holistic Learning Approach:** We don't just teach subject content; we also teach learners how to learn effectively.
2. **Career and Future-Ready Guidance:** We help learners navigate career choices and expand their thinking through masterclasses on 21st-century topics.
3. **Learning Community:** We offer a vibrant learning community where learners can share knowledge and experiences with like-minded peers.
4. **Personalized Learning:** We tailor our teaching methods to each learner’s style and track their progress with detailed profiles.

### **Who can join?**

- Learners struggling with core subjects and aiming for tertiary education, as well as those aspiring to excel and attend top universities.

### **Do we have physical in-person sessions?**

- We focus on online tutoring and do not offer physical sessions. This approach provides flexibility, no travel time, and access to session recordings, allowing you to connect with expert tutors from anywhere, making learning more convenient and effective.

### **What platforms do we use for tutoring?**

- We use Google Classroom to organize assignments, resources, and feedback, making it easy for learners to stay on track. For live sessions, we use Microsoft Teams, which offers seamless video conferencing, screen sharing, and real-time collaboration. Together, these platforms provide a comprehensive and user-friendly learning experience.

### **What is the role of an academic coach?**

- Academic coaches help high school learners develop good study habits, prepare for tertiary admissions, exams, and evaluate student progress.

### **What is student profiling?**

- We create a profile for each learner that includes initial assessment results, monthly performance, feedback, and progress updates. These profiles help learners access more opportunities and assist in scholarship and bursary applications.

### **What are the benefits of student profiling?**

- Access to academic opportunities like scholarships and competitions
- Easier applications to tertiary institutions
- A lifelong documentation for career advancement
- Self-awareness and reflection on strengths and weaknesses

### **What topics do you cover in your masterclasses?**

Our masterclasses cover key areas such as:

1. **21st Century Skills:** Critical thinking, creativity, collaboration, and communication.
2. **Digital Literacy:** Understanding AI, technology, and safe use of digital tools.
3. **Financial Literacy:** Budgeting, saving, investing, and managing credit.
4. **Career and Global Awareness:** Career guidance, entrepreneurship, and global citizenship.

### **What are the advantages of online tutoring?**

- No travel time or costs, sessions can be recorded and replayed, interactions are monitored for safety, and learners can attend from home, improving attendance.

### **Which syllabus do we cover?**

- CAPS, NCS, IEB, and Cambridge.

### **What subjects do you offer?**

- We offer tutoring in a wide range of subjects, including Mathematics, Physical Science, Chemistry, Accounting, and more, covering various educational syllabuses such as CAPS, NCS, IEB, and Cambridge.

### **What is the frequency and duration of a lesson?**

- Sessions are weekly for programmes and available anytime for one-on-one sessions, each lasting 70 minutes.

### **Do you cater for primary learners?**

- Yes, we offer monthly packages for primary school learners in grades 4-7, with sessions once every week.

### **How do you ensure learners' safety online?**

- Communication is through monitored Google classrooms, every session is recorded, and all tutors are vetted and adhere to a code of conduct.

### **Who are Vumba Tutors?**

- Vumba Tutors are highly qualified professionals, with most holding degrees in their subjects and being certified teachers. They are experts in their fields, and before offering online classes, they undergo a thorough quality check and in-house training to ensure they meet our high standards.

### **How to join our team of tutors?**

- Interested individuals can apply via the “become a tutor” button on our website. Applicants with an average of 75% or above in the subject they wish to tutor are eligible for consideration and, if requirements are met, will be invited for a virtual interview.

### **What happens when I am unhappy with an allocated tutor?**

- We reallocate the learner to another tutor and investigate the reasons for dissatisfaction to improve the tutor’s performance.

### **How can I sponsor a student from a disadvantaged background to enroll with Vumba?**

- To sponsor a student from a disadvantaged background, you can purchase a seat in one of our programmes, either monthly or one-off, to be offered to a deserving learner. Simply send us an email, and we'll guide you through the process, including how we select beneficiaries and how we'll keep you updated on their progress.

### **What are the benefits of enrolling my class (or school) with Vumba?**

- When you enroll your class or school with Vumba, you'll receive a group discount and tailored programmes that meet your school's specific needs. We provide detailed reporting and involve teachers by sharing learner analytics, highlighting areas of weakness. Additionally, we craft special programs for learners, offer support for Olympiads, and provide career guidance. This holistic approach ensures that both students and teachers are engaged, informed, and supported throughout the learning process.

### **What grades do you offer tutoring for?**

- We offer tutoring for high school learners, specifically for grades 8 to 12. Our programs are designed to support students across these grades in various subjects, ensuring they achieve their academic goals.

### **Is Vumba a paid service?**

- Yes, Vumba is a paid service. We offer various pricing options depending on the program and frequency of sessions. Please contact us for detailed pricing information or visit our website to learn more.

### **Am I interacting with AI during the onboarding process?**

- You're interacting with AI for quick and efficient guidance, but rest assured, our team is always here to assist you personally whenever you need it. Our AI helps streamline the process, but human support is just a step away to provide personalized care and attention to your needs.

### **How does career guidance help?**

- Our career guidance provides personalized support to help learners explore different career paths, understand industry trends, and make informed decisions about their future. We offer masterclasses, one-on-one consultations, and resources to help students identify their strengths, interests, and opportunities. Additionally, we assist with university applications, CV writing, and interview preparation, ensuring learners are well-prepared for their next steps in education or the workforce

### **Do you help with homework/assignments?**

- Yes, we assist with homework and assignments during our tutoring sessions. You can also use Google Classroom or WhatsApp to ask specific questions or get help with challenging problems outside of scheduled sessions, ensuring you stay on track and fully understand the material.

### **How do Vumba's packages work?**

Vumba offers three main packages, each designed to meet different learning needs:

1. **Package A (Group Sessions):** 4 sessions per month (1 per week) for up to 10 learners. Ideal for collaborative learning. Sessions expire at the end of the month.
2. **Package B (1-on-1 Sessions):** 4 flexible sessions with no expiration, providing individualized attention. Option for single sessions as well.
3. **Package C (Group Sessions):** 8 sessions per month (2 per week) for Math and Science subjects, focusing on intensive support.

### **How much are the packages?**

Each package includes quizzes, discussion forums, progress tracking, and recorded sessions for review.

The cost of each Vumba package is as follows:

- **Package A (Group Sessions):** R599.00 per month for 4 sessions (1 per week).

- **Package B (1-on-1 Sessions):** R800.00 for 4 sessions, or R220.00 per individual session.
- **Package C (Group Sessions):** R899.00 per month for 8 sessions (2 per week), available for Math, Math Literacy, and Physical Sciences.

Each package includes access to recorded sessions, quizzes, discussion forums, and progress tracking.